

TERMS & CONDITIONS

1. Arrival and Departure Policy

- a. **Check in** – Post 2pm IST onwards. Early arrival is subject to availability of room. Prior information is mandatory in case of an early check-in, which would be based upon availability. Any check-in prior to 8AM on the day of arrival shall incur an additional charge equivalent to a night's stay.
- b. **Check out** - 12pm IST. Late check-outs are available on request and subject to a maximum availability till 4pm. Post 4pm, till 7:59pm, a half day charge would incur. Check-out beyond 8pm will be charged as one additional night's stay.

2. Identity Proof

In compliance with Government regulations, all guests must present a valid photo identity at the time of check-in. Foreign nationals are required to present a valid passport with visa, while Indian nationals may present any Government-issued photo identity and address proof such as Passport, Aadhaar Card, Driving Licence, or Voter ID (PAN Card is not accepted). Guests with corporate bookings may also be required to provide proof of corporate affiliation. Failure to provide a satisfactory ID proof may lead to cancellation of your booking.

3. Reservation Guarantee Policy

All bookings shall be confirmed upon receipt of an appropriate advance or full payment at the time of reservation. All major debit and credit cards are accepted. In the case of fully prepaid bookings, incidentals may either be settled at the time of consumption or charged to the guest's room account.

4. Cancellation Policy

a. General Terms:

- i. Reservation must be cancelled 72 hours prior to the planned date of arrival
- ii. Reservations cancelled within 72 hours of the arrival date will incur a cancellation fee equivalent to charges for all nights plus taxes.
- iii. All reservations made using promotional rates require full payment upfront and cannot be changed or refunded.

b. Guarantee and cancellation policy (for groups of 5 rooms or more):

- i. Group reservations will be confirmed upon receipt of an advance payment or guaranteed against a valid credit card.
- ii. Group bookings under non-cancellable packages are fully prepaid and non-refundable.

c. Group Room Reservations (via Travel Agent):

- i. We understand that plans change sometimes. If you need to cancel/reduce/amend a guaranteed reservation, please do so within 15 days prior to arrival. In case, there is any no-show or cancellation/amendment of the group (in part or full), within 15 days or less from the date of check in, a retention charge will become due as under:
of rooms being cancelled/no-shows X 1 night X applicable daily rate per room, including taxes.
- ii. In addition, should any guest check out early charges will apply for the nights originally booked for, that are released as a result of an early departure.
- iii. Bookings made on non-cancellable/non-amendable packages/rates cannot be cancelled/amended. On doing so, the full amount of advance paid will be treated as the cancellation fee.

5. Child Policy

- a. Two children **below 6 years of age** can stay **free of charge** in the same room including breakfast.
- b. Extra bed is on chargeable basis and will be payable as per the following:
 - i. More than one child under 6 years – extra bed will be chargeable.
 - ii. Children aged 6 to 12 years – extra bed will be chargeable.
 - iii. Children above 12 years – extra bed cannot be provided; a separate room must be booked on double occupancy basis.
- c. For two children below the age of 6 years breakfast is inclusive in the room rate. For a child between the age of 6 to 12 years, breakfast would be at 50% of the listed rate.

6. Preferences and Requests

Guests may request specific room or bed types at the time of reservation, subject to availability. Extra beds can be provided on request and will be chargeable. All special requests are subject to the hotel's discretion and cannot be guaranteed in advance

7. No Smoking Policy

In accordance with Government regulations, smoking is prohibited in all hotel areas except designated zones. Smoking in any of the rooms shall attract a penalty of ₹ 3000 plus taxes, which shall be billed upon final invoicing.

8. Refund Policy

Upon receiving a cancellation request from the guest, in accordance with the applicable cancellation/no-show policy, we will promptly initiate the refund process with the relevant bank. Refunds will be credited to the same source used for the original booking. Under normal circumstances, the refunded amount is expected to appear in the next billing cycle; however, depending on the bank's procedures, actual crediting may take up to 15–20 business days.

9. Guest Conduct

- a. Guests are expected to behave in a respectful and responsible manner.
- b. Any damage caused to property or premises will be charged to the guest's account.
- c. A detailed set of house rules is available at the front desk for guest reference, and all guests are requested to review the same for further information.

10. Privacy & Data Protection

- a. We collect personal information, including but not limited to name, contact details, and payment information, solely for the purpose of processing reservations, providing services, and enhancing guest experience.
- b. Additional data may be collected through cookies, tracking technologies, and similar tools while using the Hotel's website, to improve functionality, analytics, and marketing communications.
- c. Personal information will not be sold or shared with third parties, except where necessary to process payments, facilitate reservations, provide requested services, or as required by applicable law, regulation, or legal process.
- d. Data will be retained only for as long as necessary to fulfill the purposes outlined above, comply with legal obligations, or for legitimate business interests, after which it will be securely deleted or anonymized.
- e. Appropriate technical, administrative, and physical security measures are implemented to protect personal information against unauthorized access, disclosure, alteration, or destruction.
- f. Guests may request access, correction, or deletion of their personal information in accordance with applicable data protection laws.

11. Changes to This Policy

The hotel reserves the right to amend these Terms & Conditions without prior notice. Updated terms will be published on our website.