

POLICIES

Arrival and Departure Policy

Check in - 1400 Hours Early arrival is subject to availability. For guaranteed early check-in, reservation needs to be made starting from the previous night.

Check out - 1200 Hours Late check-outs are available on request and subject to availability

*For Goa hotels, check in time: 1500hrs

* For Katra hotel, check in time: 1000 hrs (subject to availability)

Identity Proof

In keeping with Government regulations, we request all guests (on single/double/triple occupancy) to carry a photo identity to present on check-in. Foreign nationals are required to present their valid passport and visa. Indian nationals can present any government issued photo identity address proof card e.g. driving license, passport, Aadhar card or voter's ID card. PAN Card will not be accepted as the above. Also do keep handy proof of corporate affiliations, if you have made a corporate booking.

Guarantee Policy

All bookings must be guaranteed at the time of reservation by a Credit Card. All major credit cards are accepted.

Cancellation Policy

Reservation must be cancelled 72 hours prior to the planned date of arrival. Reservations cancelled within 72 hours of the arrival date will incur a cancellation fee equivalent to one night's accommodation charge.

Reservations made on promotional offers with 100% advance deposit required at the time of reservations are non cancellable, non-refundable and non amendable for entire length of stay.

Refund Policy

Upon receiving the request for cancellation from the guest (as per cancellation/no show policy), the hotel will immediately contact the bank to handle the crediting process.

The refund will be made through the credit card used to purchase.

In a normal scenario, the refunded amount shall reflect in the next billing cycle of the credit card. However, it could take around 30-45 business days for the actual crediting to take place depending on the bank's practice.

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

We will be happy to confirm group reservations against an advance or on receipt of a valid credit card number and card expiry date.

For room reservations

We understand that plans change sometimes. If you need to cancel/reduce/amend a guaranteed reservation, please do so 30 days prior to arrival. In case there is any no-show or cancellation/amendment of the conference/group (in part or full), **within 30 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. In addition, should any participants **check out early**, retention will be charged for those nights booked, now being released due to the early check out.

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.

Child Policy

Two children up to 11 years of age can stay in the parent's room without an additional charge. However, a maximum of one child's bed can be placed in a room which will be provided at no additional charge.

One child over 8 but less than 12 years can stay in the parent's room. Extra bed if required will be on additional charge

If a child is above 12 years of age, a separate room will be required at the parent's applicable room rate. (An extra bed shall not be provided for anyone over 12 years of age.)

Your favorite things

- If you have made a request for a specific bed type or smoking preference, we'll try our best to accommodate it.
- Need an extra bed in your room? No problem, we can set it up at Rs.1,500 plus applicable tax and service charge
- Kids stay free (room only)! Two children below the age of 12 years stay for free in the same room

No smoking

The Government of India has introduced a 'no smoking' rule for hotels, restaurants and all public places. This means smoking is prohibited in all parts of the hotel except in designated guest rooms. Should you want a smoking room, please inform us when you make your reservation.

There is one addition under Arrival and Departure Policy for Check In

*For Katra hotel, check in time: 1000 hrs (subject to availability)

As requested, PFB info for your reference:

Cancellation Policies:

- **General:** Cancellation made after 12 noon, 72 hrs prior to the check-in date: One night's room rate will be billed to your card.
- **BNX** : Non-cancellable, non-refundable and non amendable for entire length of stay. Entire deposit on booking, non refundable.

Guarantee Policy: Valid credit card details required to guarantee the reservations. We do not accept Debit Cards on our website.