# **Guest Policies**

**General Terms and Conditions**

•All guests must present original and valid photo identification at the time of check-in, such as, Emirates ID, National ID for GCC residents or passport.

•The primary guest must be at least 18 years of age to be able to check-in at the hotel/venue.

•It is mandatory for guests to present valid photo identification at the time of check-in.

•Stay of 2 child up to 5 years of age is complementary without the use of extra bed.

•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.

•A discounted booking cannot be modified. In case of early check-out for such a booking, no amount will be refunded.

•Guests may be contacted closer to their check-in date to confirm the arrival status or arrival time through calls or messages. In case, we do not receive a response from the guest after multiple attempts, the booking may be put on hold or canceled.

•As we continue to strive to improve our services, Mera Adda may reach out to guests to get a feedback of their experience through calls or messages

**Booking Extension Policy**

•Extension of party would be provided on current venue rates, subject to availability.

•Current venue rates can be different from the rates at which the venue was booked.

**Cancellation Policy**

****Cancelling an Mera Adda is as fast and easy as booking one.****

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. Check in time is the time under “Arrival Time” of Booking.

|  |  |
| --- | --- |
| **Cancellation Time** | **Cancellation Fee** |
| 24 hours or more prior to check-in time | Free cancellation (100% refund) |
| Less than 24 hours before check-in time | 50% Refund |

****Before check-in****

We will fully refund any booking cancelled up to 24 hours prior to scheduled check in date. For any cancellation within 24 hours of scheduled check-in, 50% of booking amount shall be deducted as cancellation charges.

****On the date of check-in****

In case you decide to cancel a booking after scheduled arrival time or do not show up at the hotel, the complete booking amount shall be deducted as cancellation/no show charges, hence no refunds after the arrival time.

****On the date of check-in****

In case you do not show up at the hotel, no refund is applicable on the booking.

****How to Cancel****

You can cancel your booking by informing of your cancellation through voice call at +91-9569736905. The applicable refund amount will be credited to you within 14 working days.

****Early Check-in​:****

Arriving early at venue will not be entertained. You will have to wait near or outside the venue until your proper Arrival Time.

****Late Check-out ​ -****

Checkout timings will be determined by your Arrival Time & Slot-time. Extra tariff as per Venue may be applied if your Checkout time exceeds that of permitted check-out time.

**Hotel Specific Policies**

•Venue specific amenities are captured on the website. Guests are advised to refer the same while booking.

**Policy for Pets**

Please check with the Hotel.

**Code of Conduct:**

Illegal activities are not permitted in any Mera Adda Venue.

You should be aware that the venue may refuse service or evict you  
a) For refusal or failure to pay for accommodation,  
b) If you act in a disorderly fashion as to disturb the peace of other guests,  
c) If you destroy, damage, deface or threaten harm to hotel property or guests,  
d) Any of your actions are deemed inappropriate by the Hotel.

Please keep the venue in a good condition and maintain hygiene and cleanliness. You may be held liable for any damage to Hotel assets (except normal wear and tear).

**DAMAGE AND / OR THEFT OF HOTEL PROPERTY**: You are liable for any damage howsoever caused (whether by deliberate, negligent, or reckless act) to the hotel’s/venue’s premises or property caused by you or any person in your party, whether or not staying at the venue during your party. Hotels/Venues reserves the right to retain your credit card and/or debit card details, or forfeit your security deposit and charge or debit the credit/debit card such amounts as it shall, at its sole discretion, deem necessary to compensate or make good the cost or expenses incurred or suffered by the venues as a result of the aforesaid. Should this damage come to light after the guest has departed, venues reserve the right, and you hereby authorize Mera Adda, to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally & make every effort to keep any costs that the guest would incur to a minimum.

**Smoking, Drugs and Alcohol**

Some venues may prohibit smoking in their rooms/venues so it is prudent to check with the Venue Front Desk.

Anyone found using or under the influence of illegal drugs or substances classified under the ***Narcotic Drugs and Psychotropic Substances Act, 1985*** will be reported to the police and asked to leave the premises. Any evidence or suspicion of drug use at the venue will also be reported immediately to the police.

Drinking alcohol is prohibited in all public areas including; in the Hotel’s lobby, hallways, and parking areas of Mera Adda Hotels. Please contact the Venue Front Desk regarding consumption of alcoholic beverages within your room, without disturbing the discipline of the Hotel or other guests.

**Safety and Security**

1. For your own safety, please follow fire safety and emergency response procedures as directed by Hotel staff.

2. Mera Adda/Hotel are not liable for lost, misplaced, damaged or stolen valuables or belongings.

**Contact Policies:**

You may be contacted any time before your check-in date to confirm your arrival status/arrival time through calls or messages. If Mera Adda does not receive a response from you after multiple attempts, your booking may be put on hold or canceled. Mera Adda will reinstate your booking when you contact us back or make a payment through our secure payment options, subject to availability.

As we continue to strive to improve our services, we may reach out to you for your feedback on your experience through calls or messages.

We might reach out to you for offers.

**Beware of Fraud:**

Mera Adda does not authorize any of its employees, consultants, third-party vendors, associates to collect payment in any other form other than payments from secure Mera Adda gateway or when directly instructed through voice by phone number - +91-9569736905 and its affiliated OTA payment gateway links.

Any instances where collection of payment is attempted from any unauthorized payment gateways other than the ones mentioned above are acts of fraud. Encountering and acting on the same is solely on your own accord and discretion. Mera Adda will not be responsible for any loss/liability arising out of such an event.

**Contact Mera Adda**

While Mera Adda works with our Hotel Partners to enable a comfortable stay, we recognise that you may have some concerns. If they are not addressed by the Venue you may escalate the same to Mera Adda. No complaint would be entertained post check out. For any assistance from Mera Adda, please contact +91-9569736905.

Or by Email at - [meraaddacontact@gmail.com](mailto:meraaddacontact@gmail.com)