



## TERMS & CONDITIONS

Please read the following terms and conditions carefully.

Payment of deposit will be taken as confirmation of your acceptance of these conditions of booking.

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### Check-in/Check-out

Check-in is from 12pm (midday) and check-out by 11am

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### Booking

- No bookings can be accepted without payment of a deposit.
  - For people from outside of India we usually request that the deposit is paid via PayPal or Transferwise.
  - If you are resident in India you can pay directly into our Bank account online or in any branch – We will send you the details once you have made your reservation.
  - The deposit amount is 50% of the entire accommodation booking total. We hold the deposit on the basis that it covers 50% of your room cost for every day that you have booked to stay
  - 100% of any additional charges, will be charged for along with the 50% accommodation deposit request (this includes items such as: extra beds, extra people etc)
  - The balance of the room payment is due on arrival at the resort. The balance must be paid in Indian Rupees (cash), we also accept most foreign currencies (cash). At the moment we do not have a card machine, so we ask guests to withdraw cash from a local ATM.
  - We are happy to accept the remainder owed when you are here in part payments and we will provide receipts.
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### Minimum stay

There is a minimum stay requirement of 3 nights except for in "Peak season" when it is a minimum of 7 nights.

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### Rates & Discounts

- We keep our rates as low as possible for everybody and everybody pays the same.
- We offer a 10% discount (on room rates only) for reservations of 7 nights or more in a single cottage. This does not apply if a guest were to reserve 2 separate cottages and the total between both was 7 or more nights but each individual cottage was not reserved for 7 nights.
- Should a reservation be reduced to below 7 nights you will no longer receive the 10% discount and will be asked to pay for the accommodation at the standard rate.





### **Confirmation of booking**

- We will email you confirmation of your deposit payment and your reservation details.
  - It is your responsibility to check the confirmation for accurate dates, room types and amounts and advise us of any inaccuracies or omissions.
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### **Cancellation before arrival**

- The 50% deposit is non-refundable because by reserving the room for you we may have to turn away other potential guests.
  - At the manager's discretion it may be possible to hold your deposit as part payment against
  - another stay (future room rates would apply).
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### **No show**

- If you do not turn up and do not advise us of a delay, we will hold your room until check-out time the following morning.
  - You will not receive a refund of your deposit.
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### **Change of dates**

We will do our best to accommodate date changes. Please try to give us as much notice as possible. We are generally able to accommodate date changes with at least 21 days notice, except at peak times such as Christmas, New Year and Easter.

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### **Cancellation/early departure**

- If you decide to check out early, we require notice before check-out time on the day you are leaving, otherwise you will be liable for another day.
- We are sorry that your deposit will not be refunded if you decide to leave early. We hold the deposit on the basis that it covers 50% of your room cost for every day that you have booked to stay. Therefore any reimbursement would be from money paid in addition to the non-refundable deposit.
- Should you check out early, 50% of every day that you booked is paid for by your deposit (and is non refundable), and only the remaining 50% of every day that you have stayed will be charged.

