

Payment Security/ Privacy Policy

It is important to know that whenever you provide the personal details or credit card information, it is secured. Your credit card number, name, address, and telephone number are protected by the latest security technology.

Deposit/ Online Payment

The deposit / online payment to be paid in advance equivalent to total room nights booked for the entire stay to get the confirmed reservation.

We accept deposits only against the Maestro, Visa and MasterCard Amex. For any alternate mode of payment, please contact the hotel's reservations.

All rates are subject to prevailing local taxes as applicable on room tariff & services opted.

Refund Policy

On cancellation of refundable booking the refund processing will take time between two (2)-to four (4) weeks to show refund back on your credit card statement. Reasons for the specified processing time are based on the billing cycle of your credit card company and processing time of the bank. The refund depends on numerous factors such as the hotel's cancellation policy, time of cancellation and processing fees etc. For more details refer to the cancellation policy mentioned above.

In case the reservation is not confirmed, we will not charge you anything on your credit card and release the whole amount if any that was held on it immediately. Now after we do this, it will still take two (2) to four (4) weeks for the bank to process the refund and to show the refunded amount on your credit card.

Cancellation & Early Checkout Policy

In case your plans change, ensure to inform in writing the cancellation/ amendments in plan to the Hotel Reservation for a refund of your deposit. The guidelines in this regard as under: -

The modification/cancellation request for bookings made online will be processed automatically through the Internet Booking Engine. Any refund due shall be done through the system in accordance with the applicable modification/cancellation rules. In case of rebooking, a rate difference may be payable for the change as per the rate applicable for the rebooked date/ room type and subject to availability.

In case of early checkout, you are liable to pay for the entire confirmed reservation. If not sure of the policy, contact the hotel for clarification.

Please note for reservation of more than one room in that case all rooms are determined as "reserved nights".

If the reservation is cancelled/amended before 7 days of the date of arrival, there will be no retention.

Within 03 - 07 days of the date of arrival, 50% of the 1st night stay will be charged as retention.
Within 24 - 48 hours of the date of arrival, 75% of the 1st night stay will be charged as retention.
If cancelled on the day of arrival, the entire amount for the stay will be charged as retention.

Group Booking / Events

The Hotel will be holding all the places listed in the contract, once the function is confirmed.
Should any specific function on any listed date be cancelled, the following cancellation charges will be imposed: -

CANCELLATION PERIOD CATERING CHARGES UPTO 91 DAYS PRIOR TO ARRIVAL
90 TO 61 DAYS PRIOR TO ARRIVAL 25% OF CATERING CHARGES 50% OF CATERING
CHARGES 60 TO 31 DAYS PRIOR TO ARRIVAL WITHIN 30 DAYS OF ARRIVAL 75% OF
CATERING CHARGES 100% OF CATERING CHARGES

4. Terms & Conditions

Check In Normal check in time is 12 Noon .For late arrivals, please call for instructions on the procedure for arrival after 6 PM.

Check-out is at 12 Noon.

Early check-in and check-out is available by prior arrangement only i.e. subject to availability and prior intimation & confirmation only.

Modification: Any modification in the reservation is subject to availability at the time of making such a request.

Children and Infants: Children (up to 5 years) can stay free of charge with parents without an extra bed.

Children between 5 years to 12 years of age will be charged extra.

Children above 12 years of age will be treated as young adults and the prevalent reservation charges will be applicable and levied.

Non-Arrival to the Hotel: If you fail to arrive at the hotel on the arrival date the entire reservation will be cancelled automatically by the hotels and will be charged for the entire 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 to 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 admissible.

Shortened Stay (Early Check-out): Shortened stay is subject to entire period charge whether or not you stay the entire period. If you know the change in your plan, please contact us at the earliest to minimize the charge by the hotel subject to cancellation policy.

Special Request: Please note that the hotel neither guarantees nor liable to admit any request for amendment in plan or any other special requests which shall be admissible subject to availability on arrival.

The request for airport and railway station pick-up requires intimation to the reservation at the time of the room(s) booking and 7 days prior to check in date.

Confirmation Voucher: The reservation once confirmed, a confirmation number and the voucher is generated that you can print for your convenience.

It is necessary to present the confirmation voucher to the hotel on arrival. Failure to produce the confirmation voucher may result in the hotel not honouring your reservation unless the hotel is able to trace & match the excess in the reservation system.