

ANNEXURE B

# Villa Management Overview

40% MANAGEMENT  
SERVICE STRUCTURE

*Saraya*  
RESORT  
LOMBOK



# Saraya Lombok villas are professionally managed to provide owners with a seamless, high-quality lifestyle experience.

Villas may be used personally, shared with family and friends, or- if an owner chooses - placed into the resort's managed rental program when not in residence. This document outlines the 40% villa management service structure, including what the fee covers, what falls outside of the fee, how owner stays work, and how community fees are applied.

The 40% management fee is applied only to rental revenue received from completed bookings, once processed by the reservation channel. Owners are never charged a management fee for unconfirmed reservations or owner stays.



# Saraya Lombok comprises six villa collections with the following land sizes:

## Aegean

1 BEDROOM  
60M<sup>2</sup>

## Celestia

1 BEDROOM  
75M<sup>2</sup>

## Altura

2 BEDROOM  
100M<sup>2</sup>

## Seraya

3 BEDROOM  
150M<sup>2</sup>

## Elysian

3 BEDROOM  
200M<sup>2</sup>

## Vistara

4 BEDROOM  
220M<sup>2</sup>



SECTION I

# What The 40% Management Fee Includes

# What The 40% Management Includes

The management fee covers the full operational, hospitality and administrative framework required to service each villa to a professional resort standard.

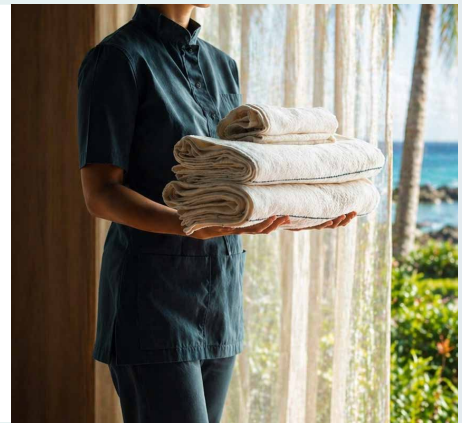
## ✓ 1.1 Operations & Staffing

- General Manager & leadership team
- Front office & reservations
- Concierge & guest support
- Housekeeping & room attendants
- 24/7 security
- Engineering & maintenance team
- Pool technicians & landscaping team
- HR, payroll, recruitment & BPJS administration
- Ongoing hospitality training



## ✓ 1.2 Housekeeping & Laundry

- Daily villa servicing
- Turnover cleaning between stays
- Scheduled deep-cleaning cycles
- Laundry for linens & towels
- Amenity stock management
- Routine villa inspections



## ✓ 1.3 Guest Experience & Concierge

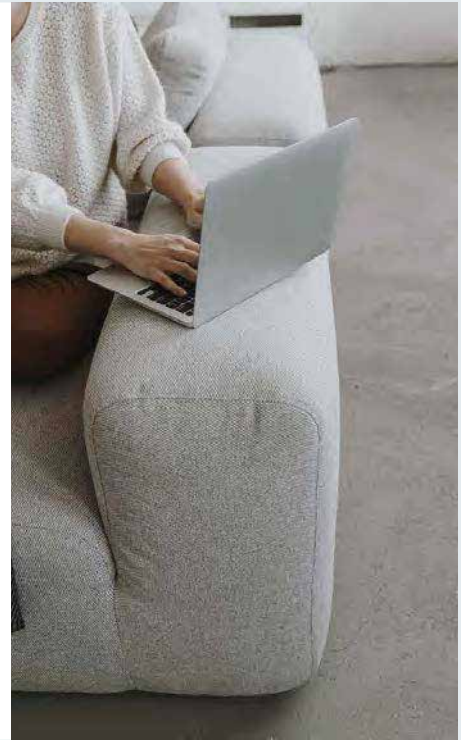
- Daily villa servicing
- Turnover cleaning between stays
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- Routine villa inspections



## ✓ 1.4 Marketing, Distribution & Reservation Management

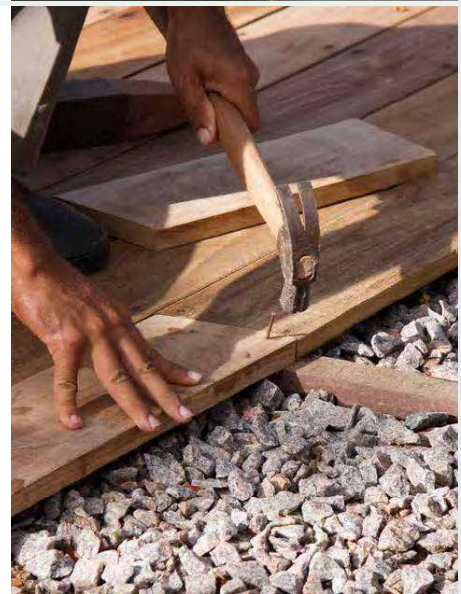
(applies when a villa is in the rental program)

- Management of listings across booking platforms
- Channel Manager operation
- Property Management System (PMS)
- Dynamic pricing & availability management
- Coordination of online content
- Professional photography utilisation
- Rate parity monitoring
- Integration into Saraya marketing channels



## ✓ 1.5 Maintenance & Technical Care

- AC servicing & filter cleaning
- General electrical & plumbing maintenance
- Pool servicing & chemical balancing
- Landscaping & external villa care
- Minor fixture and appliance repairs
- Preventative maintenance schedules
- Routine and emergency pest control
- Monthly technical inspections



## ✓ 1.6 Financial Management & Administration

- Monthly owner statements
- Reconciliation of revenue received
- Supplier and contractor payments
- Payroll for operational staff
- Accommodation tax (PHR) administration
- Budgeting & forecasting



## ✓ 1.7 Licensing & Compliance

- Tourism licensing (NIB/OSS)
- Hygiene & sanitation compliance
- Fire & safety certification
- BPJS employment compliance
- Immigration guest registration via FRS
- Coordination with local authorities



## ✓ 1.8 Technology & Utilities

- High-speed Internet service
- Television services & subscriptions
- Water supply
- Gas supply (where applicable)
- Property Management System (PMS)
- Channel Manager
- Booking engine configuration
- Guest communication platform
- Maintenance & asset-tracking software
- Smart lock/keyless entry support



## ✓ 1.9 Vendor & Inventory Management

- Ordering of villa consumables and supplies
- Laundry vendor coordination
- Inventory tracking & stock rotation
- Storage and logistics management



## ✓ 1.10 Long-Term Villa Care

- Annual condition assessment reports
- FF&E monitoring
- Preventative maintenance planning
- Recommendations to preserve villa quality



SECTION 2

# What The 40% Management Fee Does Not Include

# What The 40% Management Fee Does Not Include

These items remain the responsibility of the villa owner or are deducted before revenue share calculation.

## ✘ 2.1 Utilities Not Included

- Electricity consumption
- Generator fuel (if applicable)

## ✘ 2.2 Insurance (Optional)

- Building insurance
- Public liability cover
- Natural disaster, flood & earthquake cover
- Business interruption insurance

## ✘ 2.3 Major FF&E Replacement

- Replacement of major furniture
- Outdoor furniture
- Mattresses, sofas & soft furnishings
- Large appliances (AC units, TVs, refrigerators)

## ✘ 2.4 Major Repairs & Capital Works

- Structural repairs
- Roofing replacement
- Major plumbing/electrical upgrades
- Owner-requested renovations

## ✘ 2.5 Property Taxes

- Accommodation tax (PHR)
- Land & Building Tax (PBB)
- Any ownership-entity corporate tax

SECTION 3

Owner  
Use & Stay  
Conditions

# Owner Stay Cleaning Services (On Request)

*Cleaning services are optional and charged only when used.*

## DAILY LIGHT CLEAN

(Quick tidy, bins, surface wipe)

Villa Type	Fee (IDR)
Aegean	100,000
Celestia	120,000
Vistara	150,000
Seraya	175,000
Elysian	200,000
Altura	250,000

# Owner Stay Cleaning Services (On Request)

*Cleaning services are optional and charged only when used.*

## FULL SERVICE CLEAN

(Beds made, towels changed if required, full floor clean, villa reset)

Villa Type	Fee (IDR)
Aegean	150,000
Celestia	200,000
Vistara	250,000
Seraya	300,000
Elysian	325,000
Altura	350,000

# Owner Stay Cleaning Services (On Request)

*Cleaning services are optional and charged only when used.*

## TURNOVER DEEP CLEAN (POST-STAY)

(Required after every owner stay)

Villa Type	Fee (IDR)
Aegean	300,000
Celestia	350,000
Vistara	400,000
Seraya	450,000
Elysian	475,000
Altura	500,000

# Owner Stay Operating Costs

During owner stays, electricity consumption and consumables used are charged at cost.

**Water and gas are not charged as they are included.**



# Community / Common Area Fee\*\*

Each owner receives **30 days per calendar year** where **no community/common area fees are charged** during their stay. After the free 30 days are used, the fee is charged **pro-rata per day**.

## Daily Rate Calculation

Based on IDR 15,000 per sqm per month:

$$15,000 \div 30 \approx 500 \text{ IDR} \\ \text{PER SQM PER DAY}$$

## Community Fee Per Villa Type (Daily, After Free Days)

Villa Type	Land Size	Formula	Fee (IDR)
Aegean	60 m <sup>2</sup>	60 x 500	30,000 IDR/day
Celestia	75 m <sup>2</sup>	75 x 500	37,500 IDR/day
Vistara	100 m <sup>2</sup>	100 x 500	50,000 IDR/day
Seraya	150 m <sup>2</sup>	150 x 500	75,000 IDR/day
Elysian	200 m <sup>2</sup>	200 x 500	100,000 IDR/day
Altura	220 m <sup>2</sup>	220 x 500	110,000 IDR/day

## HOW IT WORKS



Days 1–30  
per year:  
No charge



Days 31+  
per year:  
Charged at the  
daily fee above



Only charged  
when the owner  
is physically  
staying in the villa



Not charged  
when the villa  
is vacant or  
rented to guests

SECTION 4

# Summary

# The Saraya Lombok 40% management structure provides a complete, resort-grade operational and hospitality system, giving owners an effortless villa ownership experience.

Owners retain 60% of revenue received from completed bookings, while a dedicated on-site team handles all operations, maintenance, guest services and compliance.





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