

RuPay Value added offers



Period: August 25<sup>th</sup> 2017 till March 31<sup>st</sup> 2018

**Address:** Ambalavayal, Wayanad, Wayanad, Kerala 673593

#### **A. Offer Details**

1. 25% Discount on Rack Rates

#### **B. Redemption Process**

1. Customer to call: +91 9744445288 to confirm booking, need to mention about the offer while booking
2. Customer to flash offer communication (Email, SMS, Leaflet or Bank or NPCI website) while Check-in, use the RuPay card to make the payment and avail the offer

#### **C. Escalation Matrix**

\*\*\*In case of any offer related queries, call on customer care for assistance- 9744445288

## D. Terms & Conditions

1. The following are the terms and conditions of the agreement under which rooms are permitted to be used by the guest and are binding on them.
2. Check in: Guest is requested to occupy room after proper registration at the front desk. Only those who have been registered at the front desk are allowed to use the room facility.
3. Not inclusive of any charges for food & beverages or any other services availed by the guest and these will be payable as per consumption.
4. Bills: All bills must be settled when presented either by credit card or cash before departure..
5. Departure: Check out time is on 11 am basis. Guest staying beyond check out time will be charged for full day succeeding their check out date and time. Extension of stay is subject to availability of room(s).
6. Management's lien on visitors' luggage & belongings: In case of default in payment of dues by a guest, the management shall be entitled to a lien on the luggage and belongings and to detain the same and to sell or auction such property at any time after the day of departure, without reference to the party and appropriate the net sale proceeds towards amount due by the guest.
7. Guest valuables, cash, jewelers, etc.: Visitors are particularly, requested to lock the doors of their rooms when going out or when going to bed or when using common bathrooms. For the convenience of guest, deposit facilities are available in the room/Reception.
8. Management's rights: The management reserves to itself the absolute right of admission to any person in 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 whatsoever and the guest shall be bound to vacate when requested to do so. In default, the management will be entitled to remove the luggage and belongings of the visitor, from the room occupied by him or her and lock the room.
9. Damage to property: Guest will be held responsible for any loss or damage to hotel property, caused by themselves, their friends or any person for whom they are responsible.
10. Accidents: Management does not hold itself responsible for any accidents, however caused, whether by us or by electrical gadgets, mechanical appliances etc or by natural causes, including acts of God, resulting in either loss or damage to themselves and/or their property.
11. Hotel keys: Hotel keys must be deposited at the reception desk whenever guest leaves the hotel premises and at the time of check out. Loss or damage to Room key will be charged Rs. 1000/- extra.
12. Pets: Are not allowed in the hotel
13. Going beyond hotel boundaries is not recommended. Guest does so, at their own risk.
14. Any activity pertaining to pedophilia or any audio/video material pertaining child pornography is strictly prohibited by law within the hotel premises. Storing of hazardous goods, like raw or exposed cinema films, gas cylinders, cooking stoves, inflammable fuels, firearms, etc., in the hotel premises by guest is strictly prohibited
15. Government Taxes will be levied extra and are subject to variation. Discount applicable after adding taxes.
16. **Address:** Ambalavayal, Wayanad, Wayanad, Kerala 673593