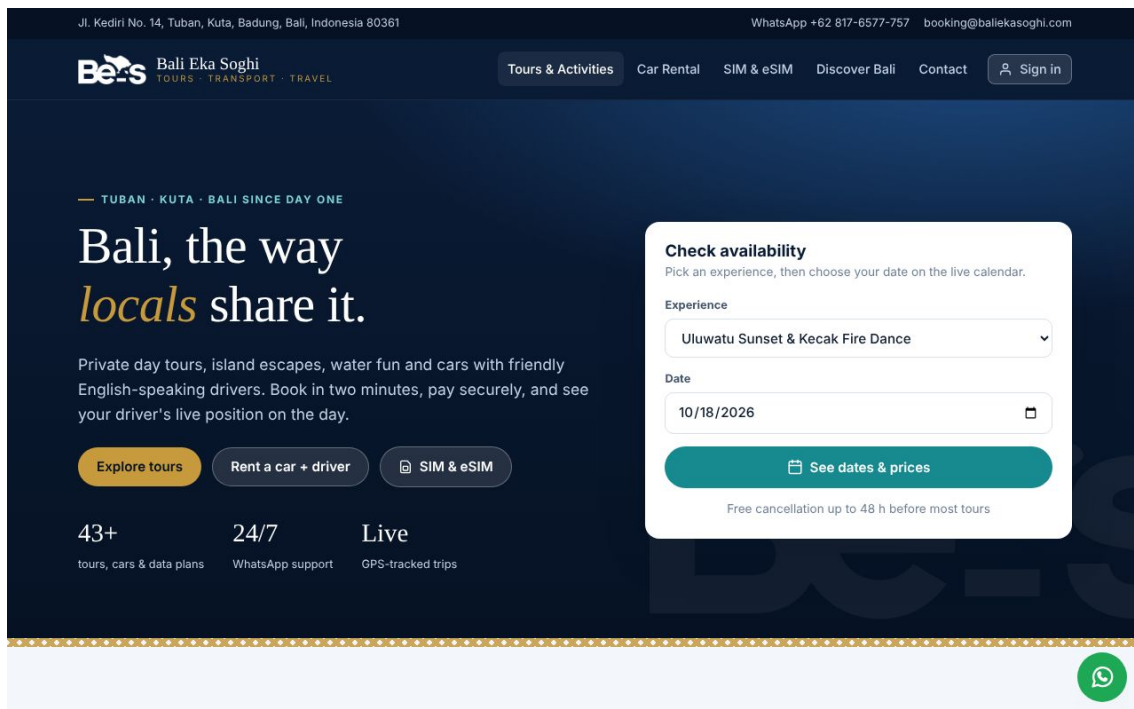


FOR OUR GUESTS · PANDUAN TAMU

Guest Manual

How to book tours, rent a car with driver, buy a SIM or eSIM, pay securely, follow your driver live and get the most from Bali Eka Rewards.



Versi 1.0.0 · 16 Okt 2026

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BAB / CHAPTER 1

Welcome to Bali Eka Soghi

Bali Eka Soghi is a local tour and transport company in Tuban, Kuta. Every trip is private, with an English-speaking driver who knows the island, fixed prices in Indonesian Rupiah and secure online payment. This manual shows you how to use our website at <https://www.baliekasoghi.com> from booking to the end of your trip.

- Day tours: Uluwatu & Kecak, Kintamani & Tirta Empul, Barong & Celuk, Bedugul & Tanah Lot, Lempuyang and more.
- Attractions: water sports, Bali Safari & Marine Park, Waterbom, cruises, rafting and ATV.
- Island escapes: Nusa Penida, Lembongan and the Gili islands.
- Car rental with driver: from Avanza to Innova Zenix, Hiace, Alphard and Isuzu Elf.
- Tourist SIM cards and eSIM so you are online from the moment you land.

BAB / CHAPTER 2

Finding and booking an experience

1. Browse the categories on the home page, or use "Check availability" to jump straight to a date.
2. Open an experience to read the description, highlights, itinerary, what is included and the terms.
3. Pick a date on the live calendar. Crossed-out dates are full or closed (for example Nyepi, the Day of Silence). An orange dot means only a few places are left, and a gold underline means a peak-season rate applies.
4. Choose the number of adults and children (3-11 years), the pickup time and your hotel. The price updates instantly.
5. Enter your name, email and WhatsApp number, accept the cancellation policy and press "Book & pay".

FROM

Rp 750.000 / person

≈ US\$45

Tour date

< October 2026 >

SU	MO	TU	WE	TH	FR	SA
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

☐ Available
 ☒ Few left
 ☐ Peak season

☐ Unavailable

Only 1 slot(s) left on this date.

Adults Children 3-11

- 2 +

- 0 +

Pickup time Country

01:30 PM ⌚

Pickup: hotel / villa & area

e.g. The Anvaya, Kuta

Booking panel with live calendar and price

TIPS

Tick "Create a free Bali Eka Rewards account" while booking to earn points on this trip. We will email you an activation link.

BAB / CHAPTER 3

Paying securely

Payments are processed by Midtrans, a licensed Indonesian payment gateway. We never see or store your card number.

- Credit and debit cards (Visa, Mastercard, JCB)
- QRIS, GoPay, ShopeePay and other e-wallets
- Indonesian bank transfer / virtual account

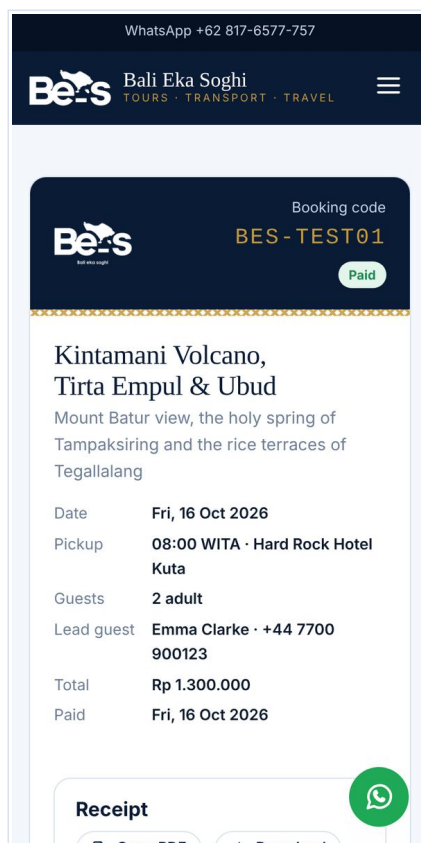
Your date is held for 24 hours while the booking is unpaid. After payment you receive a confirmation email and your invoice changes to a receipt marked PAID. You can open or download the PDF invoice/receipt at any time from your booking page or account.

BAB / CHAPTER 4

Your booking page and e-voucher

After booking you are taken to your booking page. Keep the link from your confirmation email; it works on any device without signing in.

- Booking code, date, pickup time and place, guests and total.
- Pay button (until paid) and PDF invoice or receipt.
- Add to Google Calendar, Apple Calendar or Outlook in one tap.
- Your driver's name, photo, car and plate number, usually the day before.
- Trip status and a live map of your driver while they are on the way and during the tour.
- Request a new date up to 48 hours before the trip.



Booking page with e-voucher

BAB / CHAPTER 5

Car rental with driver

- Half day is 6 hours, full day is 10 hours. Book several full days in a row by changing "Number of days".
- Driver, fuel, parking and mineral water are included. Entrance tickets and meals are not.
- Overtime is 10% of the daily rate per hour, payable to the driver.
- Tell the driver your plan in the morning; they will suggest the best route to avoid traffic.

BAB / CHAPTER 6

Tourist SIM card and eSIM

Choose an eSIM if your phone supports it: you receive a QR code by email and in your account, install it at home over Wi-Fi and switch it on when you land. Choose a physical tourist SIM if you want a local +62 number; we register it to your passport (required by Indonesian law) and hand it over at the airport, your hotel or our office.

- Check eSIM support: dial *#06#; if an EID number appears, your phone supports eSIM.
- Your phone must be carrier-unlocked for both eSIM and physical SIM.
- iPhone: Settings -> Mobile Service -> Add eSIM -> Use QR Code. After landing, turn on the line and Data Roaming.
- Android: Settings -> Connections / Network -> SIM manager -> Add eSIM -> Scan QR.
- Bring the same passport you entered when ordering a physical SIM.

TIPS

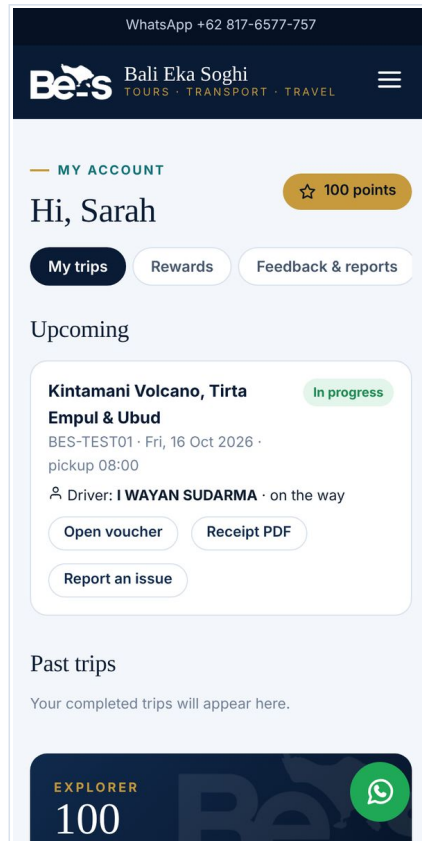
A detailed SIM & eSIM guide is on our website at <https://www.baliekasoghi.com/sim-guide.php>

BAB / CHAPTER 7

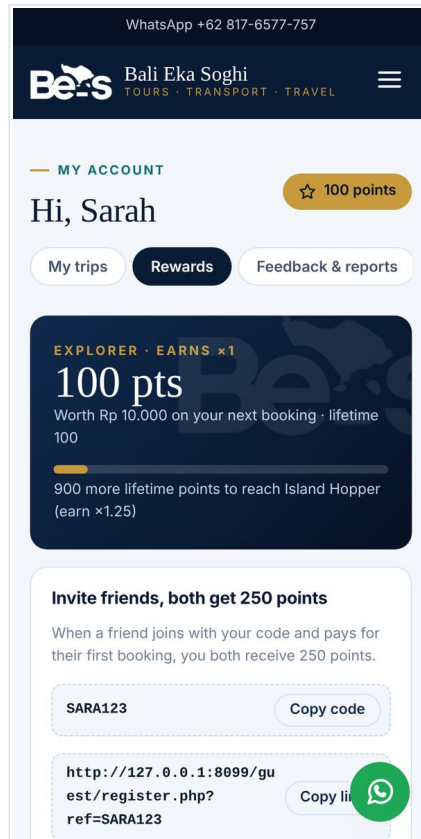
Your account and Bali Eka Rewards

Create a free account at <https://www.baliekasoghi.com/guest/register.php>. Open the activation email within 48 hours to activate your account; your welcome points are added straight away. Bookings made earlier with the same email are linked automatically.

- Earn points on every paid booking. Higher tiers earn faster: Explorer, Island Hopper and Dewata Elite.
- Use points at checkout like cash, up to a share of the booking total.
- Earn bonus points for reviewing a completed trip.
- Invite friends with your referral code: you both receive bonus points when they pay for their first booking.
- See all your trips, receipts, driver details and a calendar link that adds every trip to your phone automatically.



My trips in your account



Rewards card, referral code and points history

BAB / CHAPTER 8

On the day of your trip

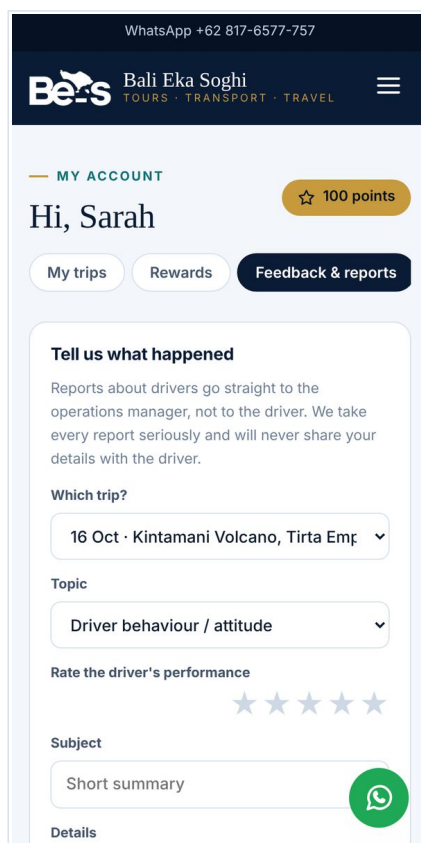
- Be ready in the hotel lobby 5 minutes before pickup. Your driver will message you on WhatsApp.
- Bring cash for small purchases, sunscreen, water, swimwear if needed, and clothing that covers shoulders and knees for temples (sarongs are provided).
- Shopping stops are always optional. Say "no, thank you" and your driver will continue the plan.
- Follow your driver live on your booking page while they are on the way.

BAB / CHAPTER 9

Feedback and reporting an issue

We want every trip to be great and we take reports seriously. From your account, open "Feedback & reports".

1. Choose the trip (the driver is linked automatically).
2. Choose a topic: driver behaviour, unsafe driving, late pickup, pushed to shops or extra charges, vehicle condition, itinerary, SIM/eSIM, payment, or a compliment.
3. Rate the driver, describe what happened and add a photo if useful.
4. The operations manager replies in your account and by email, usually within 24 hours. Your report is never shared with the driver.



WhatsApp +62 817-6577-757

Be's Bali Eka Soghi
TOURS · TRANSPORT · TRAVEL

MY ACCOUNT

Hi, Sarah

☆ 100 points

My trips Rewards **Feedback & reports**

Tell us what happened

Reports about drivers go straight to the operations manager, not to the driver. We take every report seriously and will never share your details with the driver.

Which trip?

16 Oct · Kintamani Volcano, Tirta Empu

Topic

Driver behaviour / attitude

Rate the driver's performance

★★★★★

Subject

Short summary

Details

Feedback & reports form

BAB / CHAPTER 10

Cancellation, changes and help

- Free cancellation up to 48 hours before the tour date.
- Cancellations within 48 hours are charged 50%.
- No-show is charged in full.
- SIM cards cannot be refunded once registered; eSIM cannot be refunded once the QR code is sent.

Contact us any time: WhatsApp +62 817-6577-757 · booking@baliekasoghi.com · Jl. Kediri No. 14, Tuban, Kuta, Badung, Bali, Indonesia 80361.

BAB / CHAPTER 11

Ringkasan Bahasa Indonesia

- Pilih paket di <https://www.baliekasoghi.com>, tentukan tanggal di kalender, isi jumlah tamu dan hotel penjemputan, lalu bayar aman lewat Midtrans (kartu, QRIS, e-wallet, transfer bank).
- Halaman booking berisi e-voucher, invoice/kuitansi PDF, tombol tambah ke kalender, data supir dan peta posisi supir saat bertugas.
- Daftar akun gratis dan aktifkan lewat email untuk mendapat poin Bali Eka Rewards, memakai poin sebagai potongan harga, dan mengajak teman dengan kode referral.
- eSIM dikirim berupa kode QR melalui email; SIM fisik diregistrasi dengan paspor dan diantar ke bandara/hotel.
- Laporan atau keluhan tentang supir dikirim dari menu "Feedback & reports" dan ditangani langsung oleh kantor.
- Bantuan: WhatsApp +62 817-6577-757 · booking@baliekasoghi.com