

## WONG VILLA'S HANDY TIPS

### PASSPORT COPY

As per Indonesian Government requirements, it is necessary for OVV management to have a photocopy of all guest's passports, and your stay will be registered in the case of an emergency.

What we strongly suggest, before you leave, organise a spare photocopy of your passport (and everyone in your family or group) to take with you, so you can just hand that to Management or Security staff upon your arrival. This saves having to relinquish your passport at all! Staff may ask to view original on arrival to compare to copy provided, but that should be all.

We believe a wise traveler will always carry at least one photocopy of their passport with them packed separately from their original – just in case! In fact, we believe in taking a photocopy of any important travel documents at all – you just never know when they may come in very handy when you are miles from home.

### TRANSFERS

We can arrange transfers from Ngurah Rai Airport to take you to your accommodation at Wong Villa.

All you need to do, is let us know in advance - your flight / date details and we will arrange for Wayan to meet you at the airport with a hand held name sign to assist in finding you. Likewise our recommended driver, Wayan can return you to the airport at the end of your holiday if you wish.

If you are spending some time at other accommodation prior to your stay at Wong Villa – Wayan can also collect you from that accommodation, wherever it is, and transfer you to Wong Villa. That saves the concern of not knowing where you're going in unfamiliar territory in the initial instance – you have a driver who knows intimately Wong Villa's location, is familiar with management staff and who will personally help carry your suitcases to the door.

You can also contact Wayan on mobile: 081 236 08310 (if calling from international mobile dial +62 81 236 08310)

### ELECTRONIC SAFE

Wong Villa has an electronic safe in the villa. You will be provided with the location, pin and a key to operate this safe. Whilst there has to date be no incidences at Ocean Valley Village of concern, we all know it is good practice to put passports, valuables and spare cash somewhere safe – so make use of the facility we offer for your valuables for your own peace of mind during your stay at Wong Villa.

### VILLA CLEANERS

Cleaners are available any day to clean your unit. Our preferred method of operation is, upon booking in, tell the manager your wishes with regard to cleaners, and pool maintenance. Our recommendation is ask for a cleaner and a pool maintenance worker to visit Wong Villa say, every second day. The villa will be cleaned, the pool water chemical levels etc will be checked and attended to, and the pool cleaned. You may alter this timing during your stay, all you need to do is let the Manager, Rod know your wishes and he will accommodate them and schedule staff accordingly. We do recommend however the pool is attended to at least every second day for the wellbeing of your family and friends.

### LAUNDRY

A laundry service is available at Wong Villa through the front office.

We ask visitors to pay management for their own personal laundry needs during their visit – please discuss with Ani in the office, or Rod, the Manager, preferably Mon-Fri. There is a linen laundry bag in Wong Villa, marked "V1" – being Wong Villa's number in the complex, to place your laundry in and for it to be returned in. You'll find this in the linen cupboard.

We suggest, have a list ready of what items are in your laundry bag, and check off with management staff when they return, at which time you can settle your laundry account. We recommend you allow up to 48 hrs for laundry turnaround.

Linen laundry costs are the expense of Wong Villa. A facility is in place where linen laundry will be paid for by villa owners. It is suggested you keep your laundry separate from Wong Villa's linen laundry.

All linen you will require is provided in the villa, including pool towels and bathroom towels. We request if pool towels are taken to the community pool area, that you do make sure you return them to the villa with you, as each villa has it's own linen and towels. There is plenty of linen and towels (in the linen cupboard) to all changes of bed linen and towel changes so you can send some off to the laundry as required.

### MAINTENANCE

If you do happen to find a problem in the villa of any nature – e.g. run out of gas, any water, plumbing problems, anything at all – we all know these problems can pop up without warning.... Immediately let management know. There are maintenance staff on hand every day and they'll promptly attend to any issues that are required. All part of the friendly service you'll find at Wong Villa!

### MUSIC & DVD's

Wong Villa has a portable stereo and some CD music for your enjoyment – check in the lounge TV cabinet for music cd's.

There is a DVD player & TV located downstairs with a second one upstairs on the mezzanine, all for your enjoyment. Some DVD movies are also provided for your use within the TV cabinets on each level.

There is a power point on the pole on the rear corner of the Bali bengong (pergola) if you wish to take the stereo poolside, we just ask you keep it away from any moisture, and out of the rain if rain is imminent. Feel free to use the stereo and music CD's at your leisure, but not to the detriment of neighbours if there are guests in neighbouring villas, particularly after 10pm each night.

There is also a stereo housed in the Bar down at the main communal pool. Guests are invited to take their CD's down to the main pool area and make use of the stereo there, but please ensure you return Wong Villa's and your own property back to the villa as you leave the main pool. We unfortunately cannot be held accountable if something goes missing which has been left unattended to at the main pool area.

## **BAR FRIDGE – MAIN COMMUNITY POOL**

The bar at OVV is not operational at this stage, however there is a bar fridge available within the main pool bar area which guests are invited to use.

Take a few drinks down to the main pool and pop them in the fridge down there if you wish. Enjoy a BBQ by the main pool if you wish.

Again, please take all your belongings and Wong Villa's belongings back to your villa when you depart the main pool area.

## **SOS MEDICAL**

For medical emergencies: –

**SOS Medical Centre's number is... (+62) 361 710 505 (if dialling from international mobile phone)  
or dial 0361 710 505 from local phone.**

If necessary, contact Ocean Valley Village's Manager, Rod Sommer if you have an emergency and are in a spot of bother...his details are on the pinup board in the kitchen area of Wong Villa or locate a member of Security or Management staff on site. Security staff are onsite 24 hours 7 days a week. There should always be a Security staff member on site at the front entrance in the Security hut, or other staff can be found patrolling the complex.

Check pinup board for Rod's details for use in emergency situations, or if you have a general enquiry during normal office hours. Rod is an ex-pat Aussie, and you'll find him to be of every assistance he can in any regard.

## **POOL USE, SAFETY & FEATURES**

As with any swimming pool, particularly if you have children with you, or perhaps where alcohol might be being consumed, we ask you to take care and responsibility with swimming pools on your doorstep. There are no fencing requirements for swimming pools in Bali as you know. Wong Villa does have a beautiful private swimming pool in it's back outdoor area, we ask you to be mindful of this at all times if you have small children in your family or group. No-one wants your holiday to be turned into a nightmare.

The same would apply with the main community pool. This main pool does have a children's paddling pool which you may wish to make use of if you have young children. Please supervise children at all times in and around swimming pools, just like you were at home. If you have very young kids, you might want to pack a suitable safety floatie vest to take with you, it won't take up much luggage space and could be worth your while for peace of mind.

And remember Slip, Slop, Slap, still applies in the Bali sun! Especially the kids – don't let uncomfortable sunburn spoil your holiday.

There are some pool floating devices etc available, these are not safety devices, purely for your enjoyment – please feel free to use.

A pool light switch can be found just inside the kitchen door, use this at night, it creates a beautiful flickering ambience in the outdoor area of an evening. Try it out!

A switch can also be found in the same location to turn the waterfall feature pump into the pool on and off. We suggest running the pump during the day when you are poolside and enjoy the feature, and switch it off at night when you retire to enjoy a peaceful sleep.

## **AIR CONDITIONING**

Wong Villa's 2 bedrooms have air-conditioning installed for your comfort with a remote control installed on wall for controlling.

One of Ocean Valley Village's qualities is the constant fresh breeze running up the valley and through the village, therefore often eliminating the need of air-conditioning in Wong Villa! With the beautiful and pleasant breeze indeed we are spoilt at Wong Villa and OVV. You'll find the breeze is a welcome relief in the more humid months of Bali's climate.

## **MOZZIES?**

Wong Villa's location and the fresh sea breeze's (and regular fogging) make for very minimal mosquito problems. You can comfortably spend pleasant evenings outdoors poolside and our experience is that you'll most likely come away bite free. You will however find sprays, citronella, sandalwood burning sticks etc available in the villa, we stocked up just in case – and certainly feel free to use them outdoors if you do find a need. They are there for your comfort. Please note the citronella and sandalwood are designed for outdoors use, we suggest NOT using them in bedrooms for your own safety.

## **NEED A DRIVER?**

We highly recommend our driver, Wayan, who we've been using for over 4 years now.

Wayan is a lovely gentleman, whose motto is 'Don't worry, be happy!' A very unobtrusive man who won't chat insistently, but welcomes a conversation if invited, and is ever so helpful in every regard.

Wayan operates as a Tour Driver – in his own van which can comfortably accommodate up to 6 passengers, with the ability to obtain more vehicles and drivers for larger groups.

Wayan is contactable on mobile : 081 236 08310 and is very familiar with Wong Villa's location, and can tour you around to any part of Bali you wish to see.

If you're in need of a driver for any reason in Bali, give Wayan a call.

## **CAR HIRE**

For those of you who never thought you'd be brave enough to take on the Bali traffic driving a car yourself, in the Bukit area of Bali (Ungasan & surrounding areas), let's say, it's less terrifying to drive than you might think, as the roads are quieter.

All you need to do is take an International Drivers License along, and ask Rod, Manager of Ocean Valley Village if he can arrange you a hire car. This will cost somewhere in the region of 90,000 rupiah (approx A\$12) per day. We recommend, grab a hire car and explore the Bukit area – it's a lot of fun. Then you have a vehicle on hand to duck out to a restaurant of an evening, pop down to the supermarket, go and spend a quiet afternoon at one of the beautiful nearby beaches or go do some worthwhile sightseeing.

We sometimes hire a car for local use, then catch a taxi into Kuta/Legian – we're not that brave yet! Or we use our main driver, Wayan for longer trips where we need a driver for a few hours which involves going through Kuta, Legian or Denpasar traffic, etc.

### **NIRMALA SUPERMARKET**

Stock up the fridge and cupboards with nibbles, breakfast cereals, fruits, beer, wine, fruit juice, bread – in fact everything you can possibly think of is available at nearby Nirmala Supermarket – it's just like shopping at home and just a 5-6 minute drive away from Wong Villa.

### **BEER DELIVERY**

A local Warung (roadside stall) is available to phone and deliver your beer if you run out. They carry a supply of basics, and will happily deliver right to the door of Wong Villa upon receiving your call. The phone number is on the pinup board in the kitchen area of Wong Villa, or the management/office staff of OVV can give you the number. Ask them, they might even make the call on your behalf.

### **MEAL DELIVERY**

Feel like a meal, but sitting by the private Wong Villa pool is too relaxing and you don't feel like going out to a restaurant?.

Swells Restaurant, which is approx a 8-10 minute drive away, will happily take your order over the phone and deliver to Wong Villa door.

A menu is available on Wong Villa's pinup board along with their telephone number. Try them out, they do great pizzas, nasi gorengs, and a range of other meals and yummy burgers too.

### **RESTAURANTS**

Ungasan is a new but developing tourist area with Villa's popping up all over the place. Along with that, new restaurants seem to be opening up every month. Have a look at our pinup board and try out one of the restaurants whose card is on our board. If their card is there, then we have eaten there and can recommend them. We've had many a lovely meal at restaurants, all just a short drive or taxi fare from Wong Villa

### **TAXI**

Bluebird Taksi (reputable metered taxis) do service Ocean Valley Village. They have a depot nearby and are only a phone call away. Give them a call on 361 701 111 to order a car. If you are having trouble explaining where your pickup point is at Wong Villa, ask Management (during office hours) or Security, if they can order a Bluebird Taksi for you and they'll be happy to oblige. Generally taxi's will arrive within 5-10 minutes of ordering them, or you can book for a specific time.

You will even get a knock on Wong Villa's door when the taxi has arrived, so you can wait in the comfort of the villa until such time that your lift is there. Gee, life is good in Wong Villa!

Catching a taxi from town? Tell your driver Ocean Valley Village is located on the Bali Cliff Road, Ungasan – on the right hand side of the road if you're heading towards Bali Cliff Hotel (all the driver's know Bali Cliff Hotel). If a driver does go too far and misses OVV, that's easy, when he reaches Bali Cliff Hotel, ask him to turn around and OVV is the first development on the left coming back up the road (within 1km) – but really just look for the wall around Ocean Valley Village, it's difficult to miss. Average price for a taxi from say Kuta is say, 65,000-75,000rph last time we caught one.

### **ENJOY YOUR STAY**

We sincerely hope you have a most enjoyable stay at Wong Villa, Ocean Valley Village, Bali, and we encourage any feedback once you are back home so we know if we can improve our facilities for future guests, or perhaps you'd like to return next year! So feel free to drop us a note on your return home and tell us about your Wong Villa experience.

If you have good feedback, we'd love to know, if you have something you feel could be done better, we need to know!

All feedback can be emailed direct to owners on: [rental@balivilla.com.au](mailto:rental@balivilla.com.au)