

# Hotel policies

Date: 1/11/2018

## Check In and Check out time,

- Check in time will be 12.00 noon and Check out time will be 11.00 am,

## Hotel Rules / Regulations

- According to government regulations, a valid Photo ID has to be carried by every person above the age of 18 staying at the hotel. The identification proofs accepted are Aadhar card, Drivers License, Voters Card, Passport, Ration Card. Without valid ID the guest will not be allowed to check in.

Note- PAN Cards will not be accepted as a valid ID card.

- It is mandatory for guests to present valid photo identification at the time of check-in.
- A valid credit card is needed to guarantee your reservation.
- The inclusion of extra bed with a booking is facilitated with a normal charge, a folding cot or a mattress as an extra bed.
- Stay of 1 child up to 5 years of age is complementary without the use of extra mattress. Additional charges may be applicable for children between 5 and 12 years. Breakfast charges may be applicable for the child above 5 years of age.
- Early check-in or late check-out is subject to availability and may be chargeable by the hotel. The standard check-in time is **12 PM** and the standard check-out time is **11 AM**. After booking you will be sent an email confirmation with hotel phone number. You can contact the hotel directly for early check-in or late check-out.
- The room tariff includes all taxes. The amount paid for the room does not include charges for optional services and facilities (such as room service, mini bar, snacks, any transfers). These will be charged at the time of check-out.
- The hotel is not responsible for any personal effects lost on premises, A safety box is available in rooms to store your valuables. We strongly recommend to utilize this

service to ensure the safety of your valuables (passports & travel documents, money, credit card, jewelry etc)

- Pets are not allowed in the hotel premises.
- Should any action by a guest be deemed inappropriate by the hotel, or if any inappropriate behaviour is brought to the attention of the hotel, the hotel reserves the right, after the allegations have been investigated, to take action against the guest
- Guests shall be liable to pay in full for any damage, including room key card, except normal wear and tear to Hotel asset. Guest shall keep the Hotel room in a good condition and maintain hygiene and cleanliness.
- We really take pride in keeping all our rooms fresh and clean, and discourage smoking in our rooms.

### **Refund/Cancellation policy**

We would love to host you but in case your plans change, our simple cancellation process makes sure you receive a quick confirmation and fast refunds. Our standard check-in time is 12 noon and you can check-in any time after that till your reservation is valid.

- Cancellation prior to check-in date, a cancellation charge of the amount of **30% of total booking** will be charged.
- In case of no show with no communication about cancellation full booking amount we be charged.
- Guaranteed reservation room will be held for the guest till next day 6:00 am of arrival date. After which it will be treated as no show booking.
- In case of dates change existing booking needs to be cancelled, see cancellation policy. Reservation of rooms on new dates will be subject to availability.

- Any refund will be returned only in to the same Credit Card account / bank account / through EBS payment gateway or any other method which was used to send the advance. It may take up to 14 working days to refund the amount from the date of cancellation email..

### **BOOKING EXTENSION POLICY**

- Extension of stay would be provided on current room rates, subject to availability.
- Current room rates can be different from the rates at which the rooms were booked.