

Resort Rules:

Check-In: 2 PM | Check-Out: 11

AM Safety and Hygiene:

- Guests from containment zones are not allowed
- Shared resources in common areas are properly sanitized
- Property staff is trained on hygiene guidelines
- Hand sanitizer is provided in guest accommodation and common areas
- Thermal screening is done at entry and exit points
- As per the Safety guidelines issued by Uttarakhand Govt. Authorities, Negative Covid-19 test report (RT-PCR/Rapid Antigen Test) done within 72 hours is mandatory by all guests during check-in at hotel.
- Linens, towels, and laundry are washed as per local guidelines
- Rooms are properly sanitized between stays
- Social distancing protocols are followed
- Contactless Check-In and Checkout service is available
- Cashless Payment options are available
- COVID-19 guidelines for Food Hygiene is followed as per government guidelines
- Our vehicles are properly sanitized after each usage

Hotel Policy:

- According to government regulations, a valid Photo ID has to be carried by every person above the age of 18 staying at hotel. The identification proofs accepted are Drivers License, Voters Card, Passport, Ration Card. Without valid ID the guest will not be allowed to check in.
- The primary guest checking in to the hotel must be at least 18 years of age.
- Early check-in or late check-out is subject to availability and may be chargeable by hotel. The standard check-in time is 2 PM and the standard check-out time is 11 AM. After booking you will be sent an email confirmation with hotel phone number. You can contact the hotel directly for early check-in or late check-out.
- Hotel reserves the rights of admission.

Payment Related:

- All major Credit and Debit cards are accepted
- The deposit / online payment to be paid in advance equivalent to total room nights booked for the entire stay to get the confirmed reservation.
- If guest don't pay the deposit amount within 24 hours of receiving the mail, hotel has the right to cancel the booking with information sent to the guest via email.
- Corporate reservations need to be secured by a company credit card.

- Group bookings of four or more rooms require cancellation notice to refund the deposit as specified in cancellation & early checkout policy.
- All bills will need to be settled by guest at the time of check out

Reservation Policy:

- Advance payment is mandatory to obtain the confirmed reservation.
- Rates displayed online are not guaranteed until the confirmation voucher is generated. The rates are generally dynamic in nature.
- The estimated cost for stay includes the confirmed room rate with inclusions, the estimated taxes, and estimated fees.
- All extra services & amenities not part of this offer will be available at an additional charge only.
- In case of non-availability of pre-booked room at the time of arrival, the hotel will offer an alternate similar standard hotel/ in a similar room type, at its discretion and without any further liability.
- Rates may change without notice and may vary for special events except for confirmed reservation against the advance payment.
- For any modification in booking, user shall pay applicable cancellation/modification charges.
- Modified bookings will be subject to availability at the Resort.

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.

Payment Security:

- 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.

Child policy:

- Child (up to 5 years) can stay free of charge with parents without extra bed.
- Children between 6 years to 12 years of age will be charged extra Rs 2000/-

Cancellation Period applicable as under:

Cancellation Timeline	Deduction against deposit
If done 15 days before check-in	Full Refund
If done 14 days to 24 hours before check-in	One-Night retention charges
If done less than 24 hours before check-in	No Refund

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.
- 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.

Non-arrival (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 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.

Special request:

- The request for airport/railway station/bus stop pick-up requires intimation to the reservation at the time of the room(s) booking.