

Privacy Policy

Maintaining the privacy of your information is important to Cloud Castle Munnar. This Privacy Policy describes our current policy on how we collect and use the "Personal Information" that you provide through www.aftertherains.in (the "Website"). Kindly read the entire policy carefully. By using the site and you providing us with information, you consent to the Privacy Policy.

Cloud Castle Munnar may revise this Privacy Policy from time to time to reflect changes in the law, our privacy practices, or the features on the Site. Any changes to our use of personal information will be reflected in such revised privacy policy as posted on this Site along with new effective date. Therefore, kindly review the Privacy Policy periodically to remain aware of Cloud Castle Munnar's current policies and practices.

Please note that this Privacy Policy is not a contract and does not create any legal rights or obligations.

Information that we collect Personal Information collected through www.cloudcastlemunnar.com (the "Website") & about you may include, but is not limited to: "Your name, address, telephone numbers and email address. We also collect non Personal Information as described below.

Online Purchases/ Reservations

If you purchase Room nights/make reservation through www.cloudcastlemunnar.com (the "Website"), you provide Personal Information such as name, address, email address and telephone number to us in order to complete the transaction.

Promotions & Contests

The www.cloudcastlemunnar.com occasionally sponsors promotions and contests to give members the opportunity to win various prizes. We may combine Personal Information from promotions and contests with non-Personal Information collected through cookies and other means (described below).

Automatic Collection

When you use the Site our servers may automatically collect non-personal information as you browse our Site. This non- personal Information may include your internet protocol (IP) address, IP address of your referral site, country, language, browser type, domain name, access time and duration of your session.

Cookies

Cloud Castle Munnar also collects information by using technologies and methodologies that enable tracking, such as "cookies." Cookies are small text files that are placed on your computer when you visit our Site and are stored on your computer by your web browser. These technologies allow us to recognize your computer so that we can display advertising that may be of interest to you. Cookies can only be read by the domain that placed them on your computer. As described in more detail below, you can change your browser settings to refuse to accept cookies. However, if you change your browser settings to refuse to accept cookies, we cannot tailor the Site to meet your needs to the same degree.

How we use the Personal Information/ Non Personal Information you provide

Cloud Castle Munnar uses Personal Information collected in conjunction with registration or purchases on our Site to complete transactions, to facilitate payment and to otherwise fulfill requests for services. We also use your Personal Information to provide you with a more

effective customer experience. In order to do this, Cloud Castle Munnar may process your Personal Information or combine it with other information that we collect or that is publicly available.

Group Companies, Partners, Subsidiaries and Third Parties –

Cloud Castle Munnar may share your Personal Information with our Group Companies, partners and wholly-owned subsidiaries of Cloud Castle Munnar. From time to time, we may engage third parties to process your Personal Information on our behalf. We may also share your Personal Information for the purpose of providing you with services, information or promotional opportunities that may be of interest to you.

Emails –

Cloud Castle Munnar uses email addresses to deliver information relevant to our customers. The following are some examples of information: Confirmation Vouchers, route maps, special promotional offers, important travel related information and updates, reservation confirmations and surveys. We may also contact you via email for a number of other administrative and marketing purposes.

Surveys –

The organisation may use Personal Information as well as the answers you provide to survey questions in combination with information collected from cookies and through other means specified in this policy to improve our services to you. We may contract with third parties to perform surveys. We may use Personal Information that you provide in filling out any surveys to send you information about, without limitation, contests or promotions, special offers, and other information we feel may be of interest to you.

Contests and Promotions After the rains resort uses Personal Information you provide us in connection with any contest or promotion to notify you if you are a winner and to send you information about, without limitation, future contests and promotions, special packages, and other information, which, we feel, may be of interest to you. We may also use PII derived from contests or promotions in any of the other ways described by this Privacy Policy.

Cookies –

Cookies help establish a user session and allow our server to correctly provide Site users with the appropriate information, advertisements and services. We also use cookies to ensure that you obtain the information you request and to authenticate your authority to access the Site. We also use cookies to track the usage of our Site in order to improve the Site according to our customers' needs. Additionally, cookies allow us to pre-fill certain data fields with your information when you visit the Site to make a purchase, making the process more convenient for you.

Cloud Castle Munnar may enter into agreements with third party companies to serve advertisements and information to Site users. Cloud Castle Munnar may use its cookies when working with these companies to provide them information regarding use of the Site or to serve you advertisements when you visit our Site. These companies may use the non-personal Information about your visit to make available goods and services of interest to you.

You may change the settings on your Internet browser to reject cookie at any time, but it will make your use of the Site less convenient.

Domain Names and Internet Protocol Addresses –

We aggregate Non Personal Information such as domain names and IP addresses to measure the number of visits, average time spent on the Site, pages viewed and similar Site usage information in order to improve the Site's content and to better meet our customers' needs and preferences.

Minors online privacy policy

We do not knowingly collect Personal Information from minors (according to applicable laws). If such minor has provided us with Personal Information without parental or guardian consent, the parent or guardian may email us info@cloudcastlemunnar.com, and we will remove the concerned minor Personal Information from any promotional lists or databases.

Privacy Policy relate to other websites

This Privacy Policy covers only "www.cloudcastlemunnar.com" (The website) and does not cover any other Site. While we make every effort to protect the Personal Information you provide to us, we do not control the policies of other sites (including those we may link to) and the site owners' use of PII you provide to them.

Terms and Conditions

- The hotel reserves the right to cancel non-guaranteed reservations after the cut-off date.
- In the unlikely event of our inability to accommodate you/your guest holding a guaranteed reservation, we will arrange an alternative accommodation.
- All guaranteed reservations will be held until 12 midnight.
- It is mandatory to produce valid Govt. Photo ID proof or Passport with Visa page at the time of check-in.
- The Management will not be liable for any theft, loss or damage to the Client belongings and his/her guest's belongings including parking of the guest's vehicles during the stay.
- The Client will be liable to fully compensate the hotel for any damage caused to hotel property and equipments by the Client or the Client's guests/invitees or any one employed.
- The Client will be responsible for the protection of all hotel property in case of outside props or equipment brought in to the Hotel by them or their affiliates. Any damage to the Hotel surfaces, due to disregard of Hotel policy in this matter, will be charged to the Client.
- The Hotel reserves the right of admission and can ask any person/s who is/are not properly attired or who misbehaves, to leave Hotel premises forthwith. Apart from the approved parties/ Agencies of the Hotel, no other party / agency will be permitted to the hotel premises.

Cancellation Policy

- If cancelled 30 days before arrival no retention charge (Full Refund).
- If cancelled 15 days before arrival 50% retention charge from the full amount.
- If cancelled between 07 days of arrival 100% retention charge from the full amount.
- Retention charges will be levied for all days of confirmed booking in case of No Show
- Peak Period: No Refund for cancellation in Peak Period bookings.

Contact

Eitticity Road

Anachal, Munnar-685565

Kerala, India

Tel.: +91 8547 802 563

info@cloudcastlemunnar.com