

# **Advance bookings, Cancellation Refund Policy**

---

## **Advance Bookings**

“1st day room Tariff” or “1/3rd of total package” amount would have to be deposited to the hotel account in order to be termed as Advance bookings, thereon confirming rooms at the Hotel.

## **Cancellation Policy**

1. 25% if cancelled within 30 days to the arrival date.
2. 50% if cancelled within 15 days to the arrival date.
3. 50% if few of the total booked rooms are cancelled. (Amounting to total tariff of cancelled rooms)
4. 100% if cancelled one day prior to booking or on the same day.

In case of any cancellation the service tax of 7.43% on the advance (if paid) will have to be retained as it is to be paid by us to the authorities by the 7th of the month.

Any postponement/modification of the booking will be treated as a cancellation and will be governed by the Cancellation Policy.

No-show will be treated as cancelled booking

## **Refunds**

- 1) Refunds would be made through best available mode of payment (account transfer, online transfer – NEFT, RTGS)
- 2) Online refunds for bookings made through the website usually take 7-10 working days.
- 3) Credit/debit card online refunds will only be made against credit/debit card bookings and usually take 15 working days.

The original receipt must be presented for processing the refund.

Credit/debit card cancellations will be charged 5% extra.