

## **POLICIES**

### **Arrival and Departure Policy**

Check in - 1300 Hours Early arrival is subject to availability. For guaranteed early check-in, reservation needs to be made starting from the previous night.

Check out - 1100 Hours Late check-outs are available on request and 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.

### **Cancellation Policy**

Reservation must be cancelled 48 hours prior to the planned date of arrival. Reservations cancelled within 48 hours of the arrival date will incur a full cancellation fee.

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.

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.

### **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 full), **within 30 days or less** from the date of check in, **a retention charge** will become due as under:

- 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 06 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.

Child above 06yrs will be on additional charge.

### **Your favorite things**

- If you have made a request for a specific bed type, we'll try our best to accommodate it.
- Need an extra bed in your room? No problem, we can set it up at Rs.1,200 plus applicable tax.
- Kids stay free (room only)! Two children below the age of 06 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.