

Puri Santrian Hotel – Overview & Contact Information

Puri Santrian is a **4-star Balinese beach resort** located at the tranquil southern end of Sanur Beach in Bali, Indonesia 1 2. The resort is **family-owned** and operated, designed like an extended Balinese royal compound with separate wings for different room categories 3. Set amid lush tropical gardens, it offers **199 guest rooms** across low-rise buildings (up to 3 floors) and traditional bungalows 4. The atmosphere is upscale yet culturally rooted, aiming to preserve Balinese traditions while providing modern comforts 5. Guests can enjoy direct **beachfront access** with sunrise views, multiple swimming pools, and on-site dining and leisure facilities.

Contact Details:

- Address: Jl. Cemara 35, Sanur, Bali 80228, Indonesia (P.O. Box 3055 Denpasar) 6
- **Phone:** +62 361 288009 ⁷ (24-hour front desk)
- **Fax:** +62 361 287101 8
- **Email (General Info):** 9
- Email (Reservations): 10
- Official Website: santrian.com/puri-santrian

(For any inquiries, the hotel promises to respond to emails within 24 hours. If no reply is received, guests are advised to call by phone $\frac{11}{2}$.)

Check-In and Check-Out

- **Check-in time:** 3:00 PM local time (GMT+8) ¹² ¹³. Early check-in is subject to availability upon arrival ¹⁴. The front desk is open 24/7, and late arrivals are accommodated (contact the hotel for any special check-in instructions) ¹⁵ ¹⁶. *Minimum check-in age is 15 years* ¹⁷, in line with the resort's adults-only policy for certain room categories. All guests must present a valid passport (or photo ID) at check-in for registration ¹⁸, and the **credit card used for booking must be shown** for verification ¹⁹.
- **Check-out time:** 12:00 noon ²⁰ ²¹ on departure day. **Late check-out** until 6:00 PM may be possible for a 50% room rate surcharge, subject to availability ¹⁴. For departures before dawn, guests can arrange wake-up calls or transportation with reception the day prior ²². After check-out, **complimentary shower rooms** are available 24 hours so that guests with late flights can freshen up before leaving (advanced booking required) ²³.
- **Key Deposit:** A refundable deposit for incidentals is required at check-in (amount may be held on your credit card or collected in cash) ²⁴. The hotel sets a credit limit of IDR 2,500,000 for room accounts if expenses exceed this during your stay, you may be asked to settle the bill in advance to continue charging to the room ²⁵.

• **Cancellation/No-Show:** Reservations must be guaranteed with a credit card. Cancellation terms depend on the rate or package booked (refer to your booking confirmation for details). In case of a **no-show**, one night's room charge (including tax/service) will be charged as penalty ²⁶. For early departures, at least a one-night charge applies (higher in peak season, at hotel's discretion) ²⁷.

Wi-Fi and Connectivity

- **Wi-Fi:** Complimentary **wireless internet access** is provided throughout the resort, including all guest rooms and public areas ²⁸ ²⁹. Guests can connect an unlimited number of devices. The Wi-Fi is generally reliable for browsing and email; high-bandwidth activities may be limited during peak usage times. *No additional login fee applies*. If you encounter any connectivity issues, the front desk can assist.
- **Business Center:** While there is no dedicated business center, the resort offers basic secretarial services on request (such as printing or fax at the front desk). All rooms have a desk and there is free Wi-Fi, making it feasible to work remotely from the room ³⁰ or common areas.
- In-Room Amenities: Every room is equipped with a **telephone**, electrical outlets (Indonesia uses Type C/F plugs, 230V), and an in-room **safe** for securing laptops and valuables ³¹ ³². **Universal adapters** are available upon request.

Dining Options

Beachfront dining at the Beach Club Restaurant, Puri Santrian 33

Puri Santrian offers two main restaurants on-site, as well as a bar and room service, to cater to guests throughout the day:

- Beach Club Restaurant: The resort's signature open-air beachfront restaurant, serving international and Indonesian cuisine. Open daily from 6:00 AM to midnight (06:00–24:00) ³⁴, it begins each day with a generous buffet breakfast (6:30–10:30 AM) featuring live cooking stations and a variety of local and Western favorites ³⁵ ³⁶. From lunch through dinner, Beach Club offers a bistro-style à la carte menu including popular Indonesian dishes and fresh seafood ³³. Several nights a week, themed dinner events with cultural performances are held here (e.g. Balinese dance nights) ³⁷, creating a lively atmosphere. The Beach Club has both indoor seating and a breezy outdoor terrace overlooking the pools and ocean ³⁸. Dress code: Casual resort wear (swimsuit coverups are kindly requested in dining areas) ³⁹.
- **Mezzanine Asian Kitchen & Bar:** A specialty restaurant located near the hotel entrance, offering a refined **dinner experience**. Open **evenings 6:00 PM 11:00 PM** ⁴⁰, Mezzanine features a two-level semi-fine dining space and a menu focused on **Asian cuisines**, especially Japanese and Chinese dishes ⁴¹. Guests can enjoy sushi, teppanyaki, Chinese delicacies and other Pan-Asian creations prepared with market-fresh ingredients ⁴². Select dishes are prepared at a live cooking counter for added culinary "theater" ⁴³. The restaurant's elegant bar serves Asian-inspired cocktails, sake, and a curated wine list to complement the meals. *Reservations* are recommended for Mezzanine, especially in high season.

- Bars & Lounges: The Beach Club Bar (part of the Beach Club Restaurant) is open all day until midnight, offering tropical cocktails, Bintang beer, fresh juices, and an extensive drink list 44. It's an ideal spot for sunset happy hour. There is also a seaside pop-up bar with live music on select evenings 45 the resort frequently features live acoustic bands, DJs, or saxophone performances during sunset hours through dinner, creating a vibrant social scene by the beach. Additionally, a lounge area in the lobby serves welcome drinks and can provide coffee/tea throughout the day.
- Room Service: In-room dining is available from 6:30 AM until midnight daily 46. Guests can order breakfast in bed, daytime snacks, or late-night meals from the room service menu (which includes many items from the Beach Club's offerings). There is a 24-hour room service notation on some booking sites 47, but the official policy is last orders by midnight. No outside food or drinks are allowed in the resort's dining outlets (a corkage fee applies for brought-in wine/liquor) 48, and for the comfort of all guests strong-smelling foods (like durian) are prohibited anywhere on the property 49.
- **Breakfast inclusion:** If your room rate includes breakfast, it will be served at the Beach Club Restaurant each morning (buffet style). For guests on room-only plans, **buffet breakfast** can be purchased on-site for approximately IDR 225,000 per adult and IDR 150,000 per child ⁵⁰. Breakfast hours are 6:30 AM 10:30 AM ⁵¹.

Spa and Wellness Facilities

The **Spa at Puri Santrian** is a luxurious wellness center designed for relaxation of body and mind. It features **nine double treatment rooms** for individuals or couples treatments (including several open-air or garden-view pavilions) – allowing guests to enjoy massages side by side ⁵². The spa menu includes a wide range of therapies: Balinese **massages**, aromatherapy, body scrubs, herbal baths, facials, manicures/pedicures, and bespoke wellness packages. Signature treatments often incorporate local herbal ingredients and traditional techniques for an authentic Balinese spa experience.

- Hours: Open daily from 9:00 AM to 8:00 PM (09:00–20:00) 53 . It is recommended to make reservations for spa treatments in advance, especially during peak periods, to secure your preferred time.
- **Services:** Guests may book treatments à la carte or choose curated spa packages. Options range from short 30-minute foot reflexology sessions to indulgent 2-hour spa rituals. The spa staff can also arrange special experiences such as a **"spa journey"** that might include a romantic couple's massage followed by a private dinner, or wellness activities like morning yoga combined with a spa treatment

 [54] [55]. **In-room massages** are available on request for certain room categories (subject to therapist availability and with a surcharge).
- Facilities: Along with treatment rooms, the spa facility includes outdoor Jacuzzis, a reflexology path, and a tranquil relaxation lounge where guests are served ginger tea before and after treatments. There is also a small **spa boutique** selling Balinese essential oils, scrubs, and spa products used in treatments, so guests can take home a bit of the spa experience. *Note:* As of the latest guidelines, the spa adheres to enhanced hygiene protocols (cleanliness and safety measures) therapists wear masks and all equipment is sanitized thoroughly between sessions.

- **Pricing:** Massage treatments start around IDR 400,000++ for a 60-minute Balinese massage, with more elaborate packages costing upwards of IDR 1,000,000. The **hotel periodically offers spa promotions** (such as late-morning happy hour discounts or package deals). For instance, guests may inquire if any "buy one, get one" spa deals are available during their stay ⁵⁶. Resort package deals (like honeymoon or wellness packages) sometimes include spa credits or specific treatments as well ⁵⁷.
- Fitness & Wellness: *Important*: There is no gym/fitness center on-site at Puri Santrian ⁵⁸ ⁵⁹. In place of a gym, the resort encourages wellness through daily yoga classes and outdoor activities (see **Pools & Recreation** below). Guests seeking gym facilities may be able to use the fitness center at the sister property Griya Santrian (in central Sanur) by arrangement, or use the long beachfront path for jogging. A certified **yoga instructor offers complimentary yoga sessions** for in-house guests every morning by the beach (typically around 7:00 AM, weather permitting) ⁶⁰ ⁶¹. These classes focus on gentle stretches and breathing exercises, suitable for all levels. Mats are provided and no prior signup is required for yoga just meet at the designated area by the beach. This is a great way to start the day and is very popular with quests.

Pools, Beach, and Recreation

Puri Santrian is known for its beautiful swimming pools and beachfront leisure options:

- Swimming Pools: There are two large outdoor pools plus a children's pool on the property 62. The main pool is a free-form pool near the beach, surrounded by sun loungers and palm trees. A second pool is located in the garden area and often remains quieter; one of these features an *in-pool bar* for drinks and snacks. Additionally, guests who book Santrian Club rooms or Premier Deluxe rooms enjoy exclusive access to a private Club pool and Jacuzzi set in a secluded wing with tropical greenery 63. This adults-only infinity pool offers a tranquil setting away from the main areas (children under 15 are not permitted in the Club wing) 64 65. All pools are open daily, typically from 9:00 AM to 9:00 PM (posted pool hours) for swimming 66. Towels are provided poolside, and a pool attendant is on duty. *Please note:* There are no lifeguards on duty, so children must be supervised. For safety, no diving is allowed and glassware is prohibited in the pool areas.
- Beach Access: The resort fronts a calm section of Sanur Beach, with direct access to the sand just steps past the Beach Club Restaurant 67. A beachfront promenade runs the length of Sanur perfect for cycling or jogging. The hotel maintains a private area of beach with complimentary sun loungers, umbrellas, and beach towels for guests. Beach service is available: staff can provide drink service to your lounger. The sea here is relatively gentle (protected by an offshore reef), suitable for swimming and wading especially at high tide. During low tide the water is very shallow; guests often explore the tide pools or walk to the reef. The sunrise over the ocean is spectacular from the beach. In the evenings, occasional night markets or beach events might be within walking distance along the shore. Note: The beach is public (as per Indonesian law), so expect some local vendors and the general public on the shoreline, but the hotel's immediate area is usually quiet and well-kept.
- Water Sports: Guests have complimentary use of kayaks/canoes to paddle along the calm waters of Sanur (subject to availability inquire at the beach activity desk) 68. Basic stand-up paddleboards are also available. Lifejackets are provided. The resort can arrange snorkeling trips to

the nearby reef or other water activities (additional charges apply for guided activities or motorized sports). Note that any water activities are at guests' own risk ⁶⁹, and it's advised to avoid the reef area during low tide or rough conditions.

- Sports & Fitness: Bicycles are available *free of charge* for guests to borrow, allowing you to explore the 7km Sanur beachfront bike path and local neighborhood ⁷⁰. This is a popular activity in the mornings and late afternoons. Bikes are loaned on a first-come, first-served basis (check them out via the concierge or front gate attendant) ⁶⁸. The resort also has an **outdoor tennis court** on-site ⁷¹ equipment (rackets and balls) can be borrowed from the recreation desk. Tennis is best played early morning or evening due to the sun; the court is not floodlit at night, so generally available during daylight hours only. Guests can book a tennis court time slot at no charge.
- Classes & Activities: Beyond yoga and cooking (see Spa and Experiences), the hotel sometimes offers Balinese cultural activities such as fruit carving demonstrations or temple offering making, especially during festive periods. A library/lounge near the lobby provides books, magazines, and board games for a quiet indoor pastime 72. The concierge can assist in arranging local tours (e.g. to Ubud, temples, or snorkeling day trips) as well.
- **Note on Gym:** As mentioned, there is *no fitness center/gym* at the resort ⁵⁸. Guests looking for a full gym workout can inquire with reception for nearest fitness facilities. Many guests use the long beachfront path for exercise or join the free yoga as an alternative.

Transportation and Directions

- Airport Transfers: Puri Santrian offers airport transfer service by private vehicle upon request. The resort is about 15 km from Ngurah Rai International Airport (DPS) in Denpasar, roughly a 25–30 minute drive under normal traffic 73. Airport pick-up or drop-off can be arranged for IDR 400,000 net per car (one way), for up to 3 passengers with luggage 74. Larger vehicles or group transfers can be arranged at adjusted rates. To book an airport transfer, it's recommended to email your flight details to the reservation team at least 48 hours before arrival 74. A driver will meet you at the airport holding a sign. *Note:* Taxis and ride-hailing services are also readily available at the airport if you choose to come on your own, the resort is well-known (you can mention "Puri Santrian in Sanur, Jl. Cemara").
- Shuttle and Local Transport: The resort does not operate a scheduled shuttle bus, but taxis or car hires can be arranged. On-site car rental or private driver service can be booked through the concierge if you wish to explore Bali. For shorter trips in Sanur, the front desk can call a local taxi or you can use apps like Grab/Gojek for rides. Bicycle rental is free for guests (as mentioned above), which is a fun way to visit nearby shops and cafes in Sanur. The hotel's location in South Sanur is a bit quieter; it's about a 10-minute drive (or 3-4 km) to central Sanur's markets and restaurants.
- **Parking:** For guests with their own vehicles, **complimentary on-site parking** is available ²⁸. The parking area is within the hotel grounds (outdoor parking lot). **Please note** that space may be limited; the lot can accommodate standard cars but not large buses. There is security staff monitoring the parking area 24/7. (Despite some listings indicating no parking ⁷⁵, the hotel *does* allow guest parking on property at no charge.) Valet service is not formal, but staff will assist if you need help parking. If the on-site lot is full, they will direct you to an overflow area nearby.

• **Directions:** Puri Santrian is located on Jalan Cemara in Sanur, which is to the southeast of Denpasar city. If coming from the airport, you will likely take the **Ngurah Rai Bypass** north-east toward Sanur, then turn onto Jalan Danau Poso or Jalan Cemara. The hotel is oceanfront at the end of a small lane (look for the **"Santrian"** sign). It is about a 15-minute drive from **Denpasar downtown** and a 30–40 minute drive from tourist areas like Kuta or Seminyak (depending on traffic). **Ubud** is about 1 hour's drive away. The hotel can provide directions or coordinate with drivers if needed.

Hotel Policies

- Smoking Policy: All rooms at Puri Santrian are non-smoking, including on balconies and terraces ⁷⁶. Guests are not permitted to smoke indoors or in any enclosed areas. Designated outdoor smoking areas are available in the gardens and certain open-air sections of the property. A cleaning fee may be charged for smoking in non-smoking areas. *Tip:* If you are a smoker, ask the staff to point out the nearest smoking area (usually near the parking area or beach corner). **Note:** The hotel also kindly asks guests **not to hang clothing or towels on balconies/terraces or railings** ⁷⁷ (both for appearance and to prevent damage); a drying rack is provided in each room's bathroom, and laundry service is available.
- **Pet Policy: No pets** are allowed on the premises ⁷⁸ ⁷⁹ . This includes dogs, cats, and other animals, irrespective of size. The resort also does **not allow service animals**, so guests who require guide dogs or similar should contact the hotel in advance for assistance (they may help arrange a local solution, as Indonesian regulations differ from some countries regarding service animals). Guests found with pets may be asked to leave and cleaning fees could apply.
- Child Policy: The resort welcomes families, but note that some areas and rooms are adults-only. Children of all ages are allowed in Superior, Deluxe, and Premier rooms, with existing bedding or an extra bed. Children under 2 years stay free in a baby cot or sharing bed with parents ⁸⁰ (baby cots are complimentary upon request ⁸¹). Children 2-11 years using an existing bed with parents may incur a breakfast charge or extra person fee (the hotel's policy is IDR 150,000 net per night per child 3-11 if sharing existing bedding) ⁸⁰. Extra beds (rollaway or sofa bed) can be provided in certain rooms for older children or adults at a rate of around IDR 500,000 net per night ⁸². There is a maximum of one extra bed per room ⁸³. Santrian Club and Premier Deluxe rooms are adultsonly, designed for guests 15 years and older ⁸⁴ ⁶⁵ (no children under 15 are allowed in those categories, due to the exclusive pool and tranquil environment). The Bungalow and Santrian Club rooms accommodate 2 persons maximum and cannot take extra beds or baby cots ⁸⁵. Families with multiple children may opt for Superior/Deluxe rooms or request interconnecting rooms (subject to availability). The hotel has a children's pool and can provide high chairs in restaurants, but it does not have a kids' club/daycare facility. Babysitting services can be arranged with advance notice (with an external babysitter, for a fee).
- Extra Bed & Baby Cot: As noted, baby cribs are free (suitable for infants up to ~2 years). Rollaway beds are limited and incur a fee (approx IDR 450k–500k per night) 86 82. If you need an extra bed or cot, it's best to request it at booking time or well before arrival to ensure availability.
- Payments: Major credit cards are accepted including Visa, MasterCard, American Express, and Diners Club 87 88 . Credit card charges will be made in Indonesian Rupiah (IDR) as per local regulations, using the hotel's exchange rate of the day if your reservation was quoted in a different

currency ⁸⁷. The hotel does **not accept personal checks** ⁸⁷. Cash payments are accepted in Indonesian Rupiah; some foreign currencies may be accepted at the front desk for exchange, but it's recommended to use the official money changers or ATMs in Sanur for better rates. At check-in, a credit card authorization or cash deposit is required for incidentals (see Check-In section). The **same credit card used to book** should be presented at check-in for verification ¹⁹ – if that card's holder isn't traveling, please contact the hotel in advance to arrange a payment authorization.

- Cancellation Policy: This can vary by booking. Generally, if you booked a **refundable rate**, you can cancel without charge up to a certain period (often 3-7 days before arrival) after that, a cancellation fee may apply. Non-refundable rates will not be refunded for cancellations or no-shows ⁸⁹. It's important to check the specific terms on your reservation confirmation. If you need to modify or cancel, contact the hotel or your booking agent as early as possible. In case of a **no-show** without prior notice, the hotel will charge a fee equal to at least one night's stay ⁹⁰.
- House Rules: Outside visitors are **not allowed in guest rooms** for security and privacy reasons ⁹¹. If you have a friend visiting, you may meet them in the lobby, lounge, or restaurant areas, but not bring non-registered guests to your room. Quiet hours are generally observed after 10:00 PM in the rooms and corridors guests are asked to be mindful of noise at night. The resort requests guests to dress appropriately in public areas (cover-ups over swimwear in the lobby, restaurants, etc.) ³⁹. Also, as a courtesy to other guests, please refrain from reserving pool chairs for long periods or playing music aloud in public areas.
- **Special Events:** If you plan to hold any event (birthday, party, etc.) on premises, please coordinate with the hotel. They have wedding and meeting facilities, and separate policies may apply for event bookings. Standard guest stays are for leisure and relaxation; any disturbance to other guests could result in intervention by management.
- Environmental Policies: Puri Santrian participates in eco-friendly practices. Linen and towels are changed every day only upon request or every two days as a default, to conserve water (you can request daily changes if needed). The resort also avoids single-use plastics where possible; you may notice refillable bathroom amenities and glass water bottles in rooms.

Safety and Accessibility

- **Security:** The resort has **24-hour security** personnel and a guarded entrance. Security staff patrol the grounds, especially at night, to ensure guest safety. CCTV cameras monitor common areas. The beach area is also watched by security to deter non-guest intruders (though Sanur area is generally very safe). Guests are issued wristbands or asked for room details when using facilities to ensure only in-house guests use the pools, etc. ⁹² .
- **In-Room Safety:** Each room is equipped with an **electronic safe** for your valuables ³². It's recommended to store passports, electronics, and cash in the safe when not in use. The resort is not liable for unattended items outside the safe. (There are also safety deposit boxes at the front desk if you prefer to use those.) For peace of mind, rooms also have **smoke detectors**, and the property has fire extinguishers and emergency plans in place ⁹³. There are telephones in rooms to call reception or emergency services quickly if needed.

- Medical Assistance: A doctor is on call 24/7 for the resort ⁹⁴. If you feel unwell or need medical help, contact the front desk and they can arrange a doctor visit to the hotel or assist in transporting you to an international clinic or hospital nearby. The staff is trained in basic first aid and the hotel keeps a **first aid kit** on site ⁹³ for minor injuries. The nearest clinic is only a few minutes away. Pharmacies are accessible in Sanur for over-the-counter needs, and some basic medicines (like fever reducers, band-aids) are available via the hotel.
- Accessibility: While the resort strives to accommodate all guests, note that there are no elevators (lifts) on the property 95, since most structures are low-rise. Guests with mobility issues should request a ground-floor room. Many facilities (restaurants, lobby, pools) are on ground level. There are ramps available in certain areas: the lobby and restaurant entrances are wheelchair accessible 96. Some rooms have walk-in showers which may be easier for those with limited mobility (request upon booking). The concierge and reception desks are wheelchair-accessible height 96. However, wheelchair-accessible rooms/bathrooms with handrails are limited; it's advisable to communicate any special needs in advance so the hotel can prepare. The paths around the resort are mostly flat, though some have one or two steps staff can assist with portable ramps if needed.
- **Child Safety:** Families with young children should be aware that rooms have balconies or terraces which require supervision ⁹⁷. Always lock balcony doors if kids are in the room alone and do not leave chairs near railings. The pools do not have lifeguards and have varying depths, so ensure children wear floatation devices if they are not strong swimmers. The hotel can provide a **baby cot** and may have a limited number of **child safety plug covers** or corner protectors if needed (inquire prior to arrival).
- **Night Security:** The resort grounds are illuminated at night along pathways. It is generally safe to walk around, but if you prefer, a security guard or staff member can escort you to your room after dark. Always keep your room door locked, and use the peephole or call the front desk if someone unexpected knocks. The hotel requires staff to carry identification or wear uniforms, so you can recognize them.
- Emergency Info: In the event of a fire or emergency, there are alarm bells and announcements. Assembly points are indicated on the back of your room door. The resort's emergency plan will direct guests to gather in open areas (like the parking lot or beach) if evacuation is necessary. The front desk can assist with any emergency situation. They also have contingency plans for natural events; for example, being a beachfront property, they have measures for tsunami warnings (though such events are extremely rare).
- Weather and Nature: Bali is generally a safe destination. Occasionally, seclusion day (Nyepi) occurs (a Balinese holiday) where guests must remain on hotel grounds for 24 hours and the airport closes 98 the hotel will inform guests if their stay falls on this day and provide activities and meals on-site, as leaving the resort is not allowed during Nyepi. In terms of wildlife, you might see geckos or small monkeys (rarely) around do not feed any animals. The hotel conducts regular pest control.
- **COVID-19 / Hygiene:** Puri Santrian adheres to enhanced cleanliness standards (they even have a "Hygiene, Cleanliness & Safety" protocol ⁹⁹). This includes sanitization of rooms, availability of hand sanitizer in common areas, and staff health checks. Guests are encouraged to practice social

distancing in public areas as appropriate. Masks may be required indoors if local regulations demand.

By understanding the above information, guests at **Puri Santrian Hotel** can enjoy a safe, comfortable, and memorable stay, whether traveling as a family, couple, or solo. The resort's blend of **Balinese hospitality** and modern amenities makes it a top choice in Sanur for relaxation and cultural charm ⁵. For any further questions, the hotel's concierge and e-concierge email service are happy to assist. Enjoy your stay at Puri Santrian – where "the soul of Sanur" meets genuine island hospitality ¹⁰⁰.

Sources: Official Puri Santrian website and brochure 1 12, hotel's published Terms & Conditions 101 46, and verified hotel listings 62 15.

1 3 5 63 About Puri Santrian - Puri Santrian

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