Terms & Conditions for RedDoorz (or Amerton) Customers

Last updated on: ...

RedDoorz applies an absolute zero-tolerance policy towards all forms of child exploitation and human trafficking at all Properties associated with RedDoorz. There are no exceptions, tolerance, or second chances in the enforcement of this policy. No amount of revenue, commercial pressure, or justification of any kind can justify or serve as a reason to disregard the safety and protection of children.

1. Introduction

1. Welcome to the website, mobile application, and customer service center (collectively referred to as the **"Platform"**) of RedDoorz, which enables Users to connect with Us in relation to the services offered through the RedDoorz Platform. By accessing this Platform, you acknowledge that you have read, understood, and agree to be bound by the terms and conditions below ("**Terms and Conditions**").
2. These Terms and Conditions constitute a binding agreement between the user ("**you**" or "**User**") and RedDoorz. You must be at least 18 (eighteen) years of age or have legal capacity in accordance with applicable regulations to use and make Property bookings on this Platform. These Terms and Conditions may be amended and modified at any time by RedDoorz, and you agree to always review the Terms and Conditions periodically.
3. If you do not meet these requirements and continue to use the Services, all rights and responsibilities for the use of the Services shall become the rights and responsibilities of your guardian or custodian. If you are under guardianship or custodianship at the time of accessing the Services, you waive any rights under laws and regulations to withdraw your consent once you are released from such guardianship or custodianship.
4. Your continued use of or access to the Platform after any changes to these Terms and Conditions indicates your understanding and agreement to be bound by the same Terms and Conditions as amended. If you do not agree to these Terms and Conditions, you may not, and must immediately stop, accessing or using any part of this Platform.
5. Specific terms and conditions may apply to certain Services, such as policies for particular events, activities, promotions, or marketing activities. Such terms and conditions will be disclosed to you in connection with the applicable Services.
6. Specific terms and conditions form an integral part of these Terms and Conditions. If specific terms and conditions conflict with these Terms and Conditions, with respect to matters of a general nature, these Terms and Conditions shall prevail.
7. **As an integral part of these Terms and Conditions, RedDoorz applies the Consent to the Child Protection, Anti-Human Trafficking & Brand Protection Commitment, which applies to all Users, brands, business units, and transaction channels (online and offline) under RedDoorz. Consent to these provisions is a mandatory requirement to complete any transaction on the Platform.**
8. **Consent to the Child Protection and Anti-Human Trafficking Commitment**

a. RedDoorz is firmly committed to opposing all forms of Commercial Sexual Exploitation of Children (CSEC), human trafficking, and any crime against any person or child.
b. These provisions apply to every User, Guest, and party who transacts with and/or uses the Platform, applications, systems, or physical properties of any RedDoorz brand, regardless of the booking method or the location of any Property.
c. By agreeing to these Terms and Conditions, you represent that you:
    i. understand and acknowledge that RedDoorz maintains a strict policy against CSEC, human trafficking, and any crime against any person or child;
    ii. will not commit, facilitate, support, or participate in such acts in any form while using the Services or while at any Property under the RedDoorz brand;
    iii. understand that a breach of this commitment will result in the actions set out in Point 1.8.d of this Article.
d. If there is any indication or suspicion of a breach of these provisions, RedDoorz has the right, without prior notice and without limiting any other rights RedDoorz may have, to:
    i. suspend or terminate the User's access to the Platform, application, or Property;
    ii. cancel the relevant transaction or booking without a refund;
    iii. report the incident to the competent authorities and/or agencies; and
    iv. take other legal action deemed necessary, in accordance with the mechanisms set out in the **RedDoorz CSEC Policy (RDZ-POL-001)** and the related **Incident Response SOP (RDZ-SOP-002)**.

Consent to these provisions is mandatory and is an absolute requirement to complete any transaction on the Platform.

2. Scope of Services

1. This Platform is managed by Commeasure Pte. Ltd., together with its affiliates, including PT Commeasure Solutions Indonesia (Wisma 46 BNI, 25th Floor, Jl. Jend. Sudirman Kav. 1, Central Jakarta, DKI Jakarta 10220) and Commeasure Solutions Philippines Inc. (10/F, East Tower, One Ayala, Ayala Avenue, Makati City, Metro Manila, Philippines), collectively referred to as "**RedDoorz**" or "**We**".
2. Through the Platform, RedDoorz provides services that enable Users to browse, select, choose, and/or book accommodation in the form of rooms ("**Services**").
3. The accommodations displayed on the Platform ("**Properties**") are owned and operated by partners cooperating with RedDoorz using the trademarks RedDoorz, RedPartner, SANS Hotel, Urbanview Hotels, Sunerra, RedLiving, and/or the Lavana ("**Property Partners**").

3. Privacy Notice

By accessing the Platform and/or using the Services, you acknowledge that you have read, understood, and agree to be bound by Our Privacy Notice. The Privacy Notice forms an integral part of these Terms and Conditions. Further information regarding the provisions applicable to the Privacy Notice can be found **here**.

4. Intellectual Property Rights

1. Intellectual property rights in the Platform are owned by RedDoorz, Property Partners, or third parties. Unless otherwise stated, this includes the software used and/or available on the Platform, including but not limited to images, information, materials, RedDoorz content, and the trademarks of the following brands: "RedDoorz", "RedClub", "RedCash", "HygienePass", "SANS Hotel", "URBANVIEW Hotels", "RedLiving", "the LAVANA" and "Sunerra". All intellectual property rights, including but not limited to copyrights, trademarks, patents, industrial designs and trade secrets, are protected by applicable intellectual property laws and regulations.
2. You are prohibited from using, reproducing, distributing, or modifying materials containing copyrights, trademarks, patents, industrial designs, trade secrets, or Intellectual Property Rights of RedDoorz, Property Partners, or third parties. RedDoorz will close Accounts that infringe or are believed to infringe the rights of copyright holders.
3. RedDoorz is not responsible for any losses arising from infringement of third-party intellectual property rights committed by Users.
4. You acknowledge and agree that use of the Platform does not grant you any right, title, or interest in the Intellectual Property Rights of RedDoorz, Property Partners, or third parties. You are not permitted to use any intellectual property rights owned by RedDoorz without the written permission of RedDoorz.
5. If you suspect that your intellectual property rights have been infringed, you may report it to RedDoorz by email at **cs-indonesia@reddoorz.com**.
6. RedDoorz is not responsible for any losses arising from allegations of intellectual property infringement by third parties.
7. You agree to defend, indemnify, and hold harmless RedDoorz, its affiliates, subsidiaries, parent companies, officers, employees, directors, attorneys, and agents of each party from any claims, legal remedies (including but not limited to civil and criminal legal actions), legal proceedings, lawsuits, any expenses or costs to be borne (including attorney's fees and/or fines and/or administrative sanctions) and all matters arising from or related to violations of intellectual property law.

5. Bookings

1. RedDoorz is not responsible for fulfilling bookings, except for Properties that are expressly and lawfully operated by RedDoorz. If a Property Partner cancels or refuses to fulfill any booking, RedDoorz may, at its sole discretion, offer another Property of a similar standard or refund the User's money.
2. Prices displayed on the Platform may change at any time depending on various factors, including but not limited to Property availability, holiday seasons, and/or other factors. RedDoorz has the right to change prices at any time without prior notice.
3. You agree that you will pay attention to the Property details, including but not limited to the description, images, location, Partner Terms and Conditions, and other details before making a booking. You are responsible for ensuring that the Property meets your needs and expectations.
4. RedDoorz makes no representations or warranties regarding the quality, condition, safety, or legality of the Properties and Property Partners. RedDoorz does not guarantee the accuracy of

data and information provided by Property Partners in relation to the Properties and Property Partners on the Platform.

5. You are responsible for verifying the total costs payable before making a booking on the Platform, including but not limited to service fees, taxes, additional fees related to payment methods, and other fees.
6. You agree that every booking made through the Platform must be made under the name entered into the application. You are responsible for ensuring the accuracy of the name and other personal information entered during the booking process and acknowledge that any misspelling of identity may result in cancellation of the booking.
7. RedDoorz has the right to request additional information from Users to confirm bookings made through the Platform. Such additional information includes but is not limited to proof of identity, credit card ownership (if payment is made by credit card), and/or other related documentation. You agree to provide the requested information in a timely manner and acknowledge that failure to provide additional information may result in the cancellation of your booking.
8. RedDoorz has the right to refuse, delay, or suspend forwarding your payment request, or cancel any transaction for certain reasons, including but not limited to:
    a. Suspicious bookings;
    b. Indications or suspicions of criminal acts or criminal activity;
    c. Requests from relevant government institutions or court orders;
    d. Problems with payment for the booking;
    e. Information provided is not current, accurate, and/or complete;
    f. Inappropriate behavior or uploaded content;
    g. Violation of these Terms and Conditions;
    h. The User is listed on a blacklist or watch list of a government or international organization;
    i. Indications that the User's device has been stolen or hacked;
    j. Reports indicating that the account is being used without authorization by a party other than the account owner, or indications that the account has been transferred;
    k. Indications or suspicions of unusual activity on the account.

6. Property Partner Terms and Conditions for Users

1. Users who have checked in at a Property ("**Guests**") may be asked by the Property Partner to agree to a separate set of terms and conditions ("**Partner Terms and Conditions**") during their stay at that Property. The Partner Terms and Conditions are entirely separate from these Terms and Conditions and constitute an agreement between the Guest and the Property Partner without involving RedDoorz.
2. You agree that by making a booking, you will enter into an agreement with the Property Partner and must accept and comply with the Partner Terms and Conditions.
3. You agree that RedDoorz and/or the Property Partner will request a security deposit before you check in. The amount of the security deposit payable depends on the Partner Terms and Conditions.
4. You agree that the security deposit will be refunded in accordance with the Partner Terms and Conditions.

5. If you are a Guest of foreign nationality, you may be asked by the Property Partner to show and/or submit additional identity documents at check-in, such as a passport or other required additional documents.
6. If there is a conflict between these Terms and Conditions and the Partner Terms and Conditions relating to the Platform or Services, then, with respect to general matters, these Terms and Conditions shall prevail.
7. RedDoorz is not responsible for any actions, omissions or losses arising from the application of the Partner Terms and Conditions.

7. Payment

1. Users make payments using the payment methods provided by RedDoorz. The payment methods are operated by independent third parties that are not affiliated with RedDoorz ("**Payment Method Providers**").
2. You acknowledge and agree that payments on the Platform may be subject to the terms and conditions and privacy notices of the Payment Method Providers. You agree to be bound by and comply with all such terms and conditions and privacy notices of the Payment Method Providers.
3. When making a booking, Users have the right to choose the payment method provided by RedDoorz.
4. You represent and warrant that you are using your own payment instrument and that you have the authority to make payments with that payment instrument.
5. RedDoorz is not responsible for any losses that may arise if you use another party's payment instrument to make payments on the Platform.
6. You will be asked to provide your billing information to RedDoorz or the Payment Method Provider when you make a booking. You agree to provide accurate, current, and complete billing information to RedDoorz and/or the Payment Method Provider.
7. RedDoorz has the right to refuse, suspend, or cancel your payment process for any reason.
8. Reasons for refusing, suspending, or cancelling payment processing include but are not limited to:
    a. Indications or suspicions of fraud or criminal acts;
    b. Violation of these Terms and Conditions;
    c. Violation of applicable laws relating to: card-based payment instruments, electronic money, payment transaction processing, anti-money laundering, corruption and prevention of terrorism financing, or other unreasonable or suspicious actions.
9. You are responsible for all additional fees associated with the payment method you choose. RedDoorz does not control and is not responsible for any fees that may be charged to you by the Payment Method Provider in connection with charges made by RedDoorz.
10. You are responsible for any applicable taxes, including but not limited to sales tax, value added tax, or other taxes, in connection with bookings made through the Platform.
11. You agree to make payment within the specific time period determined by RedDoorz for each payment method.
12. If payment is not confirmed within the time period determined by RedDoorz, RedDoorz has the right to cancel the booking.

13. RedDoorz has the right to cancel a booking if there is an error on the Platform that is unreasonable or would generally not be considered a serious offer (for example: a price of Rp50 for a Property booking). Payments already made will be refunded without additional charges.
14. RedDoorz is not responsible for any errors or negligence in payment, including but not limited to errors in the transfer amount or payments not made through the official payment methods available on the Platform.
15. RedDoorz has the right to withhold payment processing until RedDoorz receives confirmation from the Payment Method Provider. You acknowledge and agree that any delay in payment processing resulting from such withholding may affect the availability of the booked Property.
16. In the event of a payment error, you agree to authorize RedDoorz to make debit or credit entries to the payment instrument used for the transaction, subject to applicable law and the terms and conditions of the Payment Method Provider.
17. RedDoorz is not responsible if you make transactions through payment methods other than those available on the Platform.
18. RedDoorz is not responsible for processing errors by the Payment Method Provider. In the event of a payment processing error, Users may clarify the error directly with the Payment Method Provider.

8. Credit Card Payment

1. You have the option to choose a credit card as the payment method for any booking through the Platform.
2. You represent and warrant that the credit card used is a credit card that you own, and you represent and warrant that you have the authority to use that credit card.
3. RedDoorz has the right to determine the maximum and minimum amounts for credit card payments for a single payment and has the right to change these amounts at any time.
4. You authorize RedDoorz to charge the credit card in full for each booking. The charge includes any taxes and fees that may be imposed on you.
5. RedDoorz has the right, at its sole discretion, to process credit cards directly or through a Payment Method Provider.
6. You acknowledge and agree that credit card payments on the Platform may be subject to the terms and conditions and privacy notices of the Payment Method Provider and the credit card issuing bank. You agree to be bound by and comply with all such terms and conditions and privacy notices.
7. RedDoorz has the right, at its sole discretion, to limit or cancel credit card transactions made through the Platform. You acknowledge and agree that RedDoorz may limit or cancel credit card transactions for any reason, including but not limited to the reasons stated in the previous section (Section 7 – Payment).
8. RedDoorz has the right to withhold payment processing until RedDoorz receives confirmation from the credit card issuing bank or the Payment Method Provider. You acknowledge and agree that any delay in payment processing resulting from such withholding may affect the availability of the booked Property.
9. RedDoorz is not responsible for misuse, illegal or unlawful use, or fraudulent activity related to credit cards. You are fully responsible for safeguarding your credit card information and for reporting any misuse or illegal use of your credit card to your credit card issuing bank.

10. You understand and agree that RedDoorz is not responsible for losses resulting from errors, inaccuracies, or negligence in credit card verification. You are fully responsible for ensuring the accuracy and completeness of your credit card information when using it for payment on the Platform.
11. RedDoorz has the right, without prior notice, to make direct debit transactions from the User's credit card in connection with all claims and obligations arising from the use of the Platform.
12. If you have cancelled a booking through the Platform and you used a credit card as your payment method, you agree that you will not submit a cancellation request to your credit card issuing bank for the same booking.

9. Cancellation and Refund

1. Bookings made through the RedDoorz platform cannot be cancelled or changed, unless expressly stated otherwise in documents forming part of these Terms and Conditions.
2. Refunds for bookings are made based on the policies of RedDoorz and the Property Partner. You agree to be subject to such policies and acknowledge that the amount and terms of refunds are subject to the policies of RedDoorz and/or the Property Partner.
3. **Booking cancellations and refund processes only apply to room bookings in the 'Refundable' category. Cancellations can be made before 15:00 WIB (Western Indonesia Time) on the same day of check-in. Refunds will be subject to a cancellation administration fee of Rp20,000 (twenty thousand rupiah), excluding Platform fees and other additional service fees in accordance with the applicable RedDoorz policy.**
4. **Cancellations made after 15:00 WIB on the same day of check-in are non-refundable.**
5. RedDoorz has the right to charge a cancellation fee in connection with bookings that are cancelled or changed. You agree to pay such fees and agree that such fees may be deducted directly from the refunded funds.
6. You acknowledge and agree that the refunded amount does not include cancellation fees and discounts from certain promotions, and the amount shall not be greater than the amount you paid for the relevant booking.
7. For bookings paid by credit card, all refunds will be processed to the same credit card used for the original transaction.
8. For bookings paid by payment methods other than credit card, refunds will be made via transfer, either automatically or manually, with reference to the payment method you used.
9. For bookings made through third-party sites, all applicable refunds will be processed through such third-party sites and are subject to the refund policies of such third parties. You acknowledge and agree to be subject to such refund policies. RedDoorz is not responsible for refunds of bookings made through third-party sites.
10. You understand and agree that the **refund processing time is a maximum of 14 (fourteen) Business Days, which in certain circumstances may take longer**, depending on the processes and policies of the issuing bank or payment service provider you use, including where payment is made by credit card.
11. RedDoorz is not responsible for losses arising from the submission of booking cancellations or changes by Users.
12. If a Property Partner cancels a booking, RedDoorz, at its sole discretion, will offer another Property of a similar standard or refund the User.

13. If the User accepts the offer of another Property, the User agrees not to request any discount, reduction, refund, or other benefit in connection with the offer of the other Property.
14. RedDoorz has no other responsibility for booking cancellations made by Property Partners other than the responsibilities set out in these Terms and Conditions.

10. Promo Vouchers

1. RedDoorz, at its sole discretion, may offer promotions to you.
2. Each promotion offered by RedDoorz is governed by specific terms and conditions. You agree to comply with the specific terms and conditions if you participate in a promotion.
3. You agree that you may only use one account for each promotion.
4. RedDoorz has the right to cancel, terminate, or suspend your participation in any promotion without prior notice if there is a violation of the specific terms and conditions, including but not limited to promotion manipulation or indications of fraud. RedDoorz also has the right to withdraw promotional benefits that have been granted if there is a violation of the specific terms and conditions.
5. The specific terms and conditions of promotions may be amended and modified at any time by RedDoorz, and you agree to always review the specific terms and conditions of promotions regularly. If you do not agree to the specific terms and conditions of a promotion, you may not, and must immediately stop, accessing or participating in the promotion or discount.

11. Property Damage

1. You are responsible for leaving the Property in the same condition as when you arrived, and you agree to compensate the Property Partner for any losses incurred during your stay at the Property.
2. If there is any loss of or damage to the Property, you agree to immediately notify RedDoorz and the Property Partner and provide all information related to such damage, including but not limited to details of the damage, the condition of the Property before the damage, and other relevant information.
3. If you have provided a security deposit at check-in, RedDoorz or the Property Partner has the right to deduct from this security deposit to cover costs related to the damage.
4. RedDoorz will communicate with you and the Property Partner to determine the extent of the damage and the amount of compensation. RedDoorz has the right to make the final decision in the event of a dispute between the Property Partner and you regarding the amount of loss. If the security deposit is insufficient to cover the damage, RedDoorz may charge your registered payment instrument as compensation for the damage.
5. RedDoorz has the right to file a claim with an insurance company for losses arising from damage to the Property.

12. Disclaimer of Warranties

1. RedDoorz provides all Services and the Platform on an "as is" basis and without any warranties or representations other than the warranties and representations expressly stated in these Terms and Conditions.

2. As a Platform provider, RedDoorz has no direct control or operational responsibility and, to the extent permitted by law, disclaims all warranties regarding:
    a. the suitability, fitness for a particular purpose, existence, quality, quietness, safety, or legality of the Properties, or any warranty arising from the booking process;
    b. the truth, accuracy or completeness of Property descriptions, ratings, reviews, or other user content; and
    c. the accuracy and correctness of information provided by Property Partners through the Platform.
3. RedDoorz does not guarantee that any verification or background check performed by RedDoorz on Property Partners will identify past misconduct and/or prevent future misconduct by such Property Partners.
4. RedDoorz does not guarantee the actions or behavior of any third party involved in the provision of RedDoorz Services. You are fully responsible for all of your communications and interactions with other users of the Platform and with other persons who communicate or interact with you as a result of your use of the Platform and Services, including but not limited to Property Partners or other Users.
5. You acknowledge and agree that RedDoorz does not make any effort to verify the statements of Platform Users. RedDoorz makes no representations or warranties regarding the behavior of Users or the compatibility of Users with other current or future Users. You agree to always exercise caution in all communications and interactions with Users and with other persons who interact or communicate with you as a result of your use of the Platform.
6. RedDoorz does not guarantee that the Platform, site, application, Services, collective content, including but not limited to the listing of any Property, will meet your needs or be available without interruption and without limitation. RedDoorz also does not guarantee the legality, accuracy, and correctness of any materials, information, or content available on or through the Platform, including but not limited to Property descriptions, User reviews, or photos.
7. To the extent permitted by law, RedDoorz and related third parties expressly disclaim any and all warranties and representations implied under laws and regulations or jurisprudence.
8. No advice or information, whether oral or written, obtained from RedDoorz and/or through the Platform and/or collective content, will create any warranty not expressly stated in these Terms and Conditions.

13. Limitation of Liability

1. The relationship between RedDoorz and its Property Partners is limited to a partnership relationship, and Property Partners are not part of RedDoorz.
2. RedDoorz disclaims any interpretation of these Terms and Conditions that implies any relationship between RedDoorz and Property Partners other than a partnership relationship between RedDoorz and Property Partners, including but not limited to: a joint venture, the establishment of a business entity, an employment relationship, and/or an agency relationship. RedDoorz is not a real estate broker, agent, or insurance company, or a Property operator, except for Properties that are expressly and lawfully operated by RedDoorz.
3. The obligations and responsibilities of RedDoorz are limited solely to providing the Platform and Services that connect you with Property Partners. RedDoorz is not responsible for any services not expressly stated in these Terms and Conditions.

4. As a Platform provider, RedDoorz does not own, operate, or manage the Properties listed on the Platform, nor does it employ or supervise the individuals providing Services at such Properties. Responsibility for the operation and management of the Properties lies with the Property Partners. RedDoorz is not responsible for any issues arising from or related to any act or omission of Property Partners in running their business, fulfilling requirements, licenses, rules, or providing accommodation services at the Properties, including but not limited to: failing to fulfill responsibilities related to bookings, failing to complete the legal requirements of the Property or having inaccurate legal documentation, and other actions taken or not taken in providing Services to Users.
5. RedDoorz will not be a party, directly or indirectly, or in any way be responsible for any disagreement, conflict, demand, request, claim or dispute arising between or involving Users and Property Partners. RedDoorz disclaims any responsibility for any losses claimed or caused by such disputes. Users, Property Partners, and/or both are fully responsible for resolving such disputes and bearing all necessary or payable costs without the assistance of RedDoorz.
6. RedDoorz is not responsible for losses suffered by Users, directly or indirectly, arising from or in connection with access to or use of the Platform, including but not limited to loss of profits, data, or business opportunities, even if the User has been advised of the possibility of such losses in advance.
7. You acknowledge and agree to waive any and all regulations that may limit the scope of the limitation of liability set out herein, to the extent permitted by applicable laws and regulations.
8. You agree that your sole legal remedy for dissatisfaction with the Services and Platform provided by RedDoorz, or any dispute or claim arising in connection therewith, is to stop using the Services and Platform.
9. In principle, responsibility relating to the use and utilization of Products (including but not limited to refunds and compensation for issues related to redemption) remains the responsibility of the relevant Supplier. In certain conditions, if under the provisions of laws and regulations We are required to provide compensation to you (whether for and on behalf of Us or Our Suppliers), you agree that Our maximum liability to you will not exceed the amount you actually paid for the relevant Product.

14. Prohibitions

In addition to the prohibitions set out in other articles of these Terms and Conditions, every User is prohibited from:

1. Committing fraud, including but not limited to impersonating another person, providing false or misleading information, or attempting to deceive or manipulate the Platform, Property Partners, or other Users in any way;
2. Taking actions that may negatively impact the reputation, business operations, or other aspects of RedDoorz, including but not limited to making defamatory statements, hate speech, hostility, inaccurate comments, or other behavior that may damage public perception of RedDoorz;
3. Violating laws and regulations relating to money laundering or terrorism, including terrorism financing;
4. Violating applicable trade embargoes or export control laws;
5. Conducting market research, data mining, or other data collection and analysis for commercial purposes without the written consent of RedDoorz.

15. Indemnity

You agree to defend, indemnify, and hold harmless RedDoorz, its affiliates, subsidiaries, parent companies, officers, employees, directors, attorneys, and agents of each party from any claims, legal remedies (including but not limited to civil and criminal legal actions), legal proceedings, lawsuits, any expenses or costs to be borne (including attorney's fees and/or fines and/or administrative sanctions) and all matters arising from or related to:

1. Any transaction made on the Platform, whether between Users, Property Partners, Payment Method Providers, or other parties involved in such transaction;
2. The use or provision of Services or the Platform on behalf of RedDoorz;
3. Violations of laws and regulations; and
4. Violations of the Terms and Conditions.

16. Force Majeure

1. RedDoorz and/or Property Partners are not responsible for transaction failures, disruptions in the use of the Platform, or cancellations and/or delays of bookings caused by events beyond reasonable control (**"Force Majeure"**). Such events include but are not limited to: natural disasters, war, riots, building damage, government policies or restrictions, pandemics/epidemics, economic crises, technical disruptions such as cyberattacks, server damage, failure of third-party payment systems, and laws and regulations that cause losses and/or render these Terms and Conditions unenforceable.
2. As a result of the above events, RedDoorz and Property Partners are not responsible for any losses incurred, and you agree to release RedDoorz and Property Partners from all claims and/or lawsuits in the future.

17. Severability

If any provision of these Terms and Conditions is declared invalid, inapplicable, or unenforceable, in whole or in part, by a court decision, an arbitral award, or by laws and regulations, such provision or part thereof shall be deemed not to be part of these Terms and Conditions without affecting the validity and enforceability of the other provisions. RedDoorz and the User agree to negotiate in good faith to replace the invalid, illegal, or unenforceable provision with a valid, legal, and enforceable provision that, as far as possible, approximates the original intent and purpose.

18. Notices

1. Notices or other communications required or permitted under these Terms and Conditions are deemed to have been given when delivered by one of the following methods:
    a. Delivered personally to the intended recipient;
    b. Sent through a reputable courier service to the recipient's last known physical address.
2. Notices to you are deemed to have been received and read by you when:
    a. RedDoorz can provide proof such as a delivery receipt or delivery status confirmation showing that the communication was successfully sent to your contact information; or
    b. The notice has been posted or displayed within the Platform.

3. You agree to receive electronic mail, including promotional and marketing materials, from RedDoorz, its affiliates, or third-party partners. By agreeing to these Terms and Conditions, you acknowledge and agree that all communications from RedDoorz are an integral part of the RedDoorz Services, and you waive any claims or demands relating to the receipt of such communications. You may unsubscribe from promotional and marketing emails by following the instructions provided in each communication or by adjusting your account settings.

19. Dispute Resolution and Governing Law

1. These Terms and Conditions and any non-contractual obligations arising from or in connection with them shall be governed by and construed in accordance with the laws of Indonesia.
2. Any dispute arising from or in connection with these Terms and Conditions, including any question regarding their existence, validity or termination, the Parties, in good faith, agree to first resolve amicably through deliberation to reach consensus.
3. If, within 30 (thirty) calendar days from the occurrence of the dispute, amicable settlement as referred to in the preceding paragraph fails to be reached, the Parties agree to resolve the dispute through arbitration in DKI Jakarta facilitated by the Indonesian National Arbitration Board (BANI), domiciled at Wahana Graha 1st & 2nd Floor, Jalan Mampang Prapatan No. 2, Duren Tiga, Pancoran, RT.4/RW.1, Duren Tiga, Pancoran, South Jakarta, DKI Jakarta 12760.
4. Dispute resolution through arbitration will be carried out in accordance with the administrative provisions and rules of procedure applied by BANI and subject to applicable laws and regulations. The arbitration process will be conducted by a tribunal consisting of 3 (three) arbitrators.
5. **If there is a specific agreement between you and RedDoorz that also governs dispute resolution, the dispute resolution article in that agreement shall prevail.**

20. No Waiver

The failure or delay of either party to exercise any right, power, or legal remedy under these Terms and Conditions shall not be deemed a waiver of such right, power, or legal remedy.

21. Language

These Terms and Conditions are made in English and Indonesian. If there is any inconsistency or difference in interpretation between the Indonesian text and the English text of these Terms and Conditions, the English text shall prevail.

22. Consumer Consultation and Complaint Services

If you have any issues, questions, or complaints regarding the Services or the Platform, you may contact Us through the Live Chat feature available on the Platform or by email at cs-indonesia@reddoorz.com.

In addition, you may also submit complaints to the Directorate General of Consumer Protection and Trade Compliance of the Ministry of Trade of the Republic of Indonesia via WhatsApp: +62 853-1111-1010.

FOR URGENT INFORMATION REGARDING EMERGENCIES IN THE PROPERTY AREA (INCLUDING VIOLENCE AGAINST CHILDREN, SEXUAL EXPLOITATION, FIRE, THEFT, RAIDS, AND OTHER EMERGENCIES), CONTACT US IMMEDIATELY AT 021-35449888.

COMMUNITY GUIDELINES

Welcome to RedDoorz!

We are committed to making Our Platform a safe and comfortable community for all Users to share experiences, information, and insights to improve the travel experience. To create a positive and safe environment in accordance with applicable laws, We have established these Community Guidelines ("**Community Guidelines**").

By using the Platform, including all features available on it, you agree to comply with the provisions set out in these Community Guidelines and to contribute to maintaining and creating a RedDoorz community that is safe, positive, and beneficial for all Users.

Our Community Guidelines form an integral part of the **Terms and Conditions**. Violation of the Community Guidelines may result in the removal of content or the application of other restrictions, including but not limited to the suspension of your account, as determined by RedDoorz at its sole discretion. These Community Guidelines apply to all Users and cover every form of content on the RedDoorz Platform.

Unless otherwise specified, the terms used in these Guidelines have the same meaning as defined in the Terms and Conditions.

These Community Guidelines may be updated from time to time at the discretion of RedDoorz.

The following are matters to note when using the Platform:

1. Use of the Platform

1. RedDoorz grants a limited, non-exclusive, non-delegable, non-transferable, revocable license to use the Platform and/or receive the Services to the extent permitted by these Terms and Conditions. All rights not expressly granted to you in these Terms and Conditions are owned by RedDoorz or its licensors.
2. You acknowledge and agree that use of the Platform does not grant you any right, title, or interest in the Intellectual Property Rights of RedDoorz, Property Partners, or third parties. You are not permitted to use any intellectual property rights owned by RedDoorz without the written permission of RedDoorz.
3. You agree to defend, indemnify, and hold harmless RedDoorz, its affiliates, subsidiaries, parent companies, officers, employees, directors, attorneys, and agents of each party from any claims, legal remedies (including but not limited to civil and criminal legal actions), legal proceedings, lawsuits, any expenses or costs to be borne (including attorney's fees and/or fines and/or administrative sanctions) and all matters arising from or related to violations of intellectual property law.
4. You agree to receive electronic communications, including but not limited to emails and notifications on the Platform, for the purpose of requesting reviews or feedback on Property Partners or RedDoorz. RedDoorz has the right to use such reviews to improve the quality of the Services.

5. You represent and warrant that you have the legal capacity to use this Platform and book Properties on the Platform. You represent and warrant that you are at least 18 (eighteen) years of age or have legal capacity in accordance with applicable regulations.
6. You understand and agree that you use the Services at your own risk.
7. You agree that by submitting content to the Platform, you grant RedDoorz a non-exclusive, irrevocable, worldwide and royalty-free right to use, reproduce, display, distribute, modify, and create derivative works from the submitted content, including but not limited to the right to sublicense such rights to third parties. You also agree to waive your moral rights and warrant that you will not claim any rights relating to the content you upload.
8. You represent and warrant that any content uploaded to the Platform is legal, accurate, correct and not misleading or deceptive in any way. You also agree to immediately correct or remove uploaded content that is illegal, inaccurate, incorrect, or misleading.
9. You are not permitted to:
    a. License, sublicense, sell, assign, resell, transfer, distribute, or commercially exploit or make available to other parties the Platform and/or software in any way;
    b. Perform or authorize the modification, creation of derivative works, or reverse engineering of the Platform and/or Services;
    c. Use any manual or automated program or script, including but not limited to web spiders, web crawlers, web robots, web ants, web indexers, bots, viruses or worms, or any program that can make multiple server requests per second (i.e. DDoS attacks), to (a) burden or hinder the operation and/or performance of the Platform; (b) carry out data scraping and/or mining activities; or (c) in any way reproduce or circumvent the navigational structure or presentation of the Platform or its content;
    d. Reproduce the Platform or software ("Mirroring") on any other server or as part of any website;
    e. Post, distribute, or reproduce in any way material containing copyrights, trademarks, or other proprietary rights without obtaining the consent of the owner of such proprietary rights;
    f. Hack, decompile, compile, disassemble, reverse engineer or otherwise exploit the Platform;
    g. Remove any copyright, trademark, or other proprietary rights notices contained in the Platform;
    h. Send material containing software viruses, worms, trojan horses, or other harmful computer code, files, scripts, or programs that may weaken, hinder, restrict, and/or take over the functions and/or integrity of the software or hardware of the Platform;
    i. Send spam or messages irrelevant to other Users;
    j. Send material that violates the law or the Terms and Conditions, contains obscenity or pornography, or is threatening, defamatory, harmful, hateful, disturbing, contains elements of ethnicity, religion, race, and inter-group relations (SARA), creates hostility, or is harmful to children;
    k. Access the Platform illegally or unlawfully for use in a service substantially similar to the RedDoorz Services or to damage or harm the Platform;
    l. Damage, misuse, or manipulate the rating or feedback system;

m. Publish, distribute or reproduce material that violates the privacy of others, including but not limited to collecting information about other Users such as personal data or information;
n. Send messages faster than a reasonable reading pace, resulting in disruption of communication within the Platform;
o. Violate laws and regulations or the proprietary rights of others;
p. Access or obtain data or information in ways not intended by RedDoorz;
q. Impersonate or present yourself as another party or falsify identity;
r. Engage in search engine ranking manipulation, including but not limited to the use of inappropriate metadata, the use of irrelevant keywords, inserting hidden text or links, or other actions that may damage search engine ranking systems;
s. Pass off or free-ride on the reputation of RedDoorz;
t. Transfer rights or obligations arising from the use of this Platform, including but not limited to rights and obligations arising from these Terms and Conditions, rights and obligations under the Privacy Notice, and rights and obligations under other specific terms and conditions; and
u. If you are a user or owner of another site, you are prohibited from creating links to this Platform except with Our consent and only limited to links to the main page of this Platform. Links created must not imply any association, capital partnership or joint venture with RedDoorz.

10. RedDoorz has the right to assign, sublicense, or subcontract any rights and obligations arising from access to or use of the Platform or Services.
11. RedDoorz has the right to suspend or terminate a User's access to the Platform or Services at any time without prior notice to the User.
12. RedDoorz has the right to determine whether reviews will be displayed on the Platform. RedDoorz may also apply ranking algorithms or other methods to determine the order in which reviews are displayed based on various factors, including but not limited to submission date, relevance, and ratings in the reviews.
13. RedDoorz has the right to correct or remove any content uploaded by Users, including but not limited to reviews, comments, and messages from Property Partners and Users, without prior notice.
14. RedDoorz is not obliged to compensate you for submitting reviews, comments, or other content created by you, and RedDoorz is not obliged to include your name when displaying such reviews, comments, or content.
15. If you use the Platform on behalf of or for a third party, you represent and warrant that such third party has agreed to and bound itself to these Terms and Conditions. You are responsible for any acts or omissions of such third party, and RedDoorz is not responsible for any losses that may arise from use of the Platform on behalf of or for a third party.

2. Confidentiality

1. "**Confidential Information**" means any non-public information, whether in written, oral, electronic, or other form, disclosed by RedDoorz through any medium or means to you in connection with the use of the RedDoorz Platform and Services. Confidential Information may include but is not limited to financial information, prices, Property Partner data, User data, or

personal data in general, information about technology, software, algorithms, products, marketing plans, promotions and other information not available to the public.

2. You agree to keep the Confidential Information confidential and will not disclose, disseminate, or share it with any third party without the prior written consent of RedDoorz. You agree to take all reasonable precautions to prevent access to, use, or disclosure of Confidential Information to third parties, including implementing appropriate security measures and procedures.
3. You may only use Confidential Information for the purpose of fulfilling your obligations or exercising your rights under these Terms and Conditions.

3. Third Party Interactions

1. The Platform may contain links to third-party sites. You acknowledge and agree that RedDoorz is not responsible for: (i) the availability, legality, accuracy, or correctness of third-party sites; or (ii) the content, products, or services available on such sites. Links to third-party sites do not imply any endorsement by RedDoorz of such sites and the content, products, or services therein. You bear all risks arising from your use of third-party sites and the content, products, or services therein.
2. By clicking a link to a third-party site, you agree that your decision to access such third-party site is voluntary. You are advised to review the terms and conditions, privacy notice, and other policies of such third-party site before using or providing any information to such third-party site.
3. RedDoorz is not responsible for third-party sites that link to the RedDoorz Platform. You acknowledge and agree that RedDoorz has no control over the content, policies, or practices applicable on such sites and that you bear all risks arising from your use of such sites.
4. RedDoorz may display advertisements from third parties on the Platform. You acknowledge and agree that RedDoorz is not responsible for the legality, accuracy, correctness, or other aspects of such advertisements, and that any interaction with such advertisements is at your own risk.

4. Frequently Asked Questions (FAQ)

While using the Platform, you may have questions or need further information about the features, services, or use of the Platform. To help answer such questions, We have provided a dedicated Frequently Asked Questions (FAQ) page that you can visit to obtain information and answers to frequently asked questions.

ACCOUNT GUIDELINES

1. Account Policy

1. Users must create an account on the Platform ("**Account**") to be able to access the Services and certain features on the Platform by using the information required for account creation.
2. You are not permitted to have more than one Account.
3. You agree to provide accurate, current, and complete information in your Account and to always update such information so that it remains accurate, current, and complete.
4. You are responsible for maintaining the security and confidentiality of the password and/or any identification We provide to you for your Account and will not disclose such password to any third party.
5. You are responsible for all activities and/or actions carried out through your Account, even if such activities and/or actions are not carried out by you.
6. You are not permitted to transfer your Account to any third party.
7. RedDoorz is not responsible for any losses arising from your negligence in maintaining the security of and access to your Account, including but not limited to sharing One Time Password codes with third parties, lending your Account to other parties, accessing links provided by other parties, approving login access from third parties, accessing the Platform through unsecured networks, and/or other negligence that may cause losses or problems with your Account.
8. If there is any suspected unauthorized use of your Account or other security breach, you may report the incident to RedDoorz.
9. You understand and agree that telecommunications service providers may at any time charge fees for using the One-Time Password security facility.

2. Account Creation or Linking through Third-Party Sites

1. You may create or link your Account with an account from a third-party site ("**Third-Party Account**") by:
    a. Providing your third-party account login information to RedDoorz through the Platform;
    b. Allowing RedDoorz to access your Third-Party Account as permitted under the terms and conditions of such third party.
2. You represent and warrant that you are entitled to disclose your Third-Party Account login information to RedDoorz and/or grant RedDoorz access to your Third-Party Account for use for the purposes described in these Terms and Conditions, without any breach of the terms and conditions of the third-party service provider.
3. You represent and warrant that RedDoorz's access to the Third-Party Account does not create any obligation for RedDoorz to pay any fees or subject RedDoorz to usage limitations imposed by such third-party service provider.
4. By granting RedDoorz access to your Third-Party Account, you acknowledge and agree that RedDoorz may access, distribute, and store any content that you have provided and stored in your Third-Party Account ("**Third-Party Content**") so that such content is available on the Platform through your Account and Account profile page.
5. By linking a Third-Party Account, RedDoorz will populate information in your Account and Account profile page based on the Third-Party Content.

6. Personal information stored in the Third-Party Account, including but not limited to name and profile photo, will be available in your Account if you choose to link your account with the Third-Party Account, subject to the privacy settings and terms and conditions of such third-party service.
7. RedDoorz does not review, guarantee, or take responsibility for the legality, accuracy, or correctness of Third-Party Content.
8. RedDoorz has no relationship with the service providers of Third-Party Accounts, and the relationship between you and the third-party service provider is governed solely by the agreement between you and such service provider.
9. If the Third-Party Account is unavailable or RedDoorz's access to the Third-Party Account is terminated, the Third-Party Content will not be available on the Platform.
10. If you wish to terminate the link between your Account and the Third-Party Account, you have the right to submit an Account closure request in accordance with the Account closure mechanism in these Terms and Conditions. We will process your Account deletion request no later than 7 x 24 hours (excluding weekends and national holidays), and We will notify you once your Account has been officially deleted.

3. Termination, Blocking, Deactivation, or Suspension of Account

1. Users may voluntarily close their Account by sending an email regarding account closure to **cs-indonesia@reddoorz.com**.
2. RedDoorz has the right to unilaterally terminate, block, deactivate, or suspend access to your Account in cases including but not limited to:
    a. Suspicious bookings;
    b. Indications of criminal acts or criminal activity;
    c. Requests from relevant government institutions or court orders;
    d. Problems with payment for bookings;
    e. Information provided is not current, accurate, and/or complete;
    f. Inappropriate behavior or uploaded content;
    g. Violation of these Terms and Conditions;
    h. The User is listed on a blacklist or watch list of a government or international organization;
    i. Indications that the Account is being used without authorization by a party other than the Account owner, or indications that the Account has been transferred;
    j. Indications that the User's device has been stolen or hacked;
    k. Indications that the User has registered more than one account on a single device;
    l. The User has passed away or has been placed under guardianship or custodianship resulting in the User lacking legal capacity;
    m. Indications of unusual activity on the Account.
3. RedDoorz is not responsible for any matters arising after the suspension or closure of access to your Account.
4. You are responsible for settling your obligations arising before the closure or suspension of the Account.
5. You agree that if your Account is closed or suspended, RedDoorz has the right to continue to store and display content that you have uploaded through the Platform or Services, including but

not limited to any reviews and/or feedback, unless you specifically request RedDoorz to remove such content.

6. In certain cases under provision 3.2 letter c, you acknowledge and agree that RedDoorz has the right to access and/or disclose your Account information to government institutions, law enforcement officials, relevant rights holders, and/or other third parties based on applicable law, court orders, or where such access is necessary to:
    a. Comply with legal processes;
    b. Enforce the Terms and Conditions;
    c. Protect the rights of RedDoorz, Users, and/or the public.

TERMS AND CONDITIONS OF REDDOORZ PROGRAMS

1. RedClub Program Terms and Conditions

1. **Membership Requirements.** Users who have made at least 1 (one) accommodation booking through the Platform are entitled to become members of the RedClub program (**"RedClub Members"**).
2. **Membership Benefits.** By becoming a RedClub Member, you are entitled to earn RedClub points (**"Points"**). Points can only be earned from bookings made through the Platform. Bookings through third-party sites or other platforms are not eligible for the benefits of this program.
3. **Program Benefits.** RedClub Members are entitled to benefits in the form of room rate discounts, Point redemption on the Platform marketplace, Loyalty Offers, and other exclusive offers provided by RedDoorz from time to time. The earning and availability of such benefits are determined based on the Tier of the RedClub Member's account.
4. **Earning Points.** RedClub Members will earn **30 (thirty) Points** for each booking at a RedDoorz property. Such Points will be credited to the RedClub Member's account within 48 (forty-eight) hours after the check-out date.
5. **Redeeming Points.** Points can be redeemed for discount vouchers for goods/services from third-party partners available on the Platform marketplace. The terms and conditions for using vouchers apply in accordance with the policies of each third party.
6. **Transfer of Points.** Points are non-transferable and cannot be moved to another account.
7. **Expiry of Points.** Points are valid **until the end of the current calendar year**, and **Points in your Account will automatically expire on 31 December of each year**. Expired Points cannot be restored or reused. We will send you a notification when such Points are removed.
8. **Account Information.** RedClub Members are responsible for keeping their account information correct and accurate, including contact details and preferences.
9. **Booking Restrictions.** Room Discounts, Loyalty Offers, and some other Program Benefits may be subject to specific dates and other booking restrictions. RedClub Program Benefits will not be credited and will not be available for corporate bookings or where corporate promo vouchers are applied.
10. **Program Changes.** RedDoorz has the right to change, suspend, or terminate the loyalty program at any time without notice. RedDoorz also has the right to change the RedClub Program Terms and Conditions without notice. Benefits received by RedClub Members are subject to availability and may differ at each Property.
11. **Account Closure.** RedDoorz may close a RedClub Member's account at any time, without notice, for any reason, including fraud or misuse of the program.
12. **Governing Law.** These Terms and Conditions are governed by and construed in accordance with the laws of the Republic of Indonesia, in line with the Terms and Conditions of the RedDoorz Platform.
13. **Limitation of Liability.** RedDoorz is not responsible for damages arising from participation in the RedClub program, including the use of or inability to use rewards.
14. **Personal Use Only.** Membership Benefits and Program Benefits may only be used for personal use and may not be used for commercial purposes.
15. **Communication Preferences.** RedClub Members may choose to receive communications from RedDoorz about promotions and updates or opt out at any time.

16. **Dispute Resolution.** Any dispute arising from or in connection with the RedClub program will be resolved in accordance with the dispute resolution provisions set out in the Terms and Conditions of the RedDoorz Platform.
17. **General Questions.** General questions and further information about this program can be accessed through the RedClub FAQ at the following link: **[RedClub FAQ link]**

2. Refer & Earn Program Terms and Conditions

Through the 'Refer & Earn' program, Users can earn Points by sharing a referral code with friends to download the RedDoorz App. Points earned can be used to obtain RedClub Program Benefits.

To participate in this program, you are required to agree to the following provisions:

1. **Program Rewards.** Both the referring User and the referred User who downloads and signs up through the RedDoorz App will receive **Points**, which will be sent within a maximum of 30 (thirty) days after the referred User creates an account.
2. **Valid Referral Criteria.**
    a. A referral is considered valid if the referred User downloads the RedDoorz App for the first time and registers an account on the Platform using a telephone number and device that have never been registered or used before.
    b. Account registration does not qualify as a referral if any of the following occur:
        i. The User re-downloads the RedDoorz App after previously deleting the RedDoorz App;
        ii. The User downloads the RedDoorz App on a new device but registers with a telephone number that has already been registered; or
        iii. The User registers using a device that has previously been used to register another RedDoorz account.
3. **How to Invite Friends.** To invite friends, Users can open the navigation menu (three-line/profile icon) at the top right of the Platform's home page, select the 'Refer and Earn' menu, then tap the 'Share now' button to share a unique referral code via social media channels.
4. **Invitation Limit.** There is no limit to the number of friends you can invite to join and use the RedDoorz App.
5. **Validity of Points.** Points will be received within a maximum of 30 (thirty) days after the referred User successfully creates an account, and such Points will be valid for 30 (thirty) days from the date of issue.
6. **Termination and Changes.** To the extent permitted by applicable law, RedDoorz has the right to change the 'Refer & Earn' Program Terms and Conditions, suspend or terminate the 'Refer & Earn' Program, or limit your participation rights at any time and for any reason without prior notice.