



## House rules and Regulations

- We request you to make an inquiry to us about the date's available, total rental, extra charges payable if any etc.
- The Arrival time on the first day of reservation (Check-in) is 12.30 pm and departure time on the last day of reservation (check-out) is 10:00 am. No check in after 9.00 pm and before 7.00 am
- The reservation of the Villa will be confirmed for you by us upon receipt by us, an amount paid by you of at least 50% rental (without discount) or an amount as communicated to you. The balance rental shall be also paid in advance before 3 days of arrival and INR 2000 /- security deposit (interest free & refundable) is payable by you in cash/transfer as communicated to you or on in cash on arrival before check-in.
- It is your responsibility to check the confirmation of the villa for accurate dates, amounts, details etc. and advise us of any inaccuracies or omissions immediately on receipt of confirmation.
- If you cancel the reservation of the villa after its confirmation by us the amount paid by you for the confirmation of the Apartment to us will be forfeited by us i.e. will not be refunded to you. In any case if any amount is refunded to you will be net of any taxes/transfer/bank charges etc... Please refer our cancellation policy.
- Any Damage noticed during your Check-in & Check-out & assessed by us will be compensated by you in cash after adjusting against the security deposit.
- The reservation of the villa is for the purpose of your holiday residence only.
- Rates quoted are for the specific number of guests, nights /days and dates shown / confirmed by us. If you want to make any changes after the reservation of the villa confirmed by us then the rates are subject to change.

- If you request the changes after the reservation of the villa is confirmed by us for you, it may be possible subject to availability of the Apartment & at our sole discretion. We cannot guarantee changes.
- If you do not arrive on the first day of reservation it will be deemed to be cancellation of your reservation unless you intimate us your late arrival and, in that case, we are free to accept new booking/reservation.
- You will be charged total amount of reservation of the villa confirmed by us irrespective of your day of check-in/out.
- Only Maharashtrian fresh food shall be served
- The guest should inform the food options to be taken during the stay at the time of booking i.e. breakfast, lunch and dinner on each day. If the guest requests for food after arrival, the management reserves the right to serve the food on availability.
- At the time of booking, please submit if you have any allergies or special request about food choices, the management would try to accommodate your choices, but in case of any difficulties / reasons beyond the control of management, the management reserves the right to amend the food choice.
- The timings for food shall be strictly followed.
- Breakfast 9.00 am to 10.00 am
- Lunch 1.00 pm to 2.00 pm
- Dinner 8.00pm to 9.30 pm
- The rates at the time of offers shall be inclusive of food as mentioned in offer.
- Any complimentary provisions shall be at the discretion of management.
- The villa will not be allowed to be occupied by persons other than those listed on the booking/reservation.
- Care should be taken no plants, fruits to be plucked from the garden, if any fruits are plucked without permission, the management reserves the right to charge, as deemed fit by the management.
- Any guest who cannot provide photo I.D. and/or address proof/Valid Visa/Passport will not be allowed to stay.
- Do not engage in unacceptable behavior that causes a disturbance or nuisance to others which may cause termination of your reservation without any refund or compensation.
- The daily housekeeping (Cleaning and mopping of the floor) is not chargeable.
- Use separate bins provided for dry & wet garbage in the villa. Maid service is not available for this.
- Society/Association rules & regulations will be applicable to you.
- Any dispute regarding Booking/reservation/stay/payment etc. is subject to ratnagiri (India) jurisdiction only.
- Any other rules, regulations, conditions communicated to you.

## Booking Policy

- Only advance reservations are honored.
- A booking is confirmed subject to full payment in advance.
- Accommodation is blocked for maximum of 12 hours
- Security deposit INR 2000 payable in cash on arrival before check in.
- Check-in is 12.30pm and check-out is 10.30am
- The daily housekeeping shall clean around 10.00 am. Guests can use kitchen for tea and coffee preparation.
- Pets are not allowed on the property.
- Smoking is strictly prohibited on the property.
- Any damage to any part of the property including utensils, crockery, and fridge shall be paid by the guests partially or in full.

## Cancellation Policy

- More than 15 days prior to check in - 15% will be deducted from the amount.
- 15-7 Days prior to check in - 20% will be deducted from the amount.
- 7-2 Days prior to check in - 50% will be deducted from the amount.
- 2-0 Days prior to check in – NO REFUND
- For Diwali / Christmas / Long weekend / Public holidays - NO REFUND