



# Terms & Condition

## TERMS OF USE

1. Reservation is not transferable.
2. Hotel Standard Check-in time is 1400 hours IST and check-out time is 1200 hours IST. Early check-in and late check-out are available on subject to availability and will be charged separately.
3. Cancellation Policy:
  - a. Free Cancellation: Guests can cancel their reservation without any penalty up to 48 hours before the scheduled check-in time.
  - b. Partial Refund: If a guest cancels their reservation between 24 to 48 hours before the scheduled check-in time, they will be charged a fee equal to the first night's stay.
  - c. No Refund: If a guest cancels their reservation less than 24 hours before the scheduled check-in time or fails to show up (no-show), the hotel will charge the guest for the entire stay.
  - d. Special Circumstances: In the event of documented emergencies or unavoidable situations (such as medical emergencies, flight cancellations, or natural disasters), the hotel management will review cancellation requests on a case-by-case basis and may provide exceptions to the standard policy.
4. All standard policies pertaining to hotel/ hospitality industry are applicable, when specific reservation policy is not mentioned in the Reservation Confirmation document.

## PAYMENT POLICY

1. At the time of confirming the booking, Hotel will collect 50% of the booking amount as advance amount to confirm the reservation and the Balance 50% amount will be collected at the check-in time.
2. Early check-in and late check-out are chargeable as per the Hotel rate card. It is mandatory for guests to present valid photo identification at the time of check-in. Such documents can be either an Indian Aadhaar Card, Indian Driver's License, Indian Voter ID card or Indian or International passport. PAN cards are not accepted. Hotel reserves the right to refuse check-in in the absence of a valid identification document.

3. Payment can be made using the credit /debit card, payment gateway link, deposit in the bank account or demand draft before the due date.
4. Applicable Taxes – All taxes including GST as applicable at the time of booking will be included in the settlement amount.
5. An extension of stay at the Hotel is liable to be offered at rate/offer applicable at the time the extension request is made. In case, the original offer at which the reservation was booked has expired at that time, the hotel is not liable to offer a room at the original rates but at current rates on offer.
6. Certain privileged booking rates or special offers are not eligible for cancellation, refund or any change. The Customer is therefore advised to check the room description and any such conditions carefully prior to making a booking. Hotel shall not be liable to cancel or refund any monies or alter any bookings if booking is made under such privileged booking rates or special offers.
7. Upon cancellation of booking, the refund of the booking amount will be initiated. The booking amount after deduction of cancellation charges and taxes, as applicable, will be credited.
8. In case the booking amount is paid using credit card, the refund will be processed on the credit card.
9. Children up-to 5 Years of age can stay without any extra charges (cribs subject to availability). Additional charges may be applicable for children between 5 and 12 years. 13 years and above will be charged as per extra

## STANDARD TERMS AND CONDITIONS

1. Guests are bound to produce original proof of identity at the time of arrival in the Hotel.
2. In the event of a no-show, a fee of one night's room charge (inclusive of any applicable prevailing government tax) will be charged to your credit card provided at the time of reservation or as per any revised conditions of booking as per the offer.
3. The hotel reserves the right to send guests away from the Hotel due to their conduct and behavior or for any other safety, security, or medical reasons. This applies in particular if Guests do not observe instructions given by hotel employees, express themselves in a discriminating manner, or harass or endanger other guests. Guests will not be permitted to compromise the health, safety and security aspects of the Hotel at any point in time.
4. No gatherings and parties of any nature are allowed in the room. The Hotel reserves the right to evict any additional occupants in the room.
5. Guest visitors are not allowed to enter Guest Room, they can have meeting with the check-in guest in common area of the hotel.

6. Special offers will be applicable for the respective bookings and in case of conflict, the terms of such special offers will prevail.
7. Guests are not allowed to bring food and beverage from outside the Hotel or order food from outside the Hotel.
8. The Hotel undertakes no liability for the shelf life of the food which is taken away from the Hotel after an event at the Hotel or taken outside the Hotel for private consumption.
9. In case of conflict in the actual bill provided to you after the receipt of services, the terms of the bill will prevail.
10. The Guest should adequately maintain neatness and hygiene. The Guest should always adhere to the safety, security and hygiene advice duly provided by the Hotel and avoid breaching the same. The Guest will be solely responsible for any such violation if identified.
11. All the assets and valuables of the Hotel should be duly maintained adequately and should not be damaged or destroyed. The Hotel has the discretion to levy any charges in future if it is proven beyond doubt that such damage/destruction to the asset of the Hotel (both movable and immovable) has been done or caused by the Guest.
12. If you have any allergies, sensitivities or intolerance to, but not limited to: a particular fabric, material, cleaning product or food, Guest should inform the same to the Hotel management before arrival.
13. If the items you wish to store are exceptionally valuable you must notify the hotel before storing them. The hotel may refuse to store this kind of valuables. Management and staff work hard to provide a safe and secure environment. We do everything possible to ensure a secure environment is maintained and we ask that our guests also do so. The Hotel takes no responsibility for any personal possessions that are lost, stolen or misplaced whilst on the premises due to the acts and omissions of the guests themselves.
14. Lost property found on the premises is logged and kept in a secure location for three (3) months. Thereafter items are either disposed of or donated to charity. The Hotel accepts no responsibility for contacting individuals about lost property. Perishable items retrieved from rooms after check out are only held until the closing of business that day.
15. Claimed items can be collected from the hotel with valid identification or the hotel can arrange postage on behalf of the guest at their expense.
16. The Hotel is not responsible for damage or disappearance of vehicles kept in the parking area. The hotel is obliged to clearly express in the parking area that the site is not supervised and the hotel is not responsible for the property kept there. Valet parking is always at the Guest's risk and advice from the Security Team needs to be strictly adhered to by the Guest at the time of checking in. Hotels will not be accountable for the loss of any valuables from such parked vehicles.

17. The Company reserves the right to change these terms and conditions at any time without prior notice. If any changes are made, the revised terms and conditions shall be posted on our website [www.thepannapalace.com](http://www.thepannapalace.com) immediately. Please check the latest information posted herein.
18. We do our best to ensure that the reservation arrangements are satisfactory, however, the Hotel therein do not accept any liability for any loss financial or otherwise, travel delay, injury, damage, additional expenses or inconvenience caused directly or indirectly by any

## GENERAL PROVISIONS

1. By proceeding with the reservation, you further agree and acknowledge that if the reservation is accepted by the Hotel, your stay subsequently shall be subject to the Hotel's Standard Terms and Conditions in respect of their reservation / stay at the Hotel.
2. You further agree that the Terms and Conditions as provided on the website [www.thepannapalce.com](http://www.thepannapalce.com) shall constitute the binding agreement between yourself and Hotel Panna Palace, Achrol in relation to any and all commercial arrangement including reservation, stay, payment, usage of facilities, etc. of whatsoever nature.
3. The Hotel may, at its absolute discretion, cancel the reservation if the Hotel is of the opinion that the reservation information provided is falsified or incomplete.
4. Guest voluntarily agrees and permits the Hotel representatives to profile the guest from the public domain to ascertain the details of the guest and render adequate hospitality services to them during their stay in the hotel.
5. The Hotel shall be entitled to vary, amend and/or otherwise change these terms and conditions at any time without prior notice.
6. You shall indemnify and hold the Hotel harmless in respect of any liability, loss, damage, cost and expense of any nature arising out of, and/or in connection with the acceptance of the reservation and your stay in the Hotel.
7. The Hotel shall not be liable for any losses, damages, costs or expenses incurred by you as a result of any cancellation of the reservation by the Hotel.
8. The Hotel does not accept any liability for any failure by the Hotel to comply with these conditions where such failure is due to circumstances beyond its reasonable control.
9. If the Hotel waives any rights available to it under these conditions on one occasion, this does not mean that those rights will automatically be waived on any other occasion.