



Common Questions About Our Services

**FAQ Document:
2026**





POST-OPERATIVE CARE FAQ

PRE-ARRIVAL PREPARATION

What should I bring with me for my stay?

We recommend bringing comfortable clothing, personal care items, any prescribed medications, and any specific medical documents related to your surgery.

Make sure that you have your emergency contacts, and that you have spoken to them to ensure they know where you are and what your preferences are should they be required to advocate for you. Always ensure that your emergency contacts have been supplied to your doctors.

Whilst Bali has amazing chemists and easy access to common medications, there are some things that are cheaper and more readily available in Australia.

We recommend that in particular, you bring enough sunscreen, sanitary products, underwear, and any specialist medication or skincare that you may need.

Do I need a Visa in Bali?

Yes you do. Bali offers a Visa on Arrival for Tourists travelling on Australian Passports. This costs 500,000 IDR (\$50 AUD) and you can apply for it on arrival at the airport.

Alternatively, you can also now apply for VoA online, which then allows you to scan your passport at the automatic gates.

Always consult a visa agent or legal representative to discuss your personal requirements if you are unsure.

What is the Tourist Tax Levy?

The Balinese government has implemented a Tourist Tax Levy to ensure that funds are available for improvements to the islands infrastructure and continue to provide positive experiences for Tourists.

You can complete your Tourist Tax Levy ahead of time, usually at the same time as your Visa application. You will receive a confirmation email once complete, to show to Immigration.



POST-OPERATIVE CARE FAQ

ACCOMMODATION DETAILS

What type of accommodation can I expect during my recovery?

Each guest enjoys a private ensuite room with a queen-sized bed, air-conditioning, and calming interiors to promote relaxation and healing. We've created a peaceful, supportive environment with beautiful shared spaces and attentive care throughout your stay.

Is my room private?

Yes, every guest has their own private bedroom, complete with an ensuite bathroom, queen bed, and a recliner. If you prefer, meals can also be served directly to your room.

What areas of the villa are shared?

Shared areas include the kitchen, dining space, and outdoor areas. The pool is shared between guests staying in the villa, so you'll only be sharing it with the other recovery guests during your stay. It's a calm, private space designed for rest and comfort.

Are all of the villa guests medical patients?

Yes they are. We designed this accommodation with a view to providing a safe, private space for post-operative patients to rest and recover in.

We have 4 bedrooms, and all guests will be post-operative patients similar to you. This helps to provide a safe place so that you don't have to worry about your bandages, stitches, or bruising being visible.

Can I bring my partner / friend to stay with me?

Yes, your partner or support person is welcome to stay with you at no extra charge if they're sharing your private room. We understand how comforting it can be to have a loved one nearby during recovery.

Please note that for some dates, we only accept solo bookings to ensure a calm and private environment for all guests. Let us know in advance if someone will be staying with you so we can plan accordingly.



POST-OPERATIVE CARE FAQ

POST-OPERATIVE CARE SERVICES

Where are your nurses from and do they speak English?

Our nurses are native Indonesian \ Balinese, and speak very good English. Indonesia has strict laws around ensuring that local medical service providers are keep their working opportunities.

It is also a huge bonus to have an advocate who can speak Indonesian on your behalf, to help with questions and translations to your doctor or other services.

How often do your nurses visit the villa?

Our nurses come to the villa every day, and will check your wounds or stitches. They will also do a thorough check in with you daily, ensuring that you are comfortable and have access to the medication that you need.

Our nurse can also provide IV Nutritional Boosters (this is an added cost), and will perform your complimentary hair wash service.

What kind of post-operative care do you offer?

We provide comprehensive post-operative care, including daily health checks by qualified nurses, personalised recovery plans, and nutritious, chef-prepared meals tailored to support your healing.

What procedures do you have in place for emergencies?

In the case of an emergency, we have very strict and efficient procedures in place. Bali Luxe Medical partners with several private emergency service providers close to our accommodations in Bali, ensuring immediate response and access should we require them. Your doctor and surgical team will also be notified immediately in the event of any emergency issues, as will your private emergency contacts.

We have multiple options for hospital transport should you require it, including both our villa private driver, emergency service responders, or a network of transport providers depending on the situation.



POST-OPERATIVE CARE FAQ

NUTRITION AND MEALS

Are meals provided during my stay?

Yes, all meals are included and freshly prepared on-site by our private chef, so you can fully rest and recover without needing to leave the villa.

What if I have allergies or food intolerances?

We take allergies and intolerances very seriously. You'll be asked to provide this information before your arrival, and our chef will ensure all meals are safe and appropriate for you. If you have a severe allergy, please flag it clearly so we can take extra precautions.

Can I customise the menu to my dietary needs?

Absolutely. Before your arrival, we'll ask for your food preferences, allergies, and any dietary requirements so we can tailor your menu. If you feel like trying something new during your stay, just let us know – we're happy to adjust.

Can portions be adjusted?

Yes, we can tailor portion sizes to suit your appetite and recovery stage. Just let us or the chef know.



POST-OPERATIVE CARE FAQ

NUTRITION AND MEALS

How much can I expect to pay for local café meals?

Prices in Bali do vary depending on the venue, but in general here are some basic price ranges:

- Coffee: \$3-\$5
- Breakfast (Indonesian): \$6-\$9
- Breakfast (Western): \$7-\$12
- Lunch (Sandwich, Pho, Soup, Pasta): \$10-\$15
- Dinner (Pizza, Pasta, Japanese – Inc 1 average side): \$12-\$18
- Drinks (Juice, Soft Drink, Water): \$2-\$4
- Drinks (Smoothies with adds eg collagen \ protein \ mushroom extract): \$10-\$14
- Drinks (Beer, Wine, Cocktails): \$4-\$15



POST-OPERATIVE CARE FAQ

TRANSPORTATION AND MOBILITY

What kind of transportation do you offer?

Bali Luxe Medical employs private drivers and uses private cars for all of our transport. Your vehicle will be clean, comfortable, and temperature controlled. In Bali, most transport vehicles look like small, square, SUVs. They are passenger-centric and are roomy in the back, with AC controls within easy reach of the backseat.

What do I do when I arrive at the airport?

When you arrive at the airport, our drivers will meet you with VIP service as soon as you approach the exit. They will have a **'Bali Luxe Medical' sign, your name.** As soon as you meet them, they will assist with your bags and walk with you to your private car.

Due to parking protocols at the airport, your driver may take you to a waiting area just outside of the exit to stay while they go and collect the car, to save you from a long walk.

Is other transportation available during my recovery?

Yes, we have transportation services available for any additional trips you might like, such as meals or shopping outings, and any planned activities or tours during your stay. If the transport is additional to your package inclusions your driver will tell you the fee before your leave. Most local trips are under \$5, and longer trips (15-20 minutes) will be \$10-\$15. For very long trips of 40+ minutes your driver will advise the fee.

Our private driver fees should always be comparable to local taxis \ Grab \ Gojek, but will be a nominal amount higher. If you feel that your quoted price is too high, please don't hesitate to let our management know and we will review.

What transport is included in my package?

We include all of your vital transport in your package so you don't need to worry about any organising. We include:

- VIP Airport Transfers
- 1x Return trip – pre-surgery consultation
- 2x one way trips – Surgery drop off, and collect again when you are discharged
- 1 Return trip – post-surgical check up \ stitches out

Note : Some package might have different inclusion



POST-OPERATIVE CARE FAQ

MEDICAL SUPPORT AND EMERGENCY PROCEDURES

What happens in case of a medical emergency?

We have 24-hour access to emergency services and direct hospital support to ensure your safety and well-being. Your operating doctor and hospital will be notified immediately if you or our staff has any concerns for your health or well-being.

Your nurse will also be checking you during daily visits to ensure that you are comfortable and healing without complication.

What if I need to go back to hospital outside of normal hours?

If Emergency Services are not required but a need has arisen to transport you back to hospital, our first point of call is our private driving staff and vehicles. If our driving staff are not at the villa (eg overnight), Bali has an extensive network of taxis and private drivers that operate 24/7, and usually have an arrival time within 5-10 minutes of booking.

Our team will assist in making these bookings for you and we will notify your nurse, your operating doctor, and the hospital immediately to ensure that clear communications for your arrival.



POST-OPERATIVE CARE FAQ

BOOKING AND PAYMENT INFORMATION

How do I book my stay?

You can submit enquiries through our website or by contacting our team at hello@bali-luxe.com

Do I pay in AUD or Indonesian Rupiah?

Payments are made in AUD to our Australian company, Bali Luxe Medical Pty Ltd. This gives you full protection under Australian consumer law. We are also fully registered in Indonesia under our PT PMA license.

Is my deposit refundable?

The deposit is non-refundable, as it secures your accommodation and care arrangements. However, if your surgery is rescheduled or cancelled by your hospital or clinic, we will always do our best to support you with a date change, credit, or alternative solution where possible.

Do I need to pay a deposit?

Yes – to secure your booking with Bali Luxe Medical, a deposit is required.

For shared villa stays, the deposit is AUD \$500. For private villas, the deposit starts from AUD \$1,000 (depending on the property).

This allows us to reserve your accommodation, nursing team, and personalised care arrangements.

When is my full package fee payable?

Your remaining balance is due 21 days prior to your arrival.

If your booking is made within 21 days of arrival, full payment is required at the time of confirmation to secure your stay.

What happens if I haven't paid in full before I arrive?

If you are having troubles with your payment, please speak to our caring team about what we can do to assist you. We cannot host unpaid guests, however we can work with you on other payment options or timings in extenuating circumstances.