# **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)

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**PRIVACY STATEMENT**

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SECTION 1 - WHAT DO WE DO WITH YOUR INFORMATION?

When you book from Mera Adda, we collect the personal information you give us such as your name, address and email address.

When you browse our store, we also automatically receive your computer’s internet protocol (IP) address in order to provide us with information that helps us learn about your browser and operating system.

Email marketing (if applicable): With your permission, we may send you emails about our store, new products and other updates.

SECTION 2 - CONSENT

How do you get my consent?

When you provide us with personal information to complete a transaction, verify your credit card, place an order, arrange for a delivery or return a purchase, we imply that you consent to our collecting it and using it for that specific reason only.

If we ask for your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.

How do I withdraw my consent?

If after you opt-in, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at anytime, by contacting us at meraaddacontact@gmail.com or mailing us at: A-91, Shivani Vihar, Kalyanpur

SECTION 3 - DISCLOSURE

We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.

SECTION 4 - PAYMENT

We use Razorpay for processing payments. We/Razorpay do not store your card data on their servers. The data is encrypted through the Payment Card Industry Data Security Standard (PCI-DSS) when processing payment. Your purchase transaction data is only used as long as is necessary to complete your purchase transaction. After that is complete, your purchase transaction information is not saved.

Our payment gateway adheres to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover.

PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

For more insight, you may also want to read terms and conditions of razorpay on<https://razorpay.com>

SECTION 5 - THIRD-PARTY SERVICES

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions.

For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located a different jurisdiction than either you or us. So if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

Once you leave our store’s website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website’s Terms of Service.

Links

When you click on links on our store, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

SECTION 6 - SECURITY

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

SECTION 7 - COOKIES

We use cookies to maintain session of your user. It is not used to personally identify you on other websites.

SECTION 8 - AGE OF CONSENT

By using this site, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

SECTION 9 - CHANGES TO THIS PRIVACY POLICY

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If our store is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.

QUESTIONS AND CONTACT INFORMATION

If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information contact our Privacy Compliance Officer at meraaddacontact@gmail.comor by mail at A-91, Shivani Vihar, Kalyanpur, Lucknow