



# Jendela di Bali Guest Compendium





# Guest Compendium

[www.jendeladibali.com](http://www.jendeladibali.com)

Thank you for choosing Jendela di Bali for your stay and we sincerely hope that you enjoy your time with us.

If for any reason any aspect of your stay is not satisfactory, **please let our staff know immediately** and we will endeavour to rectify any problems. We appreciate all feedback given and use your comments to improve the villa and the facilities.

This compendium is designed to provide you with all the information you may require during your stay at Jendela di Bali. We invite you to familiarise yourself with the contents and we hope that you find the information useful. Please feel free to let us know any additional information which you would like to see included.

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## Villa Location & Key Phone Numbers

### The villa is located at:

Jalan Benawah-Petak Kaja  
Banjar Penyembahan  
Desa Petak Kaja  
Gianyar, Bali, Indonesia  
Phone: +62 361 953 663  
Mobile (Manager): 0822 3781 9493  
Lat/Long: -8.460209, 115.315106

### Key Phone Numbers:

- **Jendela di Bali Villa** Telephone Number: +62 361 953 663
- **Manager:** Dayu Made: 0822 3781 9493
- **Villa Management Bali Individual Wisata**  
Mr Ketut Sukarta, Sales & Marketing  
Office: Jl. Muding Tengah, Bougenville 18, Kerobokan, Kuta Utara, Bali 80361  
T: +62 811 399 513 **M: +62 811 392 2728**, +62 811 388 6655
- **Ubud Clinic:** (Ubud): 24 Hours +62 361 974 911 /+62 361 2799 911 (general medical)
- **Toya Medical Clinic:** (Ubud) +62 361 978078 (general medical)
- **BIMC Hospital:** (Kuta) +62 361 761 263 (serious medical emergency)
- **International SOS Clinic:** (Kuta) +62-361-710505 (serious medical emergency)
- **Tour and Travel Service:** Bali Individual Tour – Ms. Murni +62 811 399 629
- **Car Charter:** Bali Midori – Ms. Deti +62 811 399 631

## About Jendela di Bali Onsite Manager

Jendela di Bali is managed by our local Manager **Ibu Dayu Made**. She can look after all your requirements during your villa stay. Our experienced and friendly staff will do their best to make your stay in Bali an enjoyable experience. If Dayu Made is not at the villa when you require service, use the villa phone in the kitchen to call her on her mobile:

## Dayu Made: 0822 3781 9493

### Our Staff

There are four staff working for Jendela di Bali. They enjoy interacting with guests and are a great source of local information.

- **Dayu Made** – Villa Manager, main cook, housekeeping supervisor
- **Suaetini** – Housekeeping, cook
- **Dayu Manik** – Housekeeping, service
- **Agung** – Garden maintenance

- **Ibu Dayu** – Daily ceremonial offerings
- **Bapak Gus Rai** – Night security

## **Villa Inclusions & Additional Services**

### **Villa Inclusions**

- Welcome drink & seasonal tropical fruit upon arrival
- Daily breakfast for two persons per bedroom bale
- Housekeeping, night security services
- All bed linen, towels, bottled water and normal household supplies are included in the rental price and will be replenished as needed.

### **Additional Services**

The following are available at additional charge, by prior arrangement, subject to availability)

- Extra bed Included Daily Breakfast                      IDR 350k
- Extra Bed without Breakfast                                IDR 200k
- Baby Cot per day     IDR 150k
- Baby Chair per day    IDR 250k
- Pool Fence per day    IDR 100k
- Scooter rental per day                                         IDR 100k
- Food and Beverages    See menu for prices
- In house massage    See menu for details/rates
- Baby sitter     Price on application
- Yoga & Meditation, Purification at Holy Temple (see separate Tour & Attractions Guide)
- Car Charter (see key contact number section for contact details)
- Tour and Travel Services (see key contact number section for contact details)

### **Check-In / Out Policy**

- Check-in Time at 2:00 PM
- Check-out Time at 11:00 AM (12pm checkout may be available on request if no incoming guest)
- Request for late check-out is subject to availability
- Check out after 12:00 noon until 06:00 PM is charged half day of rental charge
- Check-out effectuated after 06:00 PM is charged at a full day of rental charge

### **Children Policy**

Our villa is not safe for children 1 – 7 years old, since we have a very deep gorge beside the villa. An extra bed can be placed in White Elephant Bale at an additional charge. No extra bed is available for the Kingfisher Bale.

## **Event and Parties**

Events and parties are not catered for at this villa.

## **Access to the Villa**

The Villa and its facilities are available for the Guests full enjoyment during the rental period. However, our staff and contractors may need access to the Villa from time to time (e.g. for maintenance purposes to the house, garden, swimming pool, utilities and services, or for the purposes of providing additional services requested by the Guest, etc.). The Guest is required to give them reasonable access to the Villa for these purposes.

## **Registration of Foreigners**

The law in Indonesia requires registration for all foreigners within 24 hours of arrival. Our Staff will request your passports on arrival to complete this formality. The passport will be returned to you straight after the registration within the same day. We understand that you may not feel comfortable handing over your passport but by law we are required to follow these procedures. Please rest assured that your precious documents will be looked after and returned after a short time. This procedure is for your own safety and should anything happen requiring an insurance claim we need to have the corresponding registration card that we will collect and hold on your behalf.

## **Food and Beverage Service**

We have talented home cook on staff (Dayu Made) who can prepare traditional-inspired meals tailored to western taste (not spicy) or other requests as required. Please order 24 hours in advance. Please refer to the villa menu from which you can select. Prices are modest and reflect just the cost of buying produce and transport and costs associated with private dining experience. Dining can be in the **Bale Bengong** and if the weather allows, by the pool. Guests are also welcome to dine in their bale – just ask the staff in advance.

We can offer basic beverages, including fresh juices, local beer and soft drinks. Please note fresh juices consume a lot of fresh fruit and will be subject to the fresh fruits on hand so do let us know if you have special likings so we can shop in advance.

## **Massage at the Villa**

Subject to therapist availability, we can usually offer two styles of massage therapy at the villa – relaxation massage (female therapist) and therapeutic massage (male therapist). Please see the separate massage therapy menu for details and pricing.

## **Entertainment Systems**

Your villa is equipped with a satellite television offering numerous channels. There is also a DVD with home theatre and surround sound. If you are unsure of how to operate this equipment there is a guide in the **Wayang Kulit Media Bale**. Please understand the staff only have basic understanding of the equipment. A CD player is located in the living space of the villa. Jendela di Bali is located at the top of the high caste village of Penyembahan, so in consideration of your neighbours, please keep the noise level at a reasonable level, particularly at night time.

## **Pool and Garden**

The swimming pool is available for you to use during both day and night time. Our staff will set up pool towels on the sun chairs on your request. Please be aware that the pool is shallow in some areas and not very deep elsewhere so is not suitable for diving. We advise extra caution to be taken when swimming in the pool, as we cannot assume responsibility for any injuries or accidents. Please do not take glass into or on the edge of pool.

Our staff like to be up and early with their sweeping – it's a Balinese thing and how we start our day. If this bothers you, please tell Dayu Made and she will ask for them to sweep later.

## **Use of Telephone**

The telephone of Jendela di Bali is available for Local calls ONLY. Please ask the staff if you need assistance. Please, under no circumstances should you use the phone for international calls as they are very expensive in Bali. Even local and mobile calls are timed calls so please keep them to a short duration to contact our staff or make restaurant or spa bookings etc.

International incoming calls can be received on the telephone line Tel: +62 361 953 663 and the staff will take a message within the confines of their limited English if you are out when a call is received.

You might want to **buy a local sim card for your mobile**. Reception is a bit patchy at the Villa, but of all the available brands we recommend **Telekom's Simpati**. Ask your driver to take you to a warung to purchase a sim card.

**Jendela di Bali Telephone Number: +62 361 953 663**

The international code for Indonesia is 62 and the area code is (0) 361. Please drop the 0 in the area code if using the International Code. i.e +62 361 953 663. When dialling out of Indonesia, you dial 001 first then the overseas country code, area code & telephone number (please do not use our phone for international calls, however). For your information to dial a local number in Bali from a mobile phone, you need to dial 0361 before the local telephone number.

## **Internet**

Internet is available at the villa. Access to the internet is via the WiFi wireless system which is broadcast over most of the property. There are repeaters in the Kingfisher and The White Elephant bales to boost the signal. There are two networks – one for the upper part of the property and one for the lower. The name of the networks are '**Jendela 1**' and '**Jendela 2**' - choose whichever has the stronger signal in your location. The password is the same for both networks and is: **bamboo953**

## **Safety at the Villa**

Jendela di Bali is safe, but we recommend that you lock your bale for peace of mind. Our staff will keep a close eye on the villa to ensure all is in working order and to offer service where required. If you specifically do not wish them to come into the villa please be sure to advise the Manager of your privacy requirements.

## **Valuables & Security**

We advise you to lock all valuables in your room safe. Each room has a safety box. Please speak to our staff if you have any questions operating the safe. Each safe has its own key which is attached to your bale key ring. Our staff are very honest; however we suggest you do not leave valuables such as your wallet lying around in the living dining room areas over night. We cannot accept any responsibility in the case of theft, loss or damage to your belongings so we advise precautionary measures.

## **Note of Caution**

Whilst Bali is generally safe for walking around even at the night time, we recommend that you always use your driver or licensed taxi to move around after dark. Please understand that drug related laws are very strict here in Bali. Any guest found in possession of drugs within the villa will be asked to leave immediately. The authorities in Bali pursue drug enforcement vigorously. The penalties for possession are severe and are applied whether you are visitor or resident. We cannot stress enough the danger associated with this issue, and under no circumstances should you become involved in any form of illegal drug use.

## **Fire Safety**

Our Villa has a thatched roofs and many are hand crafted from timbers, as you can see. Our staff has been trained to use the fire extinguishers in case of a fire emergency, please familiarise yourselves with where the extinguishers are located in the villa. Unfortunately because of the very real risks, we have to have a '**no candles or incense**' policy indoors and we ask guests to respect this.

## **Smoking Policy**

For fire safety and for the convenience of other guests smoking is strictly forbidden

anywhere indoors or on the decks of bales. In the garden or by the pool are good places to enjoy a cigarette and Dayu Made can provide you with an ashtray. We ask you to respect this request. Any guest found contravening this request will be asked to leave and no refund will be offered. Further, if smoking occurs within any building a US\$500 cleaning fee will be charged to cover the cost of fumigating/replacing soft furnishings etc.

## **Laundry & Linen**

We have nearby local laundry services that will wash, dry and fold your clothes at very reasonable prices. You will also find numerous laundries in Ubud. All bed linen and towels are professionally laundered and will be changed by the staff.

## **Makeup Removal**

Please do not use our white bath towels to remove makeup. Tissues are provided for your convenience. Note: A US\$10 replacement fee per item will be charged for soiled towels.

## **Electricity**

All electrical supply outlets in the Villa operate at 220V. Due to the rapid development of Bali the local power supply can be erratic. Any power outage is usually only up to 1 or 2 hours. Plug in your electronic equipment to the local power supply at your own risk.

## **Drinking Water**

We will provide you with initial sealed individual bottles of water by your bed and unlimited free refills. There is a water fountain in the kitchen and the staff can provide chilled water. Jendela di Bali has a superb natural bore supply to provide clean water straight from taps for washing – we do not recommend drinking this water (although it has been lab tested as suitable for drinking, so is very safe for washing or making hot drinks where the water is boiled). Ice cubes available from our staff are safe to consume as they are made from bottled water.

## **Environmental Concerns**

We take pride in respecting the environment at Jendela di Bali and implement many practises to recycle, re-use and protect the delicate ecosystem. Our totally self contained Bio System allows this recycling to take place. Please help by not disposing of Tampons or Condoms into the WC – the Bio System cannot process these objects and they will block the system. Plastic bags are provided for disposal in the bin in each bathroom.

## **Newspapers**

If you require a daily newspaper, either the Jakarta Post or the International papers these can be obtained from Ganesha Bookshop or Periplus Bookshop in Ubud. Unfortunately English language newspapers are not easily accessible for our staff locally.

## **Insects & Precautions**

You are staying on a tropical island, in a tropical climate and in a rural area alongside a forest/gorge. Insects, geckos (who control the insects) are natural and to be expected. The villa is sprayed periodically to limit pests and to do our best to ensure your comfort. Mosquito coils are provided at the Villa for your convenience and are available for you to light every early evening in the outside living areas. These coils should help very much to keep most the pests away. We recommend you close your bedroom and bathroom doors before leaving to prevent insects entering. A can of insect spray is provided in each room.

## **First Aid / Medical Assistance**

A First Aid kit is provided for minor injuries (basic antiseptics, band aids, bandages etc). Please contact our staff for the First Aid Kit or if the staff are not present, you will find the medical kit in the Main Lounge Bale in one of the cupboards.

Depending on the seriousness of the medical condition we recommend as follows:

### **Minor Injury/Ailment**

We recommend two clinics in Ubud:

**TOYA MEDICAL CENTRE** (on the villa side of Ubud, so closer)

**Phone:** 0361 978 078

**Address:** Jalan Raya Pengosekan (East of Gas Station), Ubud (Japanese spoken)

**UBUD CLINIC**

**Phone:** (24 hours): 0361 974 911 or 0361 2799 911

**Address:** Jl. Raya Campuhan 36 (just before the Campuhan bridge on the right hand side) Ubud.

### **More Serious Injury/Ailments**

In the case of more serious medical assistance please:

1. Advise one of our staff and then
2. Call the **Bali International Medical Center (BIMC)** on Tel: **0361 761 263** and they will be able to assist you. Bali International Medical Center (BIMC) on Jl. Raya By Pass, Kuta. This Clinic opens 24 hours with well trained nurses and doctors.

## **Major Medical Emergency**

If a very serious accident occurs the best course of action is to:

1. Alert the staff (contact details below);
2. If it is night time, wake the night security and ask him to get the manager from the village urgently;
3. Transport the patient to the local Gianyar Hospital for short-term emergency triage.
4. As soon as possible (preferably whilst on the way to the local Gianyar hospital) call BIMC (contact details above) and advise them of the situation and that you are en-route to Gianyar Hospital. They will make an assessment and can in consultation with you dispatch an ambulance to meet you at Gianyar Hospital and transfer the patient to the BMIC hospital in Kuta. BMIC can arrange international evacuation if required.

If Dayu Made is not at the villa when you require service, use the villa phone to call her on her mobile:

**Dayu Made: 0822 378 19493**

Please note we strongly recommend all guests have full medical insurance before arriving in Bali. Medical treatment is very expensive here and good cover is essential. In the event of an emergency contacting your insurer for their assistance and instructions should be a top priority.

## **Gym**

We recommend Ubud Fitness. Address: Jalan Jero Gadung, Ubud, Bali. Phone:+62 361 974804. Open 6.30am to 8.30pm 7 days a week. There are numerous local-style gyms to choose from as well which can give you the chance to mix with fitness-minded Balinese.

## **Transportation/Driver**

A driver and car can be arranged in advance of your stay. Taxis are not available from our location. Staying at Jendela di Bali requires a car and it is best given road conditions to have a driver.

If you have pre-booked a car and driver, our staff can assist you to contact them each day when you wish to do a day trip to local sights, go into Ubud for dining and shopping, etc.

If however you want to drive yourself, you must have an international driving license and we strongly recommend you insist that the car you hire comes with full insurance (most hire cars are hired without insurance and you are fully liable for the cost of repair – or full cost of the car if written off – in case of accident if you do not expressly arrange insurance with an

agreed excess).

## Currency/Money Changers/ATMs

The currency in Indonesia is the Rupiah. Many shops and restaurants will accept foreign currency but the exchange rate will be poor – it is best to change money at a reputable changer first. Some restaurants and shops accept credit card. There are reputable money changers in the main road in Ubud. Always compare rates before changing, confirm no commission is payable and double-check calculations and count before leaving the premises. Please note our staff are not able to arrange for or change money on your behalf.

### Nearest ATMs:

Ubud has a full range of ATMs, but for the closest to the villa there are a range at the hardware store **Depo Bagoes Bangunan** (about 15 mins from the villa) Jalan Raya Semabuang No 18, Bj Margesengkala, Bedulu (head down our main road to the red lights at Bitera, turn right and drive over the bridge and 500m further on the left-hand side is the Hardware Store with ATMs in the parking area).

### Recommended Ubud Money Changer:

We have always had good rates and trustworthy service at:



### PT Dirgahayu Valuata Prima

#### Jalan Raya Ubud

(Look for the green 'Money Changer' sign on the Ubud main road, next door to the Guardian Chemist on the right hand side as you drive west, down from the big 'T' intersection statue. Note the above photo is taken from the west looking east, so **you will be coming down the hill from east to west** – just look for the green sign!)

Phone : +62 361 977365, 975563

## Payments for Extras

Please pay our manager for any extras (meals, other shopping) in Rupiah cash. Please ask for your account balance 24 Hours prior to departure. Please leave enough time to make

payment of your account. To avoid an unexpected large bill we will present your account for immediate payment after the amount exceeds Rp1,000,000.

If the staff shop in a local market they will not get a receipt. Shopping at the local Gianyar Hardies supermarket will come with a receipt. Please be assured you can trust our staff to be completely honest in the reporting of the cost of any shopping on your behalf. If you do not have faith in their trust you may wish to do your own food and beverage shopping (see the shopping section for details).

## Do You Need Special Assistance?

We want you to have a wonderful stay. If there is anything at all that is not to your liking or you need special assistance your first point of contact should be with your manager, Dayu Made. If you feel that you are not being understood or your needs are not being met, contact our villa management team headed by Mr Ketut Sukarta:

- Mr Ketut Sukarta, Sales & Marketing  
Office: Jl. Muding Tengah, Bougenville 18, Kerobokan, Kuta Utara, Bali 80361  
**M: +62 811 392 2728** T: +62 811 399 513, +62 811 388 6655  
E-mail: [reservation@individualbalivillas.com](mailto:reservation@individualbalivillas.com) | Website: [www.Individualbali.com](http://www.Individualbali.com)

## At The End of Your Stay

**Smooth Departure** - Please check to ensure that you have packed all your belongings. Double check you have emptied the safe deposit box. Please leave your safe open when finished. If you leave items behind it is very difficult to send them to your country but where possible to arrange we will request advanced payment for the cost of delivery.

**Payment for Extras** - Pay all of you outstanding bills that have not already settled, which may include: transportation, food & beverage, villa rental, etc.

**Damages** - You will be expected to pay for any items in your villa that you may have broken or damaged. We also understand that exceptions may be warranted. This will be handled on a case by case basis, and can be discussed with your villa manager.

**Airport Departure** - It is recommended you allow **two hours** for the trip from the villa back to the airport. It will likely take less, but allowing a margin for bad traffic or street ceremonies that cause delay is wise just to be safe.

**Departure Tax** - Please be aware that the airport charges a Rp.200,000 departure tax per person, payable in Rupiah cash. We recommend putting this amount in Rupiah aside early in your stay to ensure you have this to hand at the airport.

**Staff Tips** – We recognise that many guests like to reward great service by giving a 'thank you' tip to the villa staff in addition to the modest service fee included in the villa rental rate. Staff often use tips for their children's education and religious commitments, so your gift has

great meaning and is appreciated very much by them. Our suggestion is to discreetly give any tip to Dayu Made who will distribute it amongst the staff.

## **Please Write a Review for Us**

We hope you are enjoying your stay at Jendela di Bali and we would be very grateful if you would let us and the world know by writing a review.

Jendela di Bali relies on reviews to spread the word about the experience we offer. You might have looked at reviews prior to making your decision to stay with us, so you know how important they are.

So, if time permits, sit back with your favourite drink, use Jendela di Bali's free WiFi and let us and the world know what you think.

### **TripAdvisor**

The direct link is very long, so we've created a shortened one to take you there direct – just enter the following into your web browser:

[www.tinyurl.com/jendeladibali](http://www.tinyurl.com/jendeladibali)

...and under the heading look for the link to 'write a review'.

Alternatively, another way to find us on TripAdvisor is to Google 'jendela di bali trip advisor' and that will give you the direct link to our page on Trip Advisor.

### **The Site on Which You Booked**

If you booked through HomeAway.com you can write a review here:

<http://tinyurl.com/jendeladibaliha>

Alternatively, if you booked through a similar booking site, please write a review there.

This really helps us to get known and build trust on these sites.

Each guest can write their own review - the more the better - or you can write a combined review.

Thank you for your support!

**Dayu Made & team, Individual Bali Hospitality and the owners**

## **Bali Consulate Addresses**

(We suggest using the internet to update in case details have changed since printing)

### **AUSTRALIA**

(also rep. Canada, New Zealand, Papua New Guinea & other commonwealth in emergencies)  
Australian Consulate. Jalan Prof. Moh. Yamin No.4 Renon - Denpasar. Phone : 0361 235092,  
0361 235093 Fax : 0361 231990  
Email : ausconbali@denpasar.wasantara.net.id

### **BRITISH**

British Honorary Consult | Cat and Fiddle Restaurant  
Jalan Mertasari No. 2 Sanur. Phone/Fax : 0361 282968  
Email : bcbali@dps.centrin.net.id

### **CZECH REPUBLIC**

Consulate of the Czech Republic | Jl.Pengembak 17, Sanur. Phone : 0361 286465 Fax : 0361  
286408. Email : bali@honorary.mzv.cz

### **FRANCE**

Consular Agency of France | Jalan mertasari Gg.II No. 8, Sanur Kauh - Denpasar. Phone :  
285485 Fax : 0361 286406  
Email : consul@dps.centrin.net.id

### **GERMANY**

Consulate of Germany | Jalan Pantai Karang 17, Sanur Denpasar. Phone : 0361 288535, 0361  
288826 Fax : 0361 288826  
Email : germanconsul@bali-ntb.com

### **ITALY**

Honorary Vice Consulate of Italy | Lotus Enterprise Building. Jalan Bypass Ngurah Rai,  
Jimbaran, Denpasar  
Phone/Fax : 0361 701005  
Email : italconsbali@italconsbali.com

### **JAPAN**

Consulate Office of Japan  
Jalan Raya Puputan, Renon Denpasar No. 170. Phone : 0361 227628 Fax : 0361 231308.  
Email : konjdps@indo.net.id

### **MEXICO**

Honorary Consulate of Mexico | Puri Astina Building | Jalan Prof. Moh. Yamin 1-A, Renon,  
Denpasar . Phone : 0361 223266 Fax : 0361 244568. Email :  
astina@denpasar.wasantara.net.id

### **NETHERLANDS**

Consulate of The Netherlands | Jalan Raya Kuta No: 127, Kuta. Phone : 0361 751517 Fax : 752777. Email : purwa@denpasar.wasantara.net.id

**NORWAY**

Jalan Jayagiri VII/10 Denpasar  
Phone/Fax : 0361 234834

**DENMARK**

Royal Danish Consulate | Mimpi Resort, Kawasan Bukit Permai, Jimbaran  
Phone : 0361 701070 (ext. 32) Fax : 0361 701073, 0361 701074.  
Email : mimpi@mimpi.com

**SPAIN**

Honorary Consulate of Spain  
Jl. Raya Sanggingan, Kedewatan Ubud. Phone : 0361 975736 Fax : 0361 975726  
Email : rabik@indo.net.id

**SWEDEN & FINLAND**

Consulate of Sweden and Finland  
Segara Village Hotel  
Jalan Segara Ayu, Sanur 80228 Phone : 0361 288407 Fax : 0361 287242  
Email : segara1@denpasar.wasantara.net.id

**SWITZERLAND & AUSTRIA**

Mr Gerhard L. Nutz – Honorary Consul  
Address: Jalan Ganetri 9 D Gatot Subroto Timur, Denpasar 80235, Bali  
E-mail: bali@honrep.ch | | Website: www.eda.admin.ch/jakarta  
Phone: 0361 - 878 4343 Fax: 0361 - 878 4466 Office hours: Monday to Friday 09:00 – 13:00  
Emergency: 0811 38 50041  
The Consulate of Switzerland is also handling Agent for Liechtenstein and Austria

**UNITED STATES OF AMERICA**

Consular Agency of the United States of America | Jalan Hayam Wuruk 188, Tanjung Bungkak, Denpasar  
Phone : 0361 233605 Fax : 0361 222426  
Email : amcobali@indo.net.id

## **Bali Airline Offices**

(We suggest using the internet to update in case details have changed since printing)

### **Air Asia**

Ngurah Rai International Airport International/Domestic Departure Terminal  
Jl. Raya Denpasar 80361, Denpasar  
Sun Boutique Hotel, Jl.Sunset Road No.23, Kuta - Bali  
Phone: +62 21 2927 0999, Phone: +62 804 1333 333

### **Air France**

Grand Bali Beach Hotel Room # 1105, Jl Hang Tuah Phone : 0361 288511  
Terminal Keberangkatan – Tuban. Phone : 0361 755523

### **Air New Zealand**

Wisti Sabha Bldg 2nd Fl, Ngurah Rai Airport, Tuban. Phone : 0361 756170 Fax : 0361 754594

### **Qantas Airways**

Hotel Bali Beach Sanur, Phone : 0361 289280  
Jl Babakan Sanur, Phone : 0361 289281

### **Bouraq Airlines**

Kompleks Sudimian Agung Blok A 47-4X, Jl Panglima Besar Sudirman 7A  
Phone : 0361 241397 Fax : 0361 241390

### **British Airways**

Grand Bali Beach Hotel Jl Hang Tuah  
Phone : 0361 288511

### **Cathay Pacific Airways**

Grand Bali Beach Sanur 1st Floor  
Phone : 0361 286001 Ext. 1138 Fax : 0361 288576  
Bandara Ngurah Rai Tuban, Phone : 0361 753942

### **Continental Airlines**

Grand Bali Beach Hotel, Jl Hang Tuah Sanur.  
Phone : 0361 287774 Fax : 0361 287775  
Terminal Building Airport  
Phone : 0361 752107

### **Eva Air**

Wisti Sabha Administration Building, Ground Floor, Room No.4 Ngurah Rai Airport.  
Phone : 0361 751011 ext. 1638 Fax : 0361 756488

### **Japan Airlines**

Grand Bali Beach Hotel

Phone : 0361 287576 – 0361 287577

### **Garuda Indonesia**

Grand Bali Beach Hotel, Phone : 0361 288243  
Natour Kuta Beach, Phone : 0361 751179  
Nusa Dua, Phone : 0361 771864, 0361 771444  
Jl Melati 61, Phone : 0361 227825  
Hotel Nusa Dua Beach, Phone : 0361 772231  
Jl Kapt Mudita 2, Phone : 0361 234913  
Jl Kepundung 21, Phone : 0361 233853  
Jl Pantai Kuta, Phone : 0361 751179  
Jl Srikarya 1, Phone : 0361 228916

### **Korean Air**

The Grand Bali Beach Hotel  
Garden Wing Rm 1121 & 1123 PO Box 275  
Reservation Phone : 0361 289402 Fax : 0361 289403

### **KLM Royal Ducth Airlines**

Wisti Sabha Bldg, Ngurah Rai Airport  
Phone : 0361 756126 Fax : 0361 753950

### **Lufthansa German Airlines**

Hotel Bali Beach, Ph. 0361 287069 Lauda Air  
Gedung PAJ, Phone : 0361 758686  
Airport Ngurah Rai, Phone : 0361 753207

### **Malaysia Airlines**

Grand Bali Beach Hotel. Phone : 0361 285071 - 3  
Ngurah Rai Airport Office, Phone : 0361 756132

### **Merpati Nusantara**

Jl. Melati No. 51 Denpasar, Phone : 0361 235358  
Jl Merpati 51, Phone : 0361 263918  
Jl Ngurah Rai Tuban, Phone : 0361 751374  
Qantas Airways Ltd  
Grand Bali Beach, Phone : 0361 288331 Fax : 0361 287331  
Airport Cargo Airport International Ngurah Rai, Phone : 0361 751471 Fax : 0361 752218  
Gg Murai 18, Phone : 0361 432896

### **Royal Brunai Airlines**

Wisti Sabha Building. Ngurah Rai Airport  
Phone : 0361 757292

### **Singapore Airlines**

Jl. Dewi Sartika No.88 Denpasar, Phone : 0361 261666  
Grand Bali Beach Hotel Sanur, Phone : 0361 261666

Bandara Ngurah Rai, Phone : 0361 751011

**Thai Airlines**

Wisti Sabha Building, 2nd Floor Room # 19,

Ngurah Rai Airport, Phone : 0361 754856

Grand Bali Beach Hotel Sanur

Phone : 0361 288141 Fax : 0361 288063

## **Bali Travel Tips**

The following list has been compiled to help you make the most of your stay in Bali. If you have any further concerns that are not mentioned here, please do not hesitate to contact your villa manager with any questions or queries that you may have.

General things that you should or shouldn't do:

### **DO**

- Change money at a reputable looking location, use your own calculator before changing!
- Put on loads of High Factor Waterproof Sun Cream (especially if you intend to spend a lot of time in the water).
- Drink a lot of bottled water and eat a lot of fresh fruit - do your body a favor.
- Be careful with your belongings at all times. Crime is on the increase and can ruin your holiday. Cases of handbag snatching have been reported, so leave important documents in your villa safe and wear your bag across your shoulders!
- Try not to step on offerings in the street (walk around them).
- Respect the slow pace of processions when stuck behind one, i.e. don't honk!
- Haggle when buying (except on price-tagged goods.)
- Buy 'Immodium' to relieve bouts of Bali belly.
- Have a great holiday!

### **DON'T**

- Forget to take your passport (or a photocopy of your ID).
- Swim outside designated swimming areas on the beach, currents can be very strong. Swim between the red and yellow flags.
- Do drugs! It can carry the death penalty, and there are enough foreigners residing in Bali courtesy of the Govt. prison service!
- Touch people's heads - it is very offensive to Hindus.
- Enter a temple during menstruation. Sorry Ladies!
- Forget to put salt on your food & drink water - you will probably sweat a lot.
- Worry too much about the ice - it's government-quality controlled in established bars and restaurants.
- Forget to look and listen while you cross the road. Cars may stop, motorbikes may not!
- Forget to reconfirm your flight 72 hours prior to flying.

## **Some Key Advice**

### **Attending Ceremonies**

Remember these are serious occasions and should be treated as such. Religious guidelines:

- Always wear a sarong and sash (we have a small supply at the villa for your use)
- Do not walk in front of people praying.
- Do not use flash camera or push your camera into the priest's face!
- Never sit higher than the priest or the offerings.

At cremations, do not get in the way of the attendees - however important that photographic opportunity is! Women are not allowed to enter temples during menstruation.

### **Dangerous Sports**

Make sure you either have personal insurance or travel insurance that will cover any accidents.

### **Driving**

In Bali always expects the unexpected; always keep your eyes open and your mind on driving. Beware of motorbikes! It is best to rent a car with a full insurance as this will save time and money if you are involved in an accident.

### **Small Donations Are Appreciated at Ceremonies**

When attending special ceremonies, anniversary celebrations, weddings or funerals as a guest or onlooker in our local village or beyond, small donations are gratefully received. Your donations will help in paying for the offerings and upkeep of the family and village temples.

Thank you for respecting these suggestions.

## Balinese Faith and Worship



Whilst the majority of Indonesia are Muslim, here in Bali over 90% of the population follow a religion called “Hindu Dharma” a combination of Hinduism and Buddhism. In Bali religion is a very important part of everyday life and the people perform daily offering to the Gods and actively participate in the numerous temple festival and rituals.

### Balinese Religion

Bali Hinduism is a combination of elements from Indian Shivaite and Buddhist traditions with older beliefs and practices. One of the oldest names for the Balinese religion is Agama Tirtha or religion of Holy water. Tirtha (Holy water) has always been used in Hindu religious ceremonies. The word “Tirtha” comes from Sanskrit and means “Holy” or “to cleanse”. The holy water possesses the means of opening our hearts to prayer.

The aim of agama Hindu Bali is to reach peace of spirit and harmony in this material life. In practicing their faith, Hindu communities try to achieve a spiritual balance of worship between Tattwa (philosophy), Susila (etiquette/morals), and Upacara (ritual). In Bali there are two ways to pray: mbakti and muspa. The first is worship through devotion, the second show respect with flowers.

According to the Balinese the universe is divided into three realms: the realms of the Gods, the realm of the demons and ground spirits and the realm of the people. Their universe is divided into three areas: the mountains are the home of the Gods; the sea where the powerful forces of dissolutions dwell; and the intermediary region, where the people live. This three part layout is repeated endlessly in the village, homes and shrines of Bali.

Bali is known as the island of the gods because there are literally thousands of temples. From Bali's six major temples known as Sad Khayanagan, honored by all Balinese people, to the village temples each village has three; Pura Puseh (ancestor temple nearest the mountains), Pura Desa (central village temple) and Pura Dalem (temple dedicated to Ciwa, or the God of dissolution, usually nearest the cremation ground). Every home has temple and shrines also. Finally there is temple in the rice fields dedicated to Dewi Sri, Goddess of rice.

Of course the Balinese honor nature, and bring offerings to spots including banyan trees, caves, and rivers. Balinese religion is embedded in deep tradition of animism and the veneration of ancestors. Their Hindu manifestations of God are abstractions associated with natural forces.

This is Hindu trinity Brahma the creator, Vishnu the preserve and Shiva (Siwa) the renewed. The Supreme Being is referred to as 'Sang Hyang Widhi Wasa'. He falls in line with religious beliefs that resolve around a single of which all other manifestations of God.

Hinduism is a monotheistic religion with one God head. In Bali, this is called Ida Sanghyang Widi Wasa or Sang Hyang Tunggal or Sang Hyang Cintya. These are all words for the one God. Hinduism is often misunderstood as being a faith with many manifestations of God and Goddess (Dewas and Bhataris). These other manifestations of God are merely the realization of the holy rays from the one God.

The word Dewa comes from the Sanskrit word Dev, meaning ray. Bhatara comes from the word Bhar, meaning protector. The Dewas (holy manifestations of God). Which appear most often in Balinese religion are called the Tri Murti or "Holy Trinity".

### **Temple Etiquette**

When visiting Balinese temples, there are a few important rules that must be observed by all visitors. It is crucial that you dress appropriately for temple visits, which means wearing a sarong and sash.

If you don't have a sarong, wear long pants for men and women a dress that covers knees and shoulders for women (or a skirt with a blouse, etc). If you are unsure, it is always best to ask someone at the entrance to the temple.

At most temples there is a donation box at the entrance, along with a book to sign yourself in. You should always put a donation in the box (a couple of dollars in rupiah is sufficient) and enter your details as required.

By ancient law, menstruating women are banned from the temples, due to general sanction against blood in holy area same prohibition applies to people with an open wound.

### **Key rules to observe:**

- Don't climb into the temple building or walls

- Don't stand or sit higher than a priest or remain standing when others are praying.
- Don't stand directly in front of the priest, or walk in front of the kneeling congregation.
- Avoid putting yourself between worshippers and the direction in which they are praying.
- Use cameras with discretion. Don't use flash when devotees are praying or better not at all.

### **Local Holidays**

Bali has an astounding number of Holidays due to need to accommodate all 5 religions praised in Bali plus secular public holidays. Holidays can be divided into 4 types; religion, national, International and commemorative.

The most famous Balinese holiday is Nyepi, the day of silence, generally in April. Even all flights are cancelled and you can't leave the villa. Please limit electricity use and do not play music. This is a wonderful chance for quiet reflection, reading, meditation and relaxation!

Less inconvenient holiday may mean the shops are closed, the banks are closed or staff to operate businesses has gone home (which mean to their villages).

Just look at an Indonesian or Balinese calendar for "red" days then ask what they are or what they mean. Some holidays it is not necessary to close but without most staff shopping can be difficult. Often locals have no idea what the holidays mean beyond their own.

## Native Tongue: Bahasa Indonesia



Indonesia is united more than anything else, by its common language – Bahasa Indonesia. The Balinese speak their native Balinese as well as the national Indonesian. Learning even a handful of words and phrases in Indonesian will not only make your stay easier and more enjoyable but it will also endear you to the locals you meet.

### INTRODUCTIONS

Hello	<i>Halo</i>	Yes / no	<i>Ya / Tidak</i>
Nice to meet you	<i>senang bertemu denganmu</i>	I	<i>Saya</i>
My name is ...	<i>Nama saya....</i>	You	<i>Kamu</i>
What is your name	<i>Siapa Namamu?</i>	He / She	<i>Dia</i>
I'm from.....	<i>Saya dari....</i>	Please	<i>Tolong .</i>
How are you?	<i>Apa Kabar?</i>	Thank you	<i>Terima kasih</i>
I'm fine, Thanks	<i>Saya baik-baik saja, Terima kasih</i>	No thank you	<i>Tidak terimakasih</i>
Do you understand?	<i>Apakah kamu mengerti?</i>	Excuse me	<i>Permisi</i>
I understand	<i>Saya mengerti</i>	No problem	<i>Tidak masalah</i>
I do not understand	<i>Saya tidak mengerti</i>	Just kidding	<i>Cuma bercanda</i>
Me too	<i>Saya juga</i>	I'm sorry	<i>saya minta maaf</i>
Goodbye (you leave)	<i>Selamat tinggal</i>	Good Morning	<i>Selamat pagi</i>
Goodbye (they leave)	<i>Selamat jalan</i>	Good day (12-2pm)	<i>Selamat siang</i>

See you later      *Sampai jumpa lagi*  
 See you tomorrow      *Sampai jumpa besok*

Good afternoon      *Selamat sore*  
 Good Evening      *Selamat malam*

## SIMPLE CONVERSATION

I think ....      *Saya pikir....*  
 I have .....      *Saya punya....*  
 I like .....      *Saya suka .....*  
 I don't like....      *Saya tidak suka ....*  
 I'm going to ....      *Saya mau ke ....*  
 What about you?      *Bagaimana denganmu?*  
 I'm here on Holiday      *Saya liburan disini*  
 Where are you from?      *Kamu darimana?*  
 I'm from (Australia)      *Saya dari (Australia)*  
 Why not?      *Kenapa tidak?*  
  
 Are you sure?      *Kamu yakin?*  
 That's right      *Itu benar*  
  
 No, that's wrong      *Tidak, itu salah*  
 I don't know      *Saya tidak tahu*  
 No problem      *Tidak masalah*  
 I love it here      *Saya senang sekali disini*  
 I speak a little Indonesian      *Saya bisa bicara bahasa Indonesia sedikit*  
 Can you speak English?      *Kamu bisa bicara bahasa Inggris?*  
 How do you pronounce this?      *Bagaimana cara mengeja ini?*

## TIME

Morning      *Pagi*  
 Noon      *Siang*  
 Afternoon      *Sore*  
 Evening      *Malam*  
 Midnight      *Tengah malam*  
 Today      *Hari ini*  
 Tonight      *Malam ini*  
 Tomorrow      *Besok*  
 Yesterday      *Kemarin*  
 Day after tomorrow      *Lusa*  
 Second / minute      *Detik / menit*  
 Hour / day      *Jam / Hari*  
 Week / month      *Minggu / bulan*  
 Year      *Tahun*  
 Next Year      *Tahun depan*  
 This week / last week      *Minggu ini / minggu lalu*  
  
 Until      *Sampai*  
  
 Soon      *Segera*  
 Before / after      *Sebelum / Sesudah*

## DAY OF THE WEEK

Monday	<i>Senin</i>
Tuesday	<i>Selasa</i>
Wednesday	<i>Rabu</i>
Thursday	<i>Kamis</i>
Friday	<i>Jumat</i>
Saturday	<i>Sabtu</i>
Sunday	<i>Minggu</i>

## SIMPLE QUESTION

What	<i>Apa</i>
What's this?	<i>Apa ini?</i>
When?	<i>Kapan?</i>
Who?	<i>Siapa?</i>
Where?	<i>Dimana?</i>
Where is ...?	<i>Dimanakah?</i>
Why?	<i>Kenapa?</i>

## GETTING AROUND

Here / there	<i>Disini / disana</i>
Near	<i>Dekat</i>
Left / turn left	<i>Kiri / belok kiri</i>
Right / turn right	<i>Kanan / belok kanan</i>
Stop here	<i>Berhenti disini</i>
Go straight	<i>Lurus terus</i>
Please wait here	<i>Tolong tunggu disini</i>
On the corner	<i>Diujung</i>
Quickly please	<i>Cepat tolong</i>
Traffic	<i>Macet</i>
Be careful	<i>Hati-hati</i>
How far is it?	<i>Sejauh apakah?</i>
Near / far	<i>Dekat / jauh</i>
Walking	<i>Jalan-jalan</i>
Bicycle	<i>Sepeda</i>
Motor bike / scooter	<i>Sepeda Motor</i>
Taxi	<i>Taksi</i>
Car / bus	<i>Mobil / bis</i>

## PLACES

Lane / street	<i>gang / jalan</i>
House	<i>Rumah</i>
Palace	<i>Puri</i>
Market	<i>pasar</i>
Shop	<i>Toko</i>
Police station	<i>Kantor polisi</i>
Pharmacy	<i>Apotik</i>
Hospital	<i>Rumah sakit</i>
Internet café	<i>Kafe internet</i>
Café, small stand	<i>Warung / waroeng</i>
Toilet	<i>Toilet / kamar mandi</i>
Garden	<i>Kebun</i>
Mountain	<i>Gunung</i>
Village / small village	<i>Desa / desa kecil</i>
Beach	<i>Pantai</i>
Rice field	<i>sawah</i>

## NUMBERS

First learn to count ten. From there, just add the suffixes; belas (teens), puluh (tens), ratus (hundreds), ribu (thousands), and juta (millions) to count upwards

0	<i>Nol</i>	11	<i>Sebelas</i>	30	<i>Tiga puluh</i>	10.000	<i>Sepuluh ribu</i>
1	<i>Satu</i>	12	<i>Dua belas</i>	40	<i>Empat puluh</i>	100.000	<i>Seratus ribu</i>
2	<i>Dua</i>	13	<i>Tiga belas</i>	50	<i>Lima puluh</i>	1.000.000	<i>Satu juta</i>
3	<i>Tiga</i>	14	<i>Empat belas</i>	60	<i>Enam puluh</i>		
4	<i>Empat</i>	15	<i>Lima belas</i>	70	<i>Tujuh puluh</i>		
5	<i>Lima</i>	16	<i>Enam belas</i>	80	<i>Delapan puluh</i>		
6	<i>Enam</i>	17	<i>Tujuh belas</i>	90	<i>Sembilan puluh</i>		
7	<i>Tujuh</i>	18	<i>Delapan belas</i>	100	<i>Seratus</i>		
8	<i>Delapan</i>	19	<i>Sembilan belas</i>	200	<i>Dua ratus</i>		
9	<i>Sembilan</i>	20	<i>Dua puluh</i>	500	<i>Lima ratus</i>		
			<i>Dua puluh</i>				
10	<i>Sepuluh</i>	25	<i>lima puluh</i>	1	<i>Seribu</i>		

### FAMILY

Man / Husband	<i>Pak / Suami</i>
Woman / Wife	<i>Bu / Istri</i>
Father	<i>Ayah / Bapak</i>
Mother	<i>Ibu</i>
Child / Children	<i>Anak / anak</i>
Grandma / Grandpa	<i>anak</i>
Uncle / auntie	<i>Nenek / kakek</i>
Cousin	<i>Paman / Tante</i>
Friend	<i>Sepupu</i>
Girlfriend / Boyfriends	<i>Teman</i>
	<i>Pacar</i>

### PROFESSIONS

Police	<i>Polisi</i>
Doctor	<i>Dokter</i>
Housekeeper	<i>Pembantu</i>
Fisherman	<i>Nelayan</i>
Chef	<i>Koki</i>
Teacher	<i>Guru</i>
Framer	<i>Petani</i>
Artisan	<i>Tukang</i>

### COLOUR

Red	<i>Merah</i>
Purple	<i>Ungu</i>
Yellow	<i>Kuning</i>
Green	<i>Hijau</i>
Blue	<i>Biru</i>
White	<i>Putih</i>
Brown	<i>Coklat</i>
Black	<i>Hitam</i>
Grey	<i>Abu abu</i>

## SHOPPING

How much?	<i>Berapa?</i>
Do you have	<i>apakah ada</i>
Can you help me?	<i>Bisa tolong saya</i>
I would like / want ...	<i>saya mau...</i>
I'm just looking	<i>saya lihat lihat saja</i>
I don't want, thanks	<i>saya tidak mau, terima kasih</i>
What's this?	<i>Ini apa?</i>
What is it called?	<i>Ini apa namanya?</i>
Best price?	<i>Harga?</i>
It's too expensive	<i>Ini terlalu mahal</i>
Can you make it cheaper?	<i>Bisa kurang?</i>
Can you write down the price	<i>Bisa tolong tulis harganya?</i>
Pay	<i>Bayar</i>
I like it	<i>Saya suka</i>
I don't like it	<i>saya tidak suka</i>
I'll think about it	<i>saya pikir dulu</i>
I already have	<i>saya sudah punya</i>

## DESCRIBING THINGS

Very	<i>Sangat</i>
good / bad	<i>Bagus / Jelek</i>
Clever / stupid	<i>Pintar / bodoh</i>
Funny	<i>Lucu</i>
Beautiful / ugly	<i>Cantik / jelek</i>
Handsome (man)	<i>Ganteng</i>
Cheap / expensive	<i>murah / mahal</i>
Tall / short	<i>Tinggi / pendek</i>
Big / small	<i>Besar / kecil</i>
Naughty	<i>Nakal</i>
Hot / cold	<i>Panas / Dingin</i>
Spicy	<i>Pedas</i>
Delicious	<i>Lezat / enak</i>

## EATING & DRINKING

Eat	<i>Makan</i>
Drink	<i>Minum</i>
I'm hungry	<i>saya lapar</i>
I want to eat	<i>saya mau makan</i>
Can I order	<i>saya mau pesan</i>
I'd like to try	<i>saya mau coba</i>
A little bit	<i>sedikit</i>
Breakfast	<i>sarapan</i>
Lunch	<i>makan siang</i>
Dinner	<i>makan malam</i>
Snack	<i>cemilan</i>
Balinese food	<i>masakan Bali</i>
What do you want to eat?	<i>kamu mau makan apa?</i>
What is the name of this food ?	<i>apa nama makanan ini?</i>

## FRUIT AND VEGETABLES

Banana	<i>Pisang</i>
Pineapple	<i>Nanas</i>
Orange	<i>Jeruk</i>
Strawberry	<i>Stroberi</i>
Apple	<i>Apel</i>
Watermelon	<i>Semangka</i>
Mango	<i>Mangga</i>
Passionfruit	<i>Markisa</i>
Coconut	<i>Kelapa</i>
Potato	<i>Kentang</i>
Onion	<i>Bawang</i>
red onion	<i>Bawang merah</i>
Lettuce	<i>selada</i>
Mushroom	<i>Jamur</i>
Pumpkin	<i>Labu kuning</i>

## MEAT, FISH AND SEAFOOD

Chicken	<i>ayam</i>
Fish	<i>Ikan</i>
Pig, pork	<i>Babi</i>
Beef	<i>sapi</i>
Lamb	<i>Kambing</i>
Duck	<i>Bebek</i>
Seafood	<i>Hidangan laut</i>
Prawn	<i>Udang</i>
Shellfish	<i>kerang</i>

## BEVERAGE

Drinking water	<i>Air minum</i>
Soda water	<i>Air soda</i>
Ice / Ice cube	<i>Es / es batu</i>
Tea / Coffee	<i>Teh / kopi</i>
Ice tea / Ice Coffee	<i>Es the / es kopi</i>
Fresh Milk	<i>Susu segar</i>
Hot chocolate	<i>Coklat panas</i>
Soft drinks	<i>minuman ringan</i>
Juice	<i>jus</i>
Orange juice	<i>jus jeruk</i>
Apple juice	<i>jus apel</i>
Beer	<i>Bir</i>
Alcohol	<i>Alcohol</i>

## OTHER INGREDIENTS

Salt	<i>garam</i>	Peanut	<i>kacang</i>
Pepper	<i>lada</i>	Tofu	<i>tahu</i>
Sugar	<i>gula</i>	Fish sauce	<i>kecap asin</i>
Honey	<i>madu</i>	Thai basil	<i>kemangi</i>
Boiled	<i>Direbus</i>	Coriander	<i>ketumbar</i>
Oil	<i>minyak</i>	Chocolate	<i>coklat</i>
Milk	<i>susu</i>	Lemongrass	<i>sereh</i>
Lemon	<i>jeruk nipis</i>	Ice cream	<i>es krim</i>
Chili	<i>cabe</i>	Cheese	<i>keju</i>
	<i>bawang</i>		
Garlic	<i>putih</i>	Egg	<i>telur</i>
Ginger	<i>jahe</i>	Butter	<i>mentega</i>
Rice (cooked)	<i>nasi</i>	Fried	<i>goreng</i>
Rice		Grilled,	
(uncooked)	<i>beras</i>	roasted	<i>panggang</i>
Bread	<i>roti</i>	Steamed	<i>dikukus</i>

# Map of Bali

