

## Terms & Conditions

1. All the above rates are in Indian Rupees (INR)
2. Minimum individual check in age is 18 years
3. Standard Check in time is 1000 Hours and Check out time is 0800 Hours. Early Check in / Late checkout are subject to availability and at a charge
4. Valid government approved photo identification are required for checking in the hotel. For Foreign Nationals: Passport and VISA. For Indian Nationals: Valid DL, Voter ID, Passport and AADHAAR Card. PAN Card is not acceptable.
5. Room type requests (View / Smoking or Non-Smoking / King or Twin etc.) will be subject to availability at the time of check-in.
6. Extra beds and their respective charges are subject to availability and also depend on the room type reserved. Please place your requests for extra bed at [nabiha.shakir@xenioushotels.com](mailto:nabiha.shakir@xenioushotels.com) / [nipun.lele@xenioushotels.com](mailto:nipun.lele@xenioushotels.com) or call us at +91 8076219481 / +91 9811403880.
7. The above rates are exclusive of taxes. Our GST structure: Room Rate INR 7500 and above: 18 % GST, Room Rates below INR 7500: 12% GST.
8. All reservations to be guaranteed by a valid credit card detail / full advance payment. The hotel reserves a right to take a pre-authorization prior arrival or at the time of check in and will take security deposit or incidentals (Total Room Charges of the stay + INR 5000 \* Number of nights of stay) as well which will be adjusted in the final bill.
9. For contactless check-in process, we recommend you to share guest/s ID proof (passport, visa etc.) in advance and a secured payment link is being shared to you in this confirmation letter which is: <https://xenioushotelsandresorts.hotelpay.co.in>
10. Any cancellation / amendment in the reservation will be entertained free of charge 15 days prior to arrival date from the standard hotel check-in time else there will be full stay charge levied as retention. Please note we do have contracted rates with some of the preferred clients where this condition may vary as per the contract.
11. The non-guaranteed bookings will be tentatively held until 24 (Twenty-Four) hours prior to arrival. Should we not receive a deposit, company letter of guarantee 24 (Twenty-Four) hours prior to arrival; the hotel reserves the right to release the reservation without prior notice.

12. In case of No Shows the retention of 1-night room rate inclusive of taxes would be levied as retention.
13. In case of Early Departure retention of 1-night room rate inclusive of taxes would be levied.
14. Visitors to the rooms are not permitted.
15. Guests are advised to keep valuables in the own possession. Management is not responsible for any loss.
16. Management holds the right to close any facilities for cleaning and as a safety measure as and when required.
17. Pets are not allowed in the hotel.
18. Hotel rooms are only for accommodation or residential purposes. Any activities like party, get together, gambling, betting, reunion etc. are not permitted in the hotel premises, any such activity found / guests involved will be asked to vacate the hotel.
19. Rights of admission / check-in of the guests arriving at the hotel are totally reserved with the hotel.
20. Airport transfers can be availed at a charge of INR 3500 per car per way. Please send your requests with flight details (Flight Number / Flight Arrival time at Delhi / Date of Arrival etc.) to [nabiha.shakir@xenioushotels.com](mailto:nabiha.shakir@xenioushotels.com) / [nipun.lele@xenioushotels.com](mailto:nipun.lele@xenioushotels.com) or call us at +91 8076219481 / +91 9811403880.
21. As per guidelines guest will be expected to fill in a self-declaration form in light of the current global pandemic at the time of check-in and inconvenience is regretted.
22. Guests are requested to avoid travel should there be any symptoms of the global pandemic (Covid-19) and adhere to local doctor's advice.
23. Whilst appropriate care has been taken to adhere to WHO guidelines and MOH guidelines, the hotel does not take any liability in case you and your guest contract Covid-19 during your stay / visit to the hotel.
24. Meals included in rate, would be fixed and can be availed at All day dining restaurant only. In case the same are ordered in room or consumed at a specialty restaurant, the same will be additionally chargeable and shall not be adjusted in package.

25. In light of the current emerging pandemic situation and protocols being placed by the various state governments in conjunction with the disaster management act, our hotel would be aligning all our services accordingly. To ensure enhanced safety measures we shall be making it mandatory to have a fully vaccinated status (or partially as defined by the local authorities) to access our gym, salon, pool and spa facilities at the hotel.

26. The swimming pool can be accessed only with a valid Covid-19 vaccinated certificate.

**Note:** The health and safety of our guests and associates is our utmost priority. We will be measuring body temperature using a non-invasive laser thermometer on arrival as well as at regular intervals during stay. It is mandatory to use statutorily prescribed personal protective equipment, by our guests and associates. This will help keep our guests and colleagues safe. We sincerely appreciate your cooperation.

## Do's & Don'ts

1. All guests must mandatorily download Aarogya Setu mobile application.
2. Guests should not step out of the room unnecessarily, in case if required they need to wear a mask whenever outside the room. Guests should not visit containment zone.
3. The room doors should be kept closed and avoid any contact with the doorknobs.
4. During your stay, always keep a 6 feet distance as per social distancing norms and wash your hands frequently with the soaps/sanitizers provided.
5. Guests are required to send all their details in advance for registration along with government approved identity card, any other information required by the hotel via Email / WhatsApp for contact less check-in process. The contact details are: to [nabiha.shakir@xenioushotels.com](mailto:nabiha.shakir@xenioushotels.com) / [nipun.lele@xenioushotels.com](mailto:nipun.lele@xenioushotels.com) or call us at +91 8076219481 / +91 9811403880.

6. At the check in there will be details which need to be filled up by the guest like travel history, medical condition etc. on a Self-declaration form at the reception.
7. We encourage that all the payments should be made online or via an online platform with cashless transactions only.
8. Communication between guests and in-house staff should be strictly through intercom or mobile phone.
9. Any items required such as water bottle / toiletries / medicine / linen would be given to the guests while maintaining 6 feet distance at the avoid hand contact.
10. Physical distancing of minimum 6 feet should be maintained in dining area/ restaurants as well.
11. In case of non-disposable cutlery, the guests need to keep the used cutlery outside their room.
12. Put all disposable plates / cups / bottles after use in the garbage bag.
13. In case of any repair or maintenance required, staff will get on a video call with the guest to better understand the issue or assist the guest. In case it is not possible to resolve via call, maintenance personnel will wear adequate safety gear while doing the services inside the room. Guests are advised to stay outside the room.
14. Cleaning of rooms:
  - a. The Guest will have an option to opt out from daily cleaning.
  - b. Linen should be changed as per the request by the guest.
  - c. Housekeeping staff will wear adequate safety gear while cleaning / deep cleaning.
  - d. During the cleaning process, guests should stay in the lobby near the room without touching anything.
15. Guests should inform at reception using intercom or personal mobile, an hour before the checkout.