



# GUEST DIRECTORY

Managed By PRAMANA EXPERIENCE

The Alena Resort, Serenity of Ubud  
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# The Alena Resort

Serenity of Ubud

Dear Guests,

Om Swastiastu!

Welcome to our home The Alena Resort, Ubud- Bali! We trust that you have settled in after your long journey and are sipping on a refreshingly cool drink, ready to be enlightened as to what this resort has to offer as well as receiving a bit of insight into Bali and how to best experience this paradise destination.

Please refer to this book during for your references of information you will need to ensure your time in Bali is pleasurable and relaxing.

Your privacy is paramount to us and we encourage you to make our resort as your home away from home for the duration of your stay on the Island of the Gods. Please do not hesitate to alert us or the guest relation staff at front Desk for any assistance to enhance your unforgettable experience with us. We will do all we can to fulfil your expectations and desires.

We sincerely hope your stay will be a memorable one.

Om Canti Canti Canti Om

*TerimaKasih, Matur Suksma!*

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(thank you)

## TEMPORARY RESIDENT REGISTRATION

One of the (few) things you will be required to do for your stay in Bali is to register as a temporary resident. The Temporary Resident Registration is a security measure mandated by the Indonesian government and we are obliged to comply with this regulation.

Upon your arrival at the resort, your greeter will borrow your passport and arrival card (the white card you filled out and had stamped by Immigration upon your arrival to Indonesia). We will have the documents copied and will then fill out the appropriate forms with the designated authorities. The staff will handle all of this and return your passport to you in short order -- your documents will not be retained by the authorities.

We understand that you may not feel comfortable handing over your passport, but by law we are required to follow these procedures. Please rest assured that your documents will be handled by our most trusted of staff who understand how important your passport and arrival card are. They will return these documents to you as quickly as possible.

## GENERAL INFORMATION

### The Resort

The Alena Resort is a masterpiece of a young Balinese who's not just the owner but also he put his heart to work with his hand on every details design and material to present for every traveler who looking for relaxing Balinese boutique resort.

The resort s set on 5000 meter square land, built following the land contour and keep as much as existing trees. Maximizing the location entire the lush tropical jungle, the restaurant set on two-storey building that allows every guest to enjoy the view of the along – along grass and view to the pool bellow on the other side.

The rooms are housed on two storey units with terrace and balcony with each facing to the pool, and the villa set around the pool with a private Balinese entrance angkul-angkul to give full privacy.

The resort gardens is design to preserve the Balinese rare flowers and fruits as element of the Balinese Hindu ritual ceremony.

### The Location

Silungan Village is traditional village a part of Ubud Region , which the area of Ubud has always been highly regarded by the Balinese for its immense spiritual powers. Even the term Ubud is derived from the term Ubad, meaning medicine in reference to the traditional healing properties of the array of plants that randomly grow here.

Ubud is remarkable spiritual town in the heart of Bali, a retreat for those seeking peace of mind clarity of thought and inspiration in the arts, culture, dance and music. Healing, comfort, nature and inspiration create Ubud serenity.

Banjar Silungan, Lod Tunduh Village is only ten minutes drive from Ubud center, an exotic destination for nature, spiritual healing and culture holiday experience.

## Design and Concept

The name of Alena comes from the owner idea to present a truly Ubud Arts & Culture experience to every guest entire the resort. Taken from Veda script interpreted "The Light " of Life with joyful and challenge that will enlighten every soul with the beauty of the details design and artworks, the genuine hospitality from every staff and the serenity and relaxing atmosphere of Ubud with a healing vibe.

The resort built following the land contour and works with as much of the existing natural habitat to blend with the surroundings, respected the prohibition to keep the healing vibe.

## The Management

The Resort is owned by Local and managed by The Local Balinese Management "**Pramana Experience**" who is fully committed to running a company in a Tourism based community with the aim to preserve nature. Its design and implementation has carefully considers the local community, religion rituals, project, and employee recruitment. Every building has been built following the landscape contour by conserving rare trees within the entire Area.

## Rooms

Our Rooms are designed in contemporary Balinese style using local stone, bamboo, natural coloured furniture decorated with woven rattan to blend with nature and create classic yet romantic impression. Features creative design of ceiling, comfortable bed with soft cotton linen, mosquito net, classic Balinese and recycled arts work. Private balcony or terrace and spacious bath with shower and terrazzo bath tub overlook to garden and pool area.

### Deluxe Room

Ten Deluxe Rooms are in two storey building in the north wing of the resort surrounded by refreshing tropical lush garden and pool view of the Classic public pool. Bird sound and quite fibration of the area while enjoy the lush greenery landscape and vegetation from your private balcony give a relaxing feeling.

### Size

Bed Room	18m <sup>2</sup> (4m x 4.5m)
Bathroom	10m <sup>2</sup> (2.5m x 4m)
Terrace	6m <sup>2</sup> (1,5m x 4m)

### Details

Air conditioned King size or twin bed with mosquito net  
Spacious bathroom with signature terrazzo bath and shower head  
Private terrace or balcony with dining table  
Nice view to garden and pool from terrace and Bed room

### Amenities

Welcome fruit basket  
Tea & coffee making facilities  
Complimentary bottled mineral water  
Mini Bar  
Electronic Safe Deposit Box  
LED cable TV  
Luxury Bathroom Amenities  
Hot & cold shower and bath  
Free wireless Internet  
IDD Telephone  
Bathrobes & Slipper

### **Super Deluxe Room (Former Suite Room)**

Four Super Deluxe are in two storey north wing building of the resort, firmly perched on beautiful garden area, facing the Jungle of Silungan with a glimpse of Mt. Agung and rice fields. Viewing the nature and feel the cool breeze under the tropical shade trees to release all tensions and energizing body and soul.

#### **Size**

Bed Room	21m <sup>2</sup> (4,5m x 5 m)
Bathroom	10m <sup>2</sup> (2m x 5m)
Terrace	6m <sup>2</sup> (1,5m x 4m)

#### **Details**

Air-conditioned king size or twin bed with mosquito net  
Spacious bathroom with signature terrazzo bath and shower head  
Private terrace or balcony with comfortable sofa and dining table  
Stunning views to the river flows and jungle shade from terrace, bed and bath room

#### **Amenities**

Welcome fruit basket  
Tea & coffee making facilities  
Complimentary bottled mineral water  
Mini Bar  
Electronic Safe Deposit Box  
LED cable TV  
Luxury Bathroom Amenities  
Hot & cold shower and bath  
Free wireless internet  
IDD Telephone  
Bathrobes & Slipper

### **Luxury Suite Room**

Eight Luxury Suite units are at the south wing of the resort surrounded by refreshing tropical lush garden and pool view of the Luxury public pool. Beautifully designed Suite Room with private veranda and stone bathtub. Wooden and stone interior, with a touch of classy vibrant colors is a perfect ground for a story to be telling. A tale of Mahabharata painting perched gracefully on the wooden headboard.

#### **Size**

Bed Room	30m <sup>2</sup> (5m x 6m)
Bathroom	17.5m <sup>2</sup> (2.5m x 7m)
Terrace	10.8m <sup>2</sup> (2.7m x 4m)

#### **Details**

Air-conditioned king size bed with mosquito net  
Spacious bathroom with signature terrazzo bath and shower head and separated toilet  
Generous space on the wardrobe area with double wash basins & beautifully built wardrobe rack  
Private terrace or balcony with comfortable sofa and dining table, and indoor sofa  
Stunning views to the green garden facing the Luxury Pool view

#### **Amenities**

Welcome fruit basket  
Tea & coffee making facilities  
Complimentary bottled mineral water

Mini Bar  
Electronic Safe Deposit Box  
Android cable TV  
Luxury Bathroom Amenities  
Hot & cold shower and bath  
Free wireless internet  
IDD Telephone  
Bathrobes & Slipper

### **Classic 1-Bedroom Pool Villa**

Three Classic 1Bedroom Pool Villas adjacent of Deluxe and Super Deluxe building on the north wing of the resort, surrounded with fascinating garden and nature view, take full advantage of the peace , tranquility of the surroundings. Enjoying the green flowing between lush garden while soak in the private pool creates a romantic and blissful feeling.

#### **Size**

Bed Room	27m2	(5m x 5.5m)
Bathroom	15m2	(2.5m x 6m)
Dining area	21m2	(7m x 3m)
Pool & Deck	50m2	(7m x 7m)

#### **Details**

Air conditioned King size bed and sofa with mosquito net  
Spacious bathroom , terrazzo bath tub and shower with semi open outdoor  
Dining area with diningtable and chair as Open deck

#### **Amenities**

Welcome fruit basket  
Tea & coffee making facilities  
Complimentary bottled mineral water  
Refrigerator  
Electronic Safe Deposit Box  
LED cable TV  
I phone dock  
Luxury Bathroom Amenities  
Hot & cold shower and bath  
Free wireless internet  
IDD Telephone  
Bathrobes & Slipper

### **Luxury 1-Bedroom Pool Villa**

Six Luxury 1Bedroom Pool Villas, 150sqm private pool villa is surrounded by lush tropical garden. The bedroom is hemmed in luxury interior hand crafted by local Balinese best artist. Sitting on the edge of the bathroom is the stone bathtub overlooking the private pool and the greenest tropical garden.

#### **Size**

Bed Room	36m2	(6m x 6m)
Bathroom	14m2	(2m x 7m)
Dining area	13.5m2	(3m x 4.5m)
Pool & Deck	56m2	(7m x 8m)

#### **Details**

Air-conditioned King size bed and sofa with mosquito net  
Spacious bathroom, terrazzo bath tub and shower with semi open outdoor  
Dining area with diningtable and chair as Open deck

### Amenities

Welcome fruit basket  
Tea & coffee making facilities  
Complimentary bottled mineral water  
Refrigerator  
Electronic Safe Deposit Box  
LED cable TV  
I phone dock  
Luxury Bathroom Amenities  
Hot & cold shower and bath  
Free wireless internet  
IDD Telephone  
Bathrobes & Slipper

### Luxury Royal One-Bedroom Private Pool Villa with Jacuzzi

Nestled amidst lush tropical greenery, Royal Alena is a 315-square-meter private pool villa, designed to blend modern luxury with Balinese artistry. Located on the top floor of a three-level residence, the villa offers uninterrupted panoramic views of the sunrise, stretching over the tops of swaying coconut trees.

The villa's private pool extends eight meters, beginning with a circular cold-water jacuzzi that gradually flows into the main swimming area. Encircled by a tropical garden, the pool is designed for both relaxation and a seamless connection with the natural surroundings.

Inside, the bedroom showcases intricate craftsmanship, with hand-carved details by renowned Balinese artisans. The circular bed serves as a centerpiece, offering a distinctive and immersive sleeping experience. The walls feature hand-carved artwork, depicting elements of Ubud's natural beauty, bringing elements of local culture into the villa's design.

The bathroom is an experience in itself, featuring an automated toilet seat and a jacuzzi placed beneath a skylight, allowing natural light to filter in while providing an open, airy ambiance. The combination of carved stone, wood, and soft lighting creates an atmosphere that is both serene and refined.

Designed with attention to detail, Royal Alena offers an environment where traditional Balinese aesthetics and contemporary luxury exist in harmony, creating a space that is both inviting and visually striking.

### Size

Bed Room	35m2 (6m x 6m)
Bathroom	29m2 (9m x 6m)
Living Room	22m2 (6m x 4m)
Kitchen + Dining area	30m2 (6m x 5m)
Pool & Deck	44m2 (12m x 7m)

### Amenities

Daily royal fruit basket  
Tea & coffee making facilities  
Complimentary bottled mineral water  
Daily complimentary a bottle of wine  
Refrigerator  
Electronic Safe Deposit Box  
LED cable TV  
Luxury Bathroom Amenities  
Free wireless internet  
IDD Telephone  
Bathrobes & Slipper

Luggage rack & wardrobe  
Double basin & dressing mirror  
Automated toilet seat  
Hot & cold sky-lit shower  
Hot & cold sky-lit jacuzzi  
Custom designed sofa  
Vanity desk  
Kitchen set  
Cooking utilities & cutleries  
Two-tiered infinity pool  
Cabana

## Resort Features

### Perantenan Restaurant

Perantenan is refine Balinese word mean kitchen, The Restaurant is set in the north wing area of the resort with wide view over the pool and nature landscape creates and ambiance perfect for an iced cold beer and cocktails. Designed with Balinese architecture using solid wood, bamboo and Alang-Alang Grass roof creates a Luxury Ubud atmosphere.

The lunch menu is light and healthy, a mixture of sandwich and salads. In the evening the menu is mixed western, Asian and Signature Perantenan menu with Balinese Dinner setting with weekly Culture Diner program for a truly Ubud Experience. Thematic pool side dinner also available on special occasion.

Open for Breakfast Lunch & Dinner

Opening Hour 07:00-23:00

Closed order at 22.00

Capacity:

Upstairs : 26 seats

Downstairs : 12 seats

### Parasayu Wellness Center

Parasayu derived from the word 'paras' and 'ayu'. 'Paras' means face while 'ayu' means beautiful. Parasayu Spa designed to imbued the inner beauty of life with colourful yet elegance setup of the premises. Facilitated with jacuzzi, sauna & steam room, wellness is the only possible outcome.

Opening Hours 09:00- 21:00

Room treatment: 3 rooms (double occupancy)

### Swargan Yoga Lounge ( indoor & outdoor )

Start a day with morning yoga to balance body and soul at Swargan Yoga lounge while enjoy the cool morning breeze, a warm sunrise entering every space of the nature leaves. Yoga is ancient art based on a harmonizing system of development for the body, mind, and spirit. The continued practice of yoga will lead to a sense of peace and well-being, and also a feeling of being at one with their environment that help to harmonize human consciousness with the divine consciousness. The sounds of nature from the area, birds singing is the best sound while practicing Yoga to create a union ego-self with the divine Self, the infinite Spirit.

#### Capacity

out door Capacity 10pax

Indoor Capacity 20pax

Opening Hours 07:00- 22:00



### **GYM Facilities**

A fully air-conditioned Fitness Centre is set up with free weights and state-of-the-art cardio equipment for in-house guests to maintain their regular workout regime even while they are on holiday. This dedicated facility also features hand towels and complimentary mineral water to ensure everyone stays hydrated while exercising.

Opening Hours 09.00-21.00

### **JACUZZI**

Rajapala's jacuzzi a circular jacuzzi inspired by local folklore, full in relief and gardenias, for our guest to enjoy relaxation. Dipping in a hot water have been proven to improve of sleep and relaxed muscles amongst other benefits.

Opening hours 09.00-21.00

### **SAUNA & STEAM ROOM**

Sauna & Steam room is available at Parasayu Wellness Center. Sauna's benefits is detoxification and has a very effective skin care benefits. However, for those with pre-existing health condition, please use the facility with consultation prior.

Opening hours 09.00-21.00

### **The Pools**

Two units of swimming pool is available to accommodate thirty-two (32) rooms.

The classic swimming pool is located on the north wings of the resort. An extensive contemporary shaped swimming pool is set in the middle of the resort, lined from the ground floor of the restaurant to the signature cone roof pavilion surrounded with green lush garden on front of the room and Villas. Soak in 16 meters long pool having an ice cold beer, unwind or reading books on a day bed while enjoying the serenity and relax atmosphere.

Opening Hours 08:00- 19:00

The luxury swimming pool is placed on the south wings of the resort. Spread after the lobby through the green lush tropical garden, with a pool bar at the entrance. A cold water circular jacuzzi at the start of the pool and then stretched for 20 meters long. A shallow pool is where the sunbeds are dipped, with two elegant cabanas two just relax and spend your day enjoying the sun.

Opening Hours 08:00- 19:00

### **Resort Services & Activities**

- Welcome drink upon arrival
- Refreshing child towel upon arrival
- Complimentary scheduled shuttle to and from Ubud center four times a day
- Complimentary morning yoga every Tuesday, Thursday, Saturday
- Complimentary rice field morning walk every Monday, Wednesday, Friday & Sunday
- Daily breakfast (07.00 – 11.00)
- 16 Hours Room Service (07.00 – 23.00)
- Daily room make up and turn down service (18.00 – 21.00)
- Daily fresh fruit and flower arrangement in the room
- Complimentary daily Genuine Balinese activities (15.00 – 16.00)
- Village and Culture Trekking
- Purity Bath trekking
- Private half day and full day Tour

- Rental Car and Bike
- Wedding Ceremony and Anniversary
- Freestyle Barbeque Dinner
- Balinese Private Cooking Experience

#### Outdoor Activities

- Art Museum Visit
- Ancient Temple & Sightseeing Tour
- Artist Village Tour
- Volcano Tour
- White Water Rafting
- Elephant Safari and Ride Tour
- Safari Marine Park
- Bali Bird Park
- Cycling Downhill from Batur Volcano (optional)
- Sunrise Mount Batur Trekking
- Tegalalang Rice Terrace
- Sunrise Batur Hiking
- Volcano Hot Spring Bathing
- Purity Bath at Tampak Siring Holy Spring
- Visit Ubud Palace and Ubud Art Market
- Visit Ubud Monkey Forest
- Visit Agro coffee Plantation

#### Shuttle Service schedule to and from down town Ubud

Shuttle Schedule	
Drop	Pick up
11.00	11.30
14.00	14.30
17.00	17.30
20.00	20.30

*Please do make reservation for the shuttle to avoid full book, please dial 0.*

## Activities



### **Morning Walk through rice field.**

Our complimentary activity at 07.00 am every Monday, Wednesday, Friday & Sunday. Keep your body healthy on your holiday by joining the Morning Walk through ricefield. Inhale 100% pure oxygen while enjoy the long distance views of rice fields and dozens of coconut trees. Experience your life with interacting to friendly local farmer, observing their daily morning activities as well as learn about the culture and customs of Balinese people. Our guest activity will guide you on this walk.

One day advance reservation is appreciated. Please book through reception by dial 0.



### **Morning Yoga at the Swargan Yoga Lounge**

Complimentary Morning yoga at 07.00 am every Tuesday, Thursday & Saturday

There is a spacious yoga pavilion on upper level facing to the pool and jungles. Throughout the ancient art of classical yoga, you will learn the technique to still your mind, strengthen your body and expand your consciousness using posture, breath work, meditation and relaxation while hearing the river sounds below.

The class is conducted by our experienced Balinese Yoga Instructor. She/ He have taught yoga to many foreigners also practicing yoga for years and feel the great benefits of yoga for body and soul. The class is suitable for beginner.

### Private Yoga Lesson at Yoga Pavilion

It is available by request outside of regular complimentary classes' schedule. Our yoga Instructor will bring you to a deeper technique of Yoga. Yoga pavilion will be a perfect spot to do but how ever this private lesson can also be done in your Villa.

1 PAX	2 PAX
IDR 750.000	IDR 1.100.000

Advance request is appreciated please contact reception by dial 0



### Balinese Afternoon Tea

Complimentary Daily, from 15:00 – 17:00pm at Perantenan Restaurant

Coming back to the resort after exploring Ubud and surrounding or half day tour, we offer a complimentary Indonesian tea or coffee with assorted Balinese cakes.



### Balinese Genuine Activity

Complimentary every day starting from 15:00-16:00 at Yoga pavilion

Experience becoming a Balinese. Enjoy dressing up like a Balinese, while we invite you to join our guest activity hosted at Yoga pavilion every day and the activity base on schedule bellow:

The day	Activity
Monday, Wednesday, Friday	Balinese Dance lesson
Tuesday, Thursday, Friday	Making Balinese offering " Canang "

For further assistance, please contact our personal assistance by dial 0.

### Balinese Cooking Experience with Lunch or Dinner





Great cuisine are not always made in obvious place

The Alena Resort is proud to share the unique skill & secret recipe. Under guidance of our Balinese Gourmet Chef, you can learn how to prepare local delicious food.

Cooking venue is inside of hotel area, and you will start by shopping in Ubud traditional market at 08:00am for approximately one hour, where you will find Balinese spices & vegetables displayed and sold in traditional way. Traditional cooking takes place at Perantenan Restaurant and start at 11.00am for lunch or start at 04.00 pm for the dinner served.

For approximately one and half hours our Chef will share his secret dishes recipes, and followed with your memorable luncheon or dinner at Perantenan restaurant Take home our secret recipe as our gift and impressed your family & friends with your Balinese cooking skills.

Reservation is required at least one day in advance and our chef will pleased to meet you for further arrangement

PRICE

1 PAX at IDR 750.000++
2 PAX at IDR 1.150.000 ++

Advance Reservation is appreciated please contact reception by dial 0

### **Daily Private Tour**

Optional by Request

Bali is a small island, but it has everything tourists need, from traditional indigenous to modern activities. Bali is a paradise for visitor, as it has been nicknamed as the Paradise Island, the Majesty Island, the morning of the world, the island with thousands of temple and others. The resort is committed to support the local community, transportation organization, who will assist you to learn and explore more its places of interest, various typical local cultures, enjoy the hospitality of the people. Our Guest Relation officer will be pleased to assist you with a suggestion of tour itinerary as you would like to visit. Recommended Itinerary



### **Kintamani-Active Volcano Tour**

Itinerary	-	Goa Gajah temple:	The Elephant cave temple
	-	GunungKawi	: The Rocky Temple
	-	Tampak Siring	: The holy Spring Temple
	-	Kintamani	: The Vulcano and Lake Creater View
	-	Tegalalang	: Rice Terrace View
	-	Temen	: Spices and Organic Coffee Plantation

Advance request and further assist is appreciated, please contact reception by dial 0



### **Besakihmother temple to East Part of Bali**

Itinerary	-	Penglipuran	: Traditional Balinese village with authentic village layout
	-	Besakih	: The Mother temple on the slope of mount Agung
	-	Sidemen	: Beautiful view of rice terrace and farmer village
	-	Goa Lawah	: The Bath Cave Temple
	-	Klungkung	: The Old court Justice of Klungkung Kingdom

Advance request and further assist is appreciated, please contact reception by dial 0



### **Uluwatu-Jimbaran tour**

#### **Itinerary**

- Mas Village : The Wood Carving Center
- Celuk Village : The Gold & Silver smith
- Denpasar : The Bali Museum (Closed on Monday)
- Uluwatu Temple : The Historical temple on the Rock
- Jimbaran Beach : Sea Food center

Advance request and further assist is appreciated, please contact reception by dial 0



### **Jatiluwih Tour**

#### **Itinerary**

- Lodtunduh : Painting Village
- Mengwi : Royal Family Temple
- Bedugul : Temple on The lake and Botanical Garden
- jatiluwih : The Best Rice Terrace View in Bali
- Batukaru : Peaceful Hindu Temple in The Jungle

Advance request and further assist is appreciated, please contact reception by dial 0





### Sunset Tour

Itinerary	-	Lod Tunduh	: painting Village
	-	Tegenungan	: Water Fall
	-	Mengwi	: Royal family temple
	-	Tanah Lot	: Temple on The Sea and Wonderful Sunset

Advance request and further assist is appreciated, please contact reception by dial 0

### AREAS OF INTEREST

- \*Ubud Palace and the traditional market
- \*Ubud Monkey forest
- \*Art Museums
- \*Ancient Temple
- \*White Heron village
- \*White water Rafting
- \*Elephant Safari Tour
- \*Bali Bird Park
- \*Kokokan Village
- \*Tegalalang Rice Terrace

### DISTANCES

- Airport 80 minutes
- Kuta 70 minutes
- Sanur 50 minutes
- Ubud Palace and Ubud Market 20 minutes
- Ubud Monkey Forest 10 Minutes
- Tampak Siring Holly Spring 45 minutes
- CekingTegallalang Rice Terrace 30 minutes
- Batur Volcano 60 Minutes
- Jimbaran 90 minutes
- Nusa Dua 90 minutes

### OUTSIDE RECOMMENDATIONS

There are many things that you may experiences in the island. Below are some of activities that we recommend for you to discover in Ubud and beyond.



### **Ayung river or Telaga waja**

Ride the region's most exciting rapids. Wind down the scenic Ayung River, travelling through deep valleys with towering cliffs and cascading waterfalls. This thrilling two-hour tour is led by experts and is suitable for anyone with a sense of adventure.

Pick up schedule:

Morning : 8.45 am –9.15 am Including Lunch

Afternoon : 1.15 am -1.45 pm Including Lunch

Advance request and further assist is appreciated, please contact reception by dial 0.



### **Elephant Safari Ride**

If you want to befriend the great Sumatran elephant, the try the short adventurer trek! You get to experience the beautiful landscape of the camp as well as venturing out for a trek along the edge of the valley.

The views are incredible, and you will also get to see tropical birds in their natural habitat. Feel free to relax and enjoy the stunning valley scenery.

Pick up schedule:

Morning : 8.00 am –8.30 am

Afternoon : 1.30 am – 2.00 pm

Advance request and further assist is appreciated, please contact reception by dial 0.



### **Cycling Trips with Alena**

#### **Country side**

Explore the Ubud country side with the nice view, start from Taro village with historical temples of GunungRaung, visit to rice field at Keliki Village, passing the beautiful view in Love Hill Ubud with two side of river and meeting together at Campuhan also with Gunung Lebah Temples, passing to Monkey forest – NyuhKuning Village and until back to Resort. There is mineral water, fresh face towel and private guide included.

Pick up schedule:

MORNING: 7.00 am – 8.00 am

Advance request and further assistance is appreciated, please contact reception by dial 0

#### **Around the resort**

A wonderful combination of moderate exercise and beautiful scenery, Experience cycling throughout the village next to the resort while enjoying beautiful rice paddy field and feel the friendliness of Balinese people and the nature of ubud. The trip will come by to visit coffee plantation to taste the best coffee produced Bali called "Luwak Coffee"



### **BATUR VOLCANO ASCENSION (1,717 meters)**

Catch the magnificent sight of the red sky when it appears during the beautiful sunrise from the top of the volcano. Walk around the rim of the volcanic cone and continue to the second crater, which last erupted in 1926, the third crater that erupted in 1963 and the youngest crater that erupted in 1974 and again in 1994. Descending from the crater you will climb down to the black sand that was originally lava that flowed during the eruption.

Pick up time:

Morning 2.30 am

Wake up call at 2.00 am

# Your Daily Needs

We provide, Bottle of water and toilet supplies upon your arrival and will be refreshed on daily Basis.

## Breakfast

### Breakfast is served from 7.00 am to 11.00 am

If you wish to order something not available on the menu, please feel free to ask the staff, who will strive to comply with all of your requests.

Serving Balinese and Indonesian, Continental or American Breakfast, Served at Perantenan Restaurant overlooks pool view and lush tropical garden valley. Advance booking is required for special dinner ie; candlelight dinner, BBQ, Balinese Culture Dinner.

Please contact our guest relation staff for further assistance.

We ask that you do remember that we are on an island and in a country with a volatile currency and that as a result sometimes the prices of items (in particular imported goods) may fluctuate.

## KEYS

For you safety and convenience, we recommend you leave your room key with the Reception when leaving the resort. We may charge at IDR 100.000 for losing the key.

## ELECTRICITY

All electrical outlets in your room operate at **220** volts. Plugs and sockets are of the two-round-prong type, though your room is equipped with a limited number of adaptors for all other plug types. Should you require additional adaptors, please let us know.

Electricity in Bali is at times unreliable and power outages are not uncommon, but they are usually dealt with promptly. Typically the power does not remain off for more than thirty minutes at a time.

## INTERNET

Wireless Internet connection is available the entire Resort.

Username is : The Alena Resort or The Alena Resort 22

Password : alena2016

Should you encounter any problem accessing internet please contact our staff at front desk immediately.

## **MOBILE PHONES**

If you bring your own mobile or cellular phone, you may wish to consider purchasing a pre-paid local telephone number with credit, which makes local calling much easier. (It is easy to purchase refills for these cards.) There are a few different brands you can buy, but the two most popular versions are Pro XL and Simpati.

## **CREDIT CARDS**

We accept all major credit cards such as Visa, Master Card and Amex.

## **SAFETY DEPOSIT BOXES**

Individual electronic safes are available in your room. We recommend that you leave all your valuables in the safe. The hotel will not be responsible for valuable goods which have not been locked in the safety box.

## **Pool and Garden**

The swimming pool is available for your use during both the day and night. It is cleaned and sanitised every morning.

We provide towels on the sundeck every day for your convenience. When using the pool, please ensure that children are supervised at all times, and be aware that the pool is shallow in some areas. The Alena Resort advises extra caution be taken when swimming in the pool, as we will not assume responsibility for any injuries or accidents.

As Bali is tropical, and your room is open air, we would like to inform you that you may encounter the occasional presence of small native animals such as geckos and frogs co-habiting your living space. Geckos, frogs, and spiders in Bali are not poisonous, and are usually more frightened of you than you may be of them. The Balinese typically do not like snakes, and therefore snake control on the island is quite vigorous so you will likely not confront any. In the event you should encounter a snake, however, please alert the staff, who will promptly remove the pest. When the villa is not occupied by guests, we ensure pest control measures are employed; normally we schedule this once a week. In the event your stay coincides with a scheduled treatment, we will advise you in advance.

Mosquitoes are unavoidable. We recommend the use of insect repellent lotions, such as 'Off' or 'Autan', especially during the hours of dusk. Homeopathic brands are not available in Bali.

## **Laundry**

Our staff will be on hand to arrange your daily laundry. Our staff could send the dirty cloth to the local laundry company with very reasonable price. (Laundry Price List is available in the room)

Please ensure that you relay any special instructions for the care of your garments directly to the staff to prevent any harm to your clothing, particularly if you have any garments made of silk or delicate fabric. To avoid misunderstandings, please make sure you give your dry cleaning to the staff **separately** from your regular laundry, and ensure that the staff understands that these items are to be dry cleaned only.

You will be asked to sign a dry cleaning or laundry bill each time your clothes are sent out for professional care. All charges for laundry & dry cleaning will be presented to you. Typically this service requires one full day services.

**DRINKING WATER**

Two bottles of water are supplied daily free of charge. Please be informed that our tap water is not recommended for drinking.

**MAINTENANCE**

We will be very happy to assist you should the need for assistance arise.  
Please Dial 0 for assistance

**BAGGAGE SERVICE / PORTER SERVICE**

Please allow sufficient time for the collection of your luggage.  
Please inform one of our staff members at least 30 minutes prior to your departure.  
For delivery or collection of any item or luggage from your room.

**CHECK OUT TIME**

Check out time is 12 noon. However, if your scheduled departure does not coincide with our check out time, please contact the Reception and every effort will be made to accommodate your needs. A half day charge may incurred.

**ROOM SECURITY**

Make sure your door is properly locked whenever you leave your room or before retiring for the night. Do not admit any stranger into your room: any suspicious person should be reported to the Reception.

## Privacy

We strive to achieve a standard of privacy that exceeds those levels found at any hotel. Our staffs are specially trained to be discreet and to provide you with the utmost in privacy. They will never disturb you while you are in your room or villa, and will always consult you before entering your house to clean it.

If you do not wish to be disturbed in your room, please hang on your door the "Don't Disturb" sign.

It is not uncommon for our guests to prefer complete privacy during the length of their stay in their room, or for a part of the duration. Should this be the case for you, do not hesitate to inform our Staff, so that this can be arranged.

The cleaning of your room can be carried out while you are out, or upon your request.

### SECURITY

The resort is secured 24 hours, 7 Days a week by our staff members. To responsible for ensuring that your stay is safe and secure at night.

## Loss & Damages

Whilst we appreciate that a degree of wear and tear is unavoidable, we would like to stress that any excessive damages or significant losses will be charged to our guests. We ask for particular consideration if you are intending on hosting any sort of event in the villa where accidents might occur.

The resort is not liable for any accident, bodily or material, loss of or damage to personal belongings, including, but not limited to electronic & audiovisual equipment and vehicle. The guests enter the resort area at its own risk. All activities are undertaken by the guests and they are own risk. Please store all the valuable thing in the safety box provided.

## Transportation

The options for transportation in Bali are to self-drive or to have a car with driver. We strongly recommend that you hire a car and driver for the duration of your stay in Bali. Renting motor bike is also an option (please see the Driving in Bali section of this book).

### MOTOR BIKE & CAR RENTAL

It is available with or without driver with hourly rental fee. To rent a car without a driver guests must have their International Driving License. Motorbike also available to rent  
Please contact staff for assistance by dialing 0

## First Aid and Medical Issues

Bali is a tropical island, and its hot and humid climate is ideal for the growth of bacteria and fungi.



Because of this it is wise to take extra care with cuts, food storage, and hygiene. Always make sure you keep any wounds clean and dry to help prevent infection.

To help avoid suffering any unnecessary ailments while you are in Bali, you can take a few easy preventative measures:

- The sun in Bali is exceptionally powerful, although the wind and humidity may make its strength deceiving. Always wear sunscreen, even on cloudy days, and it is also advisable to also wear a hat or sunglasses to protect your eyes. The hottest hours of the day are typically between 11am and 2pm, so during these times take extra care not to overexert yourself, resulting in overheating and dehydration. To prevent this, it is recommended you drink plenty of bottled water throughout the day.
- Should you suffer any minor injuries or ailments, and require medical attention, or should you have a medical emergency please contact resort staff.

Whatever you may need, the staff are available to help, and should you require a doctor do not hesitate to inform our staff, who will make appropriate arrangements for you. The medical service is offered in the Reference section at the end of this book.

Should you need the services of one of the clinics during your stay in Indonesia, please take note that Bali's clinics are not set up to deal with serious medical situations, particularly head or spinal injuries. In the unfortunate event that something should occur, we recommend that you organise air evacuation to first world medical facilities, either in Singapore or Australia. This can be arranged through the BIMC medical clinic. You can call them directly or ask the staff to do this for you.

## **Tropical Diseases**

For the most part in Bali, clear of Malaria, Dengue Fever, and Japanese B Encephalitis - all mosquito borne diseases. Keep in mind, though, that Bali is still a tropical island and cases of these sicknesses can and do still occur. Generally speaking, you do not have to worry. However, if you plan to explore the Northern or Western areas of the island, please take sensible precautions to minimise the risk of insect bites. Below are a few tips we suggest you follow:

- At night, wear light coloured clothing, long sleeved shirts and long pants
- use mosquito repellents with a strong DEET formulation
- refrain from wearing any form of scented toiletries or perfume

Please also remember that sudden changes of diet and climate can sometimes cause stomach problems. Poorly prepared food can also affect your body, so please exercise some care with what and where you eat or drink.

## **Taxi Services**

Transportation by taxi to and from the resort is easy to arrange. The system for street names and



numbering in Bali is inconsistent, and often time's streets do not have names, however we have permanent and official address:

**Banjar Silungan, Desa Lodtunduh, Ubud – Bali**

**Phone: +62 361908 2487 || Whatsapp: +62 821-4431-3443**

**Email: [rm@thealenaresort.com](mailto:rm@thealenaresort.com) Web: [www.thealenaresort.com](http://www.thealenaresort.com)**

Should you expect Visitors or Mails, Please give this address. In Some Part of the town is almost impossible to give directions to a taxi driver. It is also very difficult to call taxis from many villas, especially if they are located in rural areas, because they are not easy to find.

## Driving In Bali

The cost of a private car and chauffeur in Bali is very reasonable. If, however, you want to drive yourself, you must have an International Driving Licence or an Indonesian Driving Licence, called a 'SIM.' If you do not have a permit upon your arrival in Bali, it is fairly easy to obtain one.

If you choose to drive without a licence and the police stop you, you should expect to pay a small penalty. If the police do not ask for money right away, or if they tell you that you must accompany them to the police office, you should ask them if you can pay the fine right there on the spot. The standard fine is generally from IDR. 40,000 - 50,000. Payment of this fine is a preferable alternative to a trip to the local police station to process paperwork. No matter what the circumstances, be polite, be patient.

Also, please consider that driving in Bali requires a certain disregard for all forms of normal traffic rules and road etiquette. Accidents are common, and regardless of the circumstances, more often than not, if one of the parties involved is a tourist, it will be the tourist's fault. Keep this in mind: even if the police come and say that you are not at fault for the accident, you will most likely still be required to pay for all damages.

Here are some basic guidelines to follow:

- The right of way in Bali typically belongs to the biggest vehicle in the road, or to whoever gets there first. Pedestrians are merely considered road hazards. Drivers often enter traffic at will and do not look back to see if their path is clear. People generally expect that other drivers will make way for them, but they are also very patient of others who enter in front of them, and in this way there is a sort of mutual tolerance amongst all drivers. So take extra care to take note of what is going on in front of you, and do not worry too much about what is happening behind you.
- The predominant vehicle on the roads in Bali is the ubiquitous moped; its relatively small size enables the driver to slip in and out of lanes and in between other vehicles quite easily, the rule being that there is always enough room for one more to enter the fray. It is best to understand the fluidity of the situation on the road and to expect that anything might happen at any time. Driving with a spirit of accommodation will make travelling more enjoyable and easier to understand.
- The smaller mountain roads often have very steep grades and an uncertain quality of service; they are perhaps best travelled by mountain bike
- Please also keep in mind that Indonesian roads are dynamic and are constantly changing.

This means that a section of the road which you passed by only hours before may be completely different when you pass by again later.

For example, piles of dirt and stones are often dumped into the road for building purposes but no warning signs are posted whatsoever to warn you. The general rule of thumb is to NEVER TAKE YOUR EYES OFF THE ROAD when driving in Bali.

- Petrol can be purchased at Government operated stations (*pompa bensin or pertamina*) which are located at the main roads running in and out of larger towns, or at village kiosks which bear the sign "Premium or bensin". Please keep in mind that when purchasing petrol at these kiosks, the prices typically run around 20% higher than at the large petrol stations, and the petrol is often mixed with water which can damage the engines of cars and motorbikes. Signs which read "Solar" mean diesel.
- If your rented vehicle is in need of servicing, please note that service stations and repair shops are called "**bengkel**", although it will be the responsibility of the hiring agent to carry out any necessary repairs.
- In the unfortunate event that you should be involved in an accident, we encourage you to remain calm and be polite, even try to smile about it, as this will ease the mood of those involved and will be more conducive to avoiding unnecessary hostile confrontations. Please remember you are in foreign country, and that situations such as these are handled very differently here. Bystanders might get involved and may take a partisan stance, whatever the circumstances may be. Do please try and avoid getting into situations that might endanger your well-being at all costs.

Our advice to you is to hire a car and driver, as we believe this is a much less stressful means of transportation, and by western standards, is very inexpensive.

## ART MUSEUMS

### **PuriLukisan Museum**

Jl. Raya Ubud  
Open daily, 8am - 4pm

### **AgungRai Museum of Art**

Jl. Pengosekan  
Open daily, 9am - 6pm

### **The Blanco Renaissance Museum**

Campuan, Ubud  
Open daily, 9am - 5pm

### **Neka Art Museum**

Jl. Raya Campuan  
Open daily, 8am - 5pm

### **Museum Rudana**

Jl. CokRaiPudak, Peliatan  
Open daily, 9am - 5pm

### **PRIVATE TRANSFER**

The Hotel's vehicle is available for following transfer services:

Call our reception for your transfer arrangement & to check the rates.

**\*Rates are in Indonesian Rupiah (IDR) and including tax and service charge.**

**Call our reception for your transfer arrangement by dial 0.**

## **Notes of Caution**

### **NIGHT-TIME EXCURSIONS**

Whilst Bali is generally safe to walk around even at night, we recommend that you always use your personal driver or a licensed taxi to move around after dark.

### **DRUGS**

Please understand that the drug-related laws are very different here in Bali than elsewhere in the world. The authorities in Bali pursue drug enforcement vigorously. The penalties for possession are severe and are applied whether you are a visitor or a resident. We cannot stress enough the dangers associated with this issue, and under no circumstances should you become involved in any form of illegal drug use.

Also it is advisable to be wary at private parties where you suspect illegal drugs are being used. The police in Bali have been known to raid parties and hold all guests responsible in the event they are suspect of illegal substance abuse, so be aware of this and act responsibly. Also take note that occasionally police roadblocks are set up and when stopped, people are expected to empty their pockets.

### **POLICE DETENTION**

Please call our resort Manager immediately if you are taken into custody by the police for any reason. These telephone numbers are listed in the telephone directory at the end of this book.

### **TRAVEL TIP**

We strongly advise that you make photocopies of your airline tickets and your passport's identification pages. We also urge you to make a list of all of your traveller's checks as well as the details and emergency fax and telephone numbers of your credit cards. All of this information should be kept in a safe place separate from your wallet/purse. Having this information readily available will expedite the replacement of these items in the unfortunate event they should be lost or stolen.

## **At The End of Your Stay**

- Please check to ensure that you have packed all of your belongings.
- Pay all of your bills that have not already been settled, which may include those for dry cleaning, transportation, or room Charges.
- You will be expected to pay for any items in your villa that you may have broken or damaged. As we understand that exceptions may be warranted, this will be handled on a

case-by-case basis, and can be discussed with resort manager.

- Please be aware that the airport charges IDR 200,000 departure tax per person for international flight while domestic flight at IDR 75,000 per person.

#### TIPPING FOR RESORT STAFF

Our staffs work very hard to ensure that your stay is enjoyable and relaxing. The average monthly salary in Bali is low by Western standards, so tips from our guests can result in a substantial change in lifestyle for the staff, and are always greatly appreciated.

Tip amounts are left to client discretion, can be done by giving straight to the staff or Operation Head for all staff shared.

## Quick Reference Section

#### SUPERMARKETS

**Bintang**, Sanggingan main road, Ubud

**8am – 10pm**

Bintang offers a wide enough range of products for most needs. Whilst the selection of imported goods and produce does not match higher end deli-markets (Dijon and Gourmet Garage), it is easily the most convenience starting point. There is a small book and magazine store (often a higher prices than you would find at home), a large refrigerated section and a home wares department. In the front of Bintang, you will also find ATMs and cell-phone counters, where you may purchase pre-paid mobile phone cards.

**Coco Supermarket**, Hanoman street, Ubud

**9am – 11pm**

Coco Super market is the nearest super market by the resort. It offers a wide enough range of product for most needs. It has Grocery Store, Department Store, and Convenience Store.

In the front of Coco Supermarket, you will also find ATMs and cell-phone counters, where you may purchase pre-paid mobile phone cards.

*Have a nice stay with us.....*