



## DASPAN HOUSE | HOTEL POLICY 2021-22

At Daspan House we strive to provide our guests with a clean, safe & friendly hotel experience. We have put-together a few house rules based on industry standards and why we would like to operate. These rules are considered as part of your stay agreement to abide by all of our hotel policy/House Rules, terms and conditions, and procedures our House Rules are subject to change.

### Check-in timings

2.00 pm (IST). Early check-in is offered based on availability. Please contact our team on 80944-51665 | [info@daspanhouse.com](mailto:info@daspanhouse.com) to request for early check-in.

### Check-in requirements

Guest must be 18 years older to make reservations & 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 (Aadhar card, state driver's license, and passport) at check-in.

### Check-in Guest information

We require valid contact information from the guest making the reservation including first and last name, phone number and email id. The names all guest occupying the room must be registered as well.

### Check-out

10.30 am (IST). If you require a later check-out, please contact Front desk prior to day of your departure and we will do our best to accommodate your request for late check-outs any time after 12.00 pm to 6.00 pm, a half day room tariff will be charged. Check-out after 6.00 pm, a full day room tariff will be charged.



## DASPAN HOUSE | HOTEL POLICY 2021-22

### Cancellation Policy

#### *Lean Season (1<sup>st</sup> April-30<sup>th</sup> September)*

Reservation must be cancelled four day (4 Days) prior to your arrival date, in order to avoid forfeiting the entire advance amount. If reservations are cancelled less than four (4) days before the arrival date the complete amount will be forfeited.

#### *Peak Season (1<sup>st</sup> October -31<sup>st</sup> March)*

Reservation must be cancelled Seven day (7 Days) prior to your arrival date, in order to avoid forfeiting the entire advance amount. If reservations are cancelled less than seven (7) days before the arrival date the complete amount will be forfeited.

In the case of full payment of the room tariff/meal plan, the reservations will be held until 11.00 am the morning following your scheduled arrival date.

### Cancellation Policy for group reservations

Large group/Block reservations must be cancelled 30 days prior to arrival date. Reservations cancelled after the date may lead to non-refund of the entire advance amount.

### Payment

We would require the guest to pay 50% advance of their room tariff /meal plan in order to confirm their reservation. We welcome cash, bank transfer, UPI or debit & credit card payments through payment gateways. All our payments are accepted in INR only. Checks and foreign currency not accepted.

For overseas transactions, the net amount after deduction of exchange fees, overseas transaction charges, and bank charges will be realized and should match to the amount receivable by the hotel.



## DASPAN HOUSE | HOTEL POLICY 2021-22

### **Rates**

All rates are quoted in INR. Rates may increase without notice. Rates as advertised on Daspan House websites, online travel agents websites or any other website or promotional material are subject to change at any time and may increase or decrease at the hotel's discretion.

### **Maximum Occupancy**

For all our rooms the maximum occupancy is 2 adults /2 adults + 1 Kid. If you exceed the maximum numbers of guest allowed, you will be asked to rent another for proper accommodations.

### **Non-Smoking Rooms**

All our rooms are non-smoking. To assure that our safety is not exposed to items or actions that create an odor which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls and furniture.

### **Linen Changing**

Your comfort is very important to us for a guest staying multiples night's bed linen is changed on a rotational schedule. Used towels are exchanged for fresh towels daily. However, if you are concerned about saving water, like the way we do, we would be more than happy to change your towels on alternate days -as per your request. Please contact our front desk staff if you have additional questions or concern.

### **Special Requests**

We will make every effort to honor special requests such as specific floor or room number, adjoining rooms, etc. upon your arrival. All special requests are noted on the



## DASPAN HOUSE | HOTEL POLICY 2021-22

reservations system and we will do our best to accommodate. However, the availability of these items cannot be guaranteed in advance.

### **Pet Policy**

Daspan House is a pet friendly hotel. We have certain house rules for guests getting their pets.

- There are only certain rooms designated for pets. In the case of non-availability of those rooms, we would not be able to accommodate pets in any other rooms.
- We allow only a maximum of 1 Pet per room.
- Guests are responsible for proper care, behavior and waste maintenance of their pets throughout their stay.
- Pets are not allowed to sleep on the guest beds.
- Pets must be on leash at all time in all public areas.
- Due to health standards, pets are not allowed in the restaurant and breakfast buffet rooms.
- In case we receive complaints for noises such as barking, we would request you to take charge of the situation immediately.
- Please display the provided 'Do Not Disturb' door hanger outside your room to alert others.

Rs.900 plus taxes per room, day hotel fees for 1 pet is applicable.

Rs. 300 Plus taxes additional cleaning & sanitization fees will be applicable.

Rs. 3000 refundable deposits will be taken against any damages that may occur due to the pet.

### **Alcohol Policy**

Registered guests of legal age who choose to bring their own alcoholic beverages must consume those in their room. Own alcohol is not allowed in public areas such as the lobby garden, bar & restaurant etc.



## DASPAN HOUSE | HOTEL POLICY 2021-22

### Firearms & Weapon Policy

The safety and security of our guests and staff is extremely important to us. Our Firearms and Weapons Policy is designed for the protection of our guests, vendors, staff and owners and pertains to the presence of firearms and weapons on the hotel premise. Guest, who are lawfully permitted to possess a fireman or weapon, may bring such onto our hotel premises for storage purpose only, with the understanding that they are personally responsible for following:

- Guests must abide by all the local laws
- Fireman and weapons must be appropriately registered
- Firearms must be unloaded
- No cleaning of firearms is permitted on hotel premises.
- Firearms and weapons must be safeguarded and secure in either a locked, hard sided firearms container or a soft gun case provided by the guest at all times and clearly labeled with their name and contact information.
- No firearms or weapons in the breakfast area.

Daspan House Recognize that guests and vendors may legally possess firearms or weapons for a variety of legitimate purposes. This policy has been developed to create a safe environment by providing appropriate guidance over the custody of fireman and weapons of our premises.

Guests and venders who fail to abide by our policy may be asked to leave the hotel premises and may be subject to further legal action. Exempted from this policy are law enforcement officers and designated military personnel who are on-duty and required to carry firearms in the performance of their duties.

### Quiet Hours

12.00 pm to 9.00 am. If you become aware of a disruptive guest, please contact front desk staff immediately by room phone or in person. Televisions, Voices, or



## DASPAN HOUSE | HOTEL POLICY 2021-22

other devices must be kept at a respectful low level at all times. Door should be opened and closed quietly. No congregating or running in halls.

### **No In-room party**

No parties, loud disturbances and/or noise-nuisance are allowed or tolerated on these premises. In the event of disturbance one polite request (Warning) will be given to reduce the noise. If our request is not followed the guest will be asked to leave the hotel without refund.

### **Parking at Owner's Risk**

All vehicles are parked at the risk of owner. Daspan House shall not assume liability or responsibility for any vehicle, occupants or contacts while operated or parked on the hotel property.

### **Children**

Well behaved children of all ages are welcomed. Children aged 8 and under stay for free when sharing a room with one or more paying adult(s), using existing bedding. As the parents and guardians of children you are personally and legally responsible for and must supervise them at all times. For safety reasons please do not leave children unattended in guest room or allow them to roam the hotel property unsupervised.

Children under the age of 10 are not allowed in the swimming pool without being accompanied and supervised by their parent/guardian/chaperone.

Anyone below the age of 18 years will not be allowed in the bar at any point.



## DASPAN HOUSE | HOTEL POLICY 2021-22

### Visitors

No visitors after 8.00 pm in the room. Visitors must notify Front desk upon their arrival. Visitors must be accompanied by the registered guest at all times. Visitors are not allowed to use guest amenities including the swimming pool & continental breakfast. As a registered guest, you are responsible for your visitor at all times. We restrict to a maximum of 2 visitors per room at any point in time. We will need an ID card for all the visitors.

### Lost & Found Policy

Daspan House 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 on 8094451665 and will try to assist you in locating your lost item.

We are not responsible for any item left behind by a guest. However, any item with the exception of perishable items left behind by our guest and found after departure by housekeeping will be collected logged in and kept in a secure location for up to 6 months.

Perishable items, underwear and miscellaneous toiletries are discarded.

### Return Items

We would be happy to return your lost items(s) to you by courier. The postal charges for the same will be borne by the guests.

### Damage and/or Theft to Hotel Property

You are Liable for any damage howsoever caused (Whether by the deliberate, negligent or reckless act) to the room(s) hotel's premises or property caused by you or any person in your party whether or not staying at the hotel during your



## DASPAN HOUSE | HOTEL POLICY 2021-22

stay. Daspan House reserves the right to ask the guest to compensate for the damage incurred.

### **Infestation**

The cleanliness of our room 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 cost and expenses including or urgent response requirements and loss of room revenue that we deem necessary to address the infestation.

### **Damage discovered after check-out**

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