

# **GUEST POLICIES**

## **General Terms and Conditions**

- The primary guest must be at least 18 years of age to be able to check into the Ecostay.
- It is mandatory for guests to present valid photo identification at the time of check-in. According to government regulations, a valid Photo ID has to be carried by every person above the age of 18 staying at the Ecostay. The identification proofs accepted are Aadhar Card, Driving License, Voter ID Card, and Passport. Without Original copy of valid ID the guest will not be allowed to check-in.
- PAN card is not accepted as a valid ID card.
- Stay of 1 child up to 5 years of age is complementary without the use of extra mattress. Breakfast charges may be applicable for the child.
- Extra mattress will be provided for triple occupancy bookings.
- In case any action conducted by the guest is deemed inappropriate, or if any inappropriate behaviour is brought to the attention of the Ecostay, after further investigations have been performed, Ecostay reserves the right to take any further action.
- Certain destinations may have different policies for specific times during the year.
- Guests shall be liable for any damage, except normal wear and tear to Ecostay asset. Guest shall keep the Ecostay room in a good condition and maintain hygiene and cleanliness.
- Certain policies are booking specific and are informed to the customer while making the booking.
- Guests may be contacted closer to their check-in date to confirm the arrival status or arrival time through calls or messages to confirm their booking status.

- As we continue to strive to improve our services, ECOFNB may reach out to guests to get a feedback of their experience through calls or messages.

## **BOOKING EXTENSION POLICY**

- Extension of stay would be provided on current room rates, subject to availability.
- Current room rates can be different from the rates at which the rooms were booked.

## **CANCELLATION POLICY**

We would love to assist you but in case your plans change, we make sure you receive a quick confirmation of the cancellation and fast refunds. Unless the Ecostays does not provide any specific details for check-in timings our Terms and conditions must be followed. Our standard check-in time is 12 noon and you can check-in any time after that till your reservation is valid.

Our cancellation policy changes depending on the city/town/village and dates being booked and is mentioned on the Ecostay details page on our website.

In case, no cancellation policy is mentioned on the Ecostay details page, the following cancellation policy shall apply:

### **For bookings of rooms -**

You need to pay the entire amount through booking at ECOFNB of the booking amount as advance to make a booking of rooms.

<b>Cancellation Time</b>	<b>Cancellation Fee</b>

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7 days or more prior to check-in date	FREE Cancellation (100% refund)
Between 2 to 7 days of check-in date	50% advance amount
Less than 2 days of check-in date	100% advance amount

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

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

### **How to Cancel**

You can cancel your booking using our website. You can also call us on +91 7078877002 to cancel your booking. The applicable refund amount will be credited to you within 7-14 working days.

## **EARLY CHECK-IN AND LATE CHECK-OUT**

### **Early Check-in(subject to availability):**

In case you require early check-in it will be subject to availability. Our standard check-in time is 12 noon. Extra charges will apply as per below policy:

<b>Check-in Time</b>	<b>Early Check-in Charges</b>
Before 8 AM	100% charges for one day payable as per room rates of the previous day
Between 8 AM and 10 AM	0% to 30% charges payable as per room rates of the previous day, depending on Ecostay policy

<b>Check-in Time</b>	<b>Early Check-in Charges</b>
Between 10 AM and 12 Noon	Complimentary

The above does not include charges for breakfast.

### **Late Check-out(subject to availability) -**

Our standard check-out time is 11 AM. Late check-out is subject to availability and cannot be confirmed in advance. Extra charges will apply as per the below policy:

<b>Check-out Time</b>	<b>Late Check-out Charges</b>
Between 11 AM and 1 PM	Complimentary
Between 1 PM and 5 PM	0% to 30% charges payable as per room rates of the next day, depending on Ecostay policy
After 5 PM	100% charges payable as per room rates of the next day