



### **Rules & Management policies:-**

In Order to make your stay as pleasant as possible, **Zuper Stays** Management requests your co-operation in observing the following as an agreement between the guest and the "Mention your Hotel Name here" (hereinafter called 'Management') under which rooms are permitted to be used by the guest(s):-

#### **Tariff**

The tariff is for the room only and is exclusive of any government taxes ,applicable Meals and other services are available at extra cost. To know your room tariff, please contact the Duty Manager, guest registration forms must be signed on arrivals.

#### **Settlement Of Bills**

Bills must be settled on presentation of the invoice. Personal cheques are not accepted.

#### **Company's Lien On Guest's Luggage And Belongings**

In the case of default in the payment of dues by a guest, the management shall have the lien on their luggage and belongings, and be entitled to detain the same and to sell or auction such property at any time without reference to the guest. The net sale proceeds will be appropriate towards the amount due by the guest without prejudice to the management's rights to adopt such further recovery proceedings as may be required.

#### **CHECK-IN REQUIREMENTS**

Guests must be at least 18 years of age to check in.

In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification (*State driver's license, passport, etc.*) at check-in. A valid, signed, and pre-approved credit card in the name of the guest registration is also required. It is your responsibility to fully understand the manner in which your bank processes pre-authorizations and charges to your credit/debit card. Some banks hold pending authorizations for up to 30 business days.

### **PRE-AUTHORIZATION AT CHECK-IN**

We have required pre-authorized of credit cards/debit cards at check-in via SOP. A pre-authorization is a temporary hold of a specific amount of your available credit limit balance placed on your credit/debit card for the full amount of your intended stay, plus tax. All credit/debit cards are pre-authorized at check-in. Pre-authorization is not a charge to your account, it is a hold on those funds. Once your actual charge is posted at check-out it can take anywhere from 24 hours to 30 days for the original pre-authorization to be removed by your bank. Generally, most banks release the hold within 3-5 days. It is your responsibility to be aware of how your bank handles all of your transactions, including pre-authorizations. We are unable to remove pre-authorizations directly through our hotel.

### **EARLY DEPARTURE**

Guests who check out of the hotel/Villa prior to their scheduled departure date are subject to an early departure fee of one night, plus GST.

### **Departure**

Standard check out time is 11am, please inform the reception if you wish to retain your room beyond this time. The extension will be given depending on the availability. If the room is available, the normal tariff will be charged. On failure of the guest to vacate the room on expiry or period the management shall have the right to remove the guest and his/her belongings from the room occupied by the Guest.

### **Luggage Storage**

Subject to availability of the storage space, the guest can store luggage in the luggage room, at the guest's sole risk as to loss or damage from any cause, Luggage may not be stored for a period of over 30 days.

### **Guest's Belongings**

Guests are particularly requested to lock the door of their rooms when going out going to bed. For the convenience of the Guest, electronic safety lockers are provided in the room to store any valuables.

**Zuper Stays** will not in any way whatsoever be responsible for any loss / or damage to the Guest's belongings or any other property from either the hotel room or the locker or any other part of the hotel for any cause whatsoever including theft of pilferage.

## Swimming Pool Rules

- Swimwear is mandatory and will be chargeable.
- Taking shower before entering the pool is mandatory, and it is also advisable to take bath with soap after leaving the pool.
- Children **below 10 years** must be accompanied by an adult in swimwear.
- Diving is strictly prohibited as it can lead to injury.
- In case if you have long hair please ensure that you put on a swimming cap before entering the pool.
- Food and Beverages will not be allowed in the Pool area.
- No Glassware is permitted in the pool area
- Any person suffering from a known serious medical condition (e.g. heart disease, severe circulation problems, epilepsy or respiratory problems) should not use the Swimming Pool.
- Chewing tobacco, pan masala etc. inside the pool premises is strictly prohibited.
- Person under the influence of alcohol or drugs will not be permitted in the pool complex or in the surrounding area.
- Throwing litter in pool premises is strictly prohibited as it may choke pipe lines/drainage system of swimming pool.
- Do not wear holy thread, golden chain, rings or other similar thing while swimming.
- Guests swim at their own risk and the management will not be responsible for any injuries while using the Villa facilities.
- **Zuper Stays Management** is not responsible for any loss or damage to any personal property, injury, disability or fatality even death arising from whatsoever reasons while exercising or playing in the swimming area.
- These rules and regulations are subject to change any time without notice.

## Pets

Pets permitted as per policy with a guaranteed deposit of INR 2500/- during reservation will be charged and will be refunded only during departure via NEFT only, depends on the bank working days it will be credited back to the account number provided.

## Hazardous Goods

Bringing goods and/or storing of raw or exposed cinema films, or any other article of a combustible or hazardous nature and/or prohibited goods and/or goods of objectionable nature is prohibited.

The Guest shall be solely liable and responsible to the management, its other guests, invitees visitors, agents and servants for all loss financial or otherwise and damage that may be caused by such articles or as a result of the guests' own negligence and non-observance of any / instructions.

Gambling, contraband, prostitution, weapons, explosives, flammable objects, poisons, drugs, animals and pungent food are strictly prohibited on hotel premises.

#### **CANDLE, INCENSE, ESSENTIAL OILS**

Candle, incense, essential oils (*diffusing, vaporizing, etc.*) are prohibited. These items and activities will be treated as smoking, a fine assessed, and the guest may be evicted with no refunds.

#### **SPECIAL REQUESTS**

We will make every effort to honor special requests such as a specific floor or room number, adjoining rooms, roll-away beds, refrigerator/microwaves, etc. upon your arrival. All special requests are noted on reservations and we will do our best to accommodate. However, the availability of these items cannot be guaranteed in advance.

#### **COMBUSTIBLES, OR FIREWORKS**

The safety of our guests, staff, and this facility is extremely important to us. Except for the microwave and refrigerator units that the hotel/Villa provides, preparation of food in guest rooms by any type of cooking appliances is prohibited. A minimum fee of **INR 50,000/-** will be charged for cooking in a room, including, but not limited to coffee makers, hot plates, toaster ovens, water heaters, rice cookers, combustible, open flame, barbecue grill, burners, heating appliance, or any other item intended for cooking. Open fires, flames or cooking grills, either charcoal or gas, and fireworks are not allowed anywhere on hotel property. A microwave is available 24 hours for all registered guests to use in our breakfast area.

#### **ILLNESS AND EPIDEMICS:**

**Zuper Stays** reserves the right to refuse accommodations to a guest arriving with a contagious disease. In cases where sickness occurs during the stay, please notify the management/Front Desk staff. In the case of serious sickness, you may be requested to receive appropriate health care from a nearby healthcare facility. During epidemics we are entitled to employ precautionary measures within our judgment or as required by local authorities. We may charge you a room cleaning fee as we deem appropriate under the circumstances.

#### **INFESTATION:**

The cleanliness of our rooms is extremely important to our guests. If you bring any infestation into your room or onto our hotel premises, we may charge you for any and all costs and expenses, including immediate or urgent response requirements and loss of room revenue, that we deem necessary to address the infestation.

**PARKING AT OWN RISK:**

All vehicle(s) must be listed on the registration at check-in. Parking for registered guest(s) is free. All vehicles are parked at the risk of the owner. **Zuper Stays** shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the hotel property. If a vehicle is left in the hotel parking lot after the guest has departed without the written consent of the hotel, the hotel reserves the right to have the vehicle towed at the owner's expense. No vehicle repairs on hotel premises.

**DAMAGE AND/OR THEFT OF HOTEL PROPERTY**

You are liable for any damage howsoever caused (whether by the deliberate, negligent, or reckless act) to the room (s), Villa/hotel's premises or property caused by you or any person in your party whether or not staying at the hotel during your stay. **Zuper Stays** reserves the right to retain your credit card and/or debit card details as presented at registration and charge or debit the credit /debit card such amounts as it shall in its sole discretion deem necessary to compensate or make good the cost or expenses incurred or suffered by **Zuper Stays** as a result of the aforesaid. Should this damage come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel/Villas/Resort property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally prior to contracting specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

**DAMAGE DISCOVERED AFTER CHECK-OUT**

Guest Rooms found with waste strewn around, in complete disorder, and/or "trashed" will be subject to maintenance deep cleaning fee, administration fee and/or third party fees.

**DAMAGE TO ROOM**

**Zuper Stays** ensures that the damage to rooms, fixtures, furnishing and equipment including the removal of electronic equipment, towels, art work, etc. **will be charge at 120% of full and new replacement value plus any shipping and handling charges.** Any damage to hotel property, whether accidental or wilful, is the responsibility of the registered guest for each particular room. Any costs associated with repairs and/or replacement will be charged to the credit card of the registered guest. In extreme cases, criminal charges will be pursued.

## **DAMAGE TO MATTRESSES AND BEDDING**

**Zuper Stays** ensures the damage to mattresses and linen including; towels, mattress pads, sheets, bedspreads, blankets resulting from the use of body oils, make-up, shoe-polish, etc. will result in a charge for the special cleaning, repair or replacement of the damaged article.

## **Damage to Property**

The guest will be held responsible for any loss or damage to the hotel property caused by themselves, their guests or any person for whom they are responsible. Damage fees will be liable as per the intensity of the damage.

## **Management's Rights**

It is agreed that the guest will conduct him/ herself in a respectable manner and will not cause any nuisance or annoyance within the hotel premise.

The Management has the right to request any guest to vacate his/her room or other areas of the hotel forthwith, Without previous notice and without assigning any reason whatsoever, and the guest shall be bound to vacate when requested to do so. In case of the default, the Management has the right to remove the Guest luggage and belongings from the room occupied by him/her.

## **Relation between Management and Guest**

Nothing hereinabove shall continue or be deemed to constitute, or create any tenancy or sub-tenancy, or any other right to interact in the hotel premises or any part of portion thereof, in favour of any Guest or resident or visitor, and the Management shall always be deemed to be in full and absolute possession of the whole of the hotel premises.

## **Government rules and regulations and application of laws**

Guest are requested to observe, abide by confirm to and be bound by all applicable acts and laws and Government rules and regulations in force from time to time.

## **Photographs, Drones and Video's**

Using drones, photographs and videos taken in the hotel/villas/resorts for commercial or public purposes is illegal. Those who do so will be subject to prosecution.

## **LOST & FOUND POLICY**

**Zuper Stays** assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings. If you discover that you have left behind something of value to you, please call us immediately or email us and we will try to assist you in locating your lost item.

## **FOUND ITEMS**

**Zuper Stays** is not responsible for any item left behind by a guest. However, any item, with the exception of perishable items, left behind by our guests and found after departure by Housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to fourteen (14) days. Records of Lost & Found items are retained for five years. Reasonable effort will be made to notify the guest that an item has found. Perishable items, underwear, and miscellaneous toiletries are discarded.

#### **RETURN**

**Zuper Stays** would be happy to return your lost item(s) to you by domestic/international Postal Service. Your credit card will be required to charge packaging and postage, plus any other handling fees. A separate receipt will be mailed to you. **Zuper Stays** is not responsible for any item lost or misdirected during shipment.

#### **UNCLAIMED ITEMS/NO CONTACT**

**Zuper Stays** will ensure that the Lost & Found items are held for fourteen (14) days while we attempt to contact the guest. If guest contact information is incorrect or cell phone mailbox is full and we are unable to contact the guest during the fourteen (14) day holding period, the unclaimed item(s) are thrown away, given to local organizations, or disposed of accordingly by **Zuper Stays**

**THE MANAGEMENT RESERVES TO ITSELF THE RIGHT TO ADD TO, OR ALTER OR AMEND ANY OF THE ABOVE TERMS, CONDITIONS AND RULES WHICH ARE A PART AND AN ABSTRACT OF THE LODGING ACT.**