

Guest Terms & Conditions

Thank you for choosing our hotel. We are committed to providing all our guests with a comfortable, safe, and pleasant stay. By making a reservation or staying at our hotel, guests agree to the following terms and conditions.

1. Check-In & Check-Out

- Guests are required to present a valid government-issued photo ID at the time of check-in.
- Check-in and check-out times are as communicated at the time of booking.
- Early check-in or late check-out is subject to availability and may incur additional charges.
- The hotel reserves the right to refuse accommodation if valid identification is not provided.

2. Reservation & Payment

- Reservations are subject to availability and confirmation by the hotel.
- Guests are responsible for settling all room charges, taxes, and applicable additional expenses.
- Any advance payment, cancellation, or refund will be handled according to the rate and booking conditions applicable to the reservation.
- Special requests are subject to availability and cannot be guaranteed unless confirmed by the hotel.

3. Occupancy & Visitors

- Rooms may only be occupied by the number of guests specified in the reservation.
- Additional guests may be accommodated subject to hotel policy, applicable charges, and availability.
- Visitors may be permitted in accordance with hotel rules and applicable timings. Visitors may be required to provide valid identification.
- Guests are responsible for the conduct of their visitors.

4. Hotel Property & Damages

- Guests are requested to take care of hotel furniture, fixtures, equipment, and other property.
- Any damage, loss, or breakage caused by a guest or their visitors may result in applicable repair or replacement charges.
- Guests should not remove hotel property from the premises without prior permission.

5. Cleanliness, Safety & Conduct

- Guests are expected to maintain reasonable cleanliness and respectful conduct throughout the property.
- Smoking is permitted only in designated areas, where applicable.
- Illegal activities, possession of prohibited items, excessive noise, harassment, violence, or any behavior that disturbs other guests or staff is strictly prohibited.
- The hotel reserves the right to take appropriate action, including termination of the stay without refund, in case of serious violations of hotel rules or applicable law.

6. Work From Hotel

- Guests are welcome to work remotely from their room or designated hotel areas, subject to availability and hotel policies.
- Guests using the hotel as a work-from-hotel location are expected to maintain a peaceful environment and respect other guests.
- Internet availability and performance may vary and cannot be guaranteed at all times.

7. Personal Belongings

- Guests are responsible for their personal belongings during their stay.
- Valuables should be secured appropriately. The hotel should be informed immediately of any lost or missing items.
- The hotel shall not be responsible for loss or damage to personal belongings except where required by applicable law.

8. Pets

- Pets are permitted only if specifically allowed by the hotel and subject to applicable rules and charges.
- Guests are responsible for any damage or disturbance caused by their pets.

9. Children & Extra Guests

- Children are welcome, subject to the hotel's occupancy and safety policies.
- Additional bedding, meals, or other facilities may be available at an additional charge and are subject to availability.

10. Cancellation & No-Show

- Cancellation and no-show policies vary depending on the booking rate and reservation terms.
- Guests are advised to review the applicable cancellation policy at the time of booking.

11. Hotel Rights

- The hotel reserves the right to amend, modify, or update these terms when necessary.
- The hotel may restrict or terminate a guest's stay where required for safety, security, legal, or operational reasons.
- These terms are subject to applicable local laws and regulations.

12. Guest Assistance

If you have any questions, special requirements, or concerns during your stay, please contact our hotel team. We will be happy to assist you and make your stay as comfortable and enjoyable as possible.

By making a reservation and/or checking in, the guest acknowledges that they have read, understood, and agreed to these Guest Terms & Conditions.