

Refund and Cancellation Policy

Reservation :

Please make advance reservations via telephone or book online to assure room availability.

A deposit is required to obtain a confirmed reservation. Please note the cancellation policy before committing to a reservation.

Rates may change without notice and may vary for special events except for confirmed reservation (deposit taken).

All rates are subject to GST 18%

Occupancy:

Normal occupancy is two people per room. Additional person (if room size permits) is extra chargeable.

Deposit :

To confirm your reservations, a deposit equal to a minimum of one night's room rate, or 50% of the entire stay's Whichever is more is must for confirm reservation. We accept American Express, Maestro, Visa and MasterCard. For alternate arrangements, please contact the Hotel.

For Corporate reservations secured by a company credit card, the deposit requirement may be waived at the discretion of the Hotel. Please inquire before making a reservation.

Group bookings of four or more rooms requires a 30 day cancellation notice for return of the deposit.

Cancellation and Early Checkout Policy:

Should your plans change, be sure to inform within the following guidelines for a refund of your deposit. A cancellation number will be given to insure proper return of the deposit. If the cancellation does not meet guidelines, the deposit will be retained.

For early checkout, you are responsible for the entire reservation and will be charged as such if the remainder of the reservation can not be rebooked. If unsure of the policy, contact the hotel for clarification.

Please note a multiple room reservation is added together for the total of "reserved nights". For example, two rooms reserved for four nights would be 8 reserved nights. For this example, the 8 reserved night's cancellation period is 14 days.

Reserved Nights	Cancellation prior to arrival
1	48 hours
2-6	7 days
7	14 days

Refund Policy:

When you cancel a booking and are entitled to a refund then we will instruct the refund right away. The processing will take between 2-4 weeks until the whole amount shows back on your credit card statement. Reasons for this are the billing cycle of your credit card company and processing time of the bank. The refund amount depends on numerous factors such as the hotel's cancellation policy, time of cancellation and processing fees. For more details see cancellation policy above.

In case a reservation that you make is not confirmed, we will not charge you anything on your credit card and release the whole amount that was held on it immediately. Now after we do this, it will still take a maximum of 2-4 weeks for the bank to process this and for the money to show back on your credit card.

- **Before 5days of booking 12% or 500 minimum will be detected as cancellation charge**
- **Before 4days of booking 14% or 700 minimum will be detected as cancellation charge**
- **Before 3daysof booking 16% or 900 minimum will be detected as cancellation charge**

Check In :

Normal check in time is 9:00 am. For late arrivals, please call and inform.

Check-out is at 10 Morning:

Early check-in and check-out is possible on availability only available by prior arrangement only. Each is subject to an additional Rs.750

Children and Infants:

Child (2-5 years) can stay free of charge with parents using existing beds. No free extra bed (or rollaway) and no meal is provided for a child in normal cases. The child's breakfast till 4 years is complimentary and above that normal menu charges will be applied.

In case that you require the extra bed for your child (2-5 years old), the third person's rate applies which you have to select "3 adults" instead of 2 adults and 1 child in the reservation form. Once you reserve under the rate for 3 adults, you will also get 3 breakfasts, unless stated otherwise. Cots for infants can be requested, subject to availability.

Non-arrival to the Hotel (No Show) :

If you fail to arrive at the hotel on the arrival date the entire reservation will be cancelled automatically by the hotels and you will be charged the cost of the whole reservation.

If you fail to check in on the first date but still continue your travel plan to stay at the hotel, please urgently contact us so that we can keep the room for you for the rest of the nights. Otherwise as mentioned above, the entire reservation will be auto-cancelled and no refund will be issued.

Shorten Stay (Early check-out) :

Shorten stay is subject to whole period charge whether or not you stay the whole period.

If you know that you are changing your plan, please contact us as early as possible to minimize the charge by the hotel.

Special Request :

Please note all the requests will not be guaranteed as they are subject to availability upon your arrival to the hotel only.

In case that there is an accessibility request (i.e. wheelchair accessible room), please contact us before submitting the reservation.

Voucher :

At the time the reservation is confirmed, we issue a confirmation number and voucher that you can print out.

It is very important to present the confirmation voucher to the hotel upon arrival. Failure to produce the confirmation at check-in may result in the hotel not honoring your reservation or failing to trace the record.

Payment Security :

It is important for you to know that whenever you provide us with personal details or credit card information, it is secure. Your credit card number, name, address, and telephone number are protected by the latest security technology. Upon checkout, your credit card information is directly transferred to the bank and securely tested.

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