

Terms and Conditions

Payment Policy

- All the accommodation and extra facilities charges must be paid in advance while making the bookings.
- Payment can be made using credit card, Net banking, UPI, direct bank transfer, check or demand draft before the due date.
- Early check-in and late check-out are chargeable as per the Hotel policy.
- Taxes are as applicable as per the Government of India taxation policies at the time of reservation.
- An extension of stay will be granted at the rate applicable at the time the extension request is made.

Cancellation & Refund Policy

- Cancellation made 3 days prior to the arrival date shall not incur any cancellation charges.
- The hotel holds the right to cancel a reservation if the reservation information provided by a customer is found to be false or incomplete.
- 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 into the bank account of the customer.
- The refund amount will be credited using the same payment mode (i.e. debit card/ credit card/ net-banking and any electronic mode) by which the booking was made by the customer.
- In case the booking amount is paid using credit card, the refund will be processed on the credit card.
- The refund process may take 10-15 business days to complete.

General Terms & Conditions

- Standard Check-in time is 10 AM IST. Early check-in and late check-out are subject to availability.
- It is mandatory for the customers to present any one of the valid photo identification such as, Aadhaar Card / Driver's License / Voter ID card / Indian or International passport. PAN cards are not accepted as a proof of identity.
- Hotel reserves the right to refuse check-in in the absence of a valid identification document.
- Children up-to 5 Years of age can stay free. Additional charges may be applicable for children between 5 and 12 years. 13 years will be charged as per extra adult rate.

- 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.
- The reservation is not transferable to any other individual or group.
- Hotel reserves the right to remove guests from the Hotel premises due to any wrong, morally or socially unacceptable conduct and harrassing or endangering the safety of any of the hotel employees, or other guests, expressing themselves in a discriminating manner, or for any other suspicious conduct, or any safety and security, or medical reasons.
- Guests are not allowed to bring food and beverage from outside in the Hotel or order food from outside the Hotel.
- Neatness and hygiene should be adequately maintained by the Guest.
- Hotel reserves the right to acquire the adequate compensation for any damage/destruction caused by guests to any of the movable or immovable assets of the Hotel.
- If you have any allergies, sensitivities or intolerance to, but not limited to: a particular fabric, material, cleaning product or food, it is not hotel's responsibility to advise Hotel management prior to arrival.
- Your valuables can be stored in a safety deposit box in your room or the hotel can store your valuables upon request. The hotel is entitled to collect a charge for storage of these items.
- In case the items you wish to store are exceptionally valuable you must notify the hotel before storing. The hotel may refuse to store this kind of valuables.
- The Hotel takes no responsibility whatsoever for the loss of any personal possessions - stolen or misplaced whilst on the premises - due to the acts and omissions of the customers themselves.
- The Hotel accepts no responsibility for contacting individuals in relation to lost property.
- Lost property found on the premises will be kept by the hotel for a period of max. 3 months, after which the items are either disposed of or donated to charity.
- Perishable items retrieved from rooms after check out are kept only till the close of business that day.
- Claimed items can be collected from the hotel with valid identification. Hotel can arrange postage on behalf of the guest at their expense.
- The Hotel does not hold any responsibility for damage or disappearance of customer's vehicle parked in the hotel premises.
- Hotel reserves the right to change these terms and conditions at any time without any prior notice. The revised terms and conditions shall be updated immediately on this page.
- 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.
- Please contact at info@hotelalankardevgad.in Or call us on 02364-262259 / 7559470088 / 7588448822 for any assistance.