

RESERVATION POLICIES

- The hotel Check-in time is 12 PM and Check-out time is 10 AM.
- As per the Government of India's security regulations, it is mandatory for all guests to show an identity proof (passport for foreigners) at the time of check-in. Please do ensure that you carry this with you.
- Hotels room rent is 100% payable in advance (one week before the date of check – in) in order to confirm the bookings.
- Visitors are particularly requested to register all the valuables with the hotel management, in case you fail to do so hotel will not be responsible for the loss of guests' belongings. Hotel management won't be responsible for any lost item and any vehicle in the car park will be at owner's risk.
- A Double – Bedroom can accommodate maximum 2 Adults & 1 Child (Age<2) and a Tripple – Bedroom can accommodate maximum 3 Adults & 1 Child (Age<2)
- Hotel does not tolerate the guest who is drunk, rude and absurd behavior, do not shout and watch TV at high volume which may disturb someone else staying in the hotel.
- The management reserves to itself the absolute right of admission to any person on the hotel premises and to request any guest to vacate his or her room at any moment without any previous notice and without assigning any reason.
- Guests will be held responsible for any loss and damage to hotel property caused by themselves, their friends or any person for whom they are responsible.
- Hotel keys must be deposited at the reception desk while leaving the hotel, one more thing. In case the key is lost and damaged, a charge/fine (Rs 5000/-) is taken by the hotel management from guests.
- Storing of hazardous goods like gas cylinders, flammable items, cooking stoves are strictly prohibited.
- Smoking and Drinking are strictly prohibited in the Hotel premises.
- Personal food and beverages are strictly not permitted in the hotel. If the guest asks for extra plates and spoons without ordering anything (at least amount of Rs 1000), the extra charge of Rs 200 per person/plate will be applicable.
- The room service time is 9:00 AM to 9:00 PM and housekeeping service time is 10:00 AM to 6:00 PM
- Extra Bed facility is also offered by the hotel for Adult and Children but only for extra prices.
- Bed tea, Breakfast and evening tea are offers by the hotels but have extra charges for it.
- There are special charges for weekends, Christmas, and New Year listed by the Indian Hotel.
- Hotel also charges for Luxury Tax on Room tariff, VAT on Food & Beverages, and corresponding Service Tax applicable as per State-wise Government Regulations.
- Any reservation/booking is subject to release without required payment is received.
- Early Check-in or late Check-out is subject to availability and additional charge for a day as per Resort Price.
- The picture of a room as shown in website may be different due to technical variance in design setup.
- Part of the day is counted as full day.
- Skip of any item of package is non-accountable.
- Any extra consumption/usage/service like room service, laundry, telephone, Ayurveda Spa, printing, & browsing will be charged as per Resort price.
- The swimming pool timings are 6:00 AM to 9:00 AM and 4:00 PM to 7:00 PM. The swimming pool can be closed at any time without prior notice and without assigning any reason by hotel management.
- The recreational room timings are 10:00 AM to 9:00 PM. The recreational room can be closed at any time without prior notice and without assigning any reason by hotel management.
- Extra charges for swimming pool, recreational activities and Wi-Fi will be applicable if the reservation is for dormitory
- The Hotel management reserves full right to change its policies at any time without prior notice.

CANCELLATION POLICIES

- The Hotel management has full rights to cancel any reservation without giving any prior notice and without giving reason.
- No refund is made for cancellation of confirming booking.
- No cancellation or alteration is allowed after booking, 100% charge against no show. Any alternation at any time will be treated as new booking and guests will have to pay 100% charge for previous booking and full amount of new booking.
- No refund is made for cancellation of wedding booking.
- Any dispute will be subject to Ramnagar (Nainital) jurisdiction only.