1. Reservation

Booking options: You can book by phone or WhatsApp.
Payment Guarantee: Advance payment is required to confirm the booking.
Third-party sites: Bookings through sites like Booking.com or .Make My Trip may have separate rules
Confirmation: Once the booking is confirmed, all details will be sent via WhatsApp - please review and inform the hotel immediately of any errors.

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2. Check-in & Check-out

Check-in: starts at 12:00 PM. Early check-in is possible upon request and additional charges may apply. (Subject to Availability)
Check-out: Must be completed by 10:00 AM. Late check-out beyond this time may result in a half-day or full-day charge. (Subject to Availability)
ID Required: A government-issued photo ID with a current address is mandatory for all visiting guests.
Early Departure: In case of early check-out, please inform the hotel management. No refunds will be given for unused nights.

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3. Payments, Deposits & Billing

Accepted methods: Credit/Debit cards, bank transfers, and online payments.
Deposit: Required for some bookings and will be clearly stated.
Check-in Reservation: If booking on arrival, full payment is required at the time of check-in.
Security Deposit: Collected to cover accidental damages; fully refundable upon check-out if no damages are incurred.
Advance payment: Full payment must be made at least 1 hour before check-out. (To avoid last minute hassles)

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4. Cancellations, Refunds & No-Shows

Standard Cancellation: Cancel the reservation by contacting the hotel management 7 days prior to check-in for a full refund (minus fees).
Late cancellation (within 72 hours): 1 night will be charged. Full price thereafter.
Absence: The full reservation amount will be charged for all nights booked.
Early Check-out: No refunds will be given for departures earlier than scheduled.
Non-refundable bookings: Special offers/non-refundable bookings are non-refundable under any circumstances.
Mandatory: Flexible rebooking may be offered for emergencies (e.g., natural disasters, lockdowns), but must be requested immediately. (**Timeframe:** Subject to change within three/six months and fare differences may apply.)

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5. Changes & Special Requests

Changes to booking: Changes are subject to availability and may result in fee differences.
Special requests: Extra beds or other services, such as pre-registration, will be considered but not guaranteed.
Specific room locations: Not confirmed. Varies based on availability.

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6. Guest Behavior & Hotel Conduct

Respect is required: Polite/respectful behavior is expected towards staff and other guests.
Peace to adhere to Time required: 10:00 PM to 8:00 AM. Loud speech, music or entertainment (parties) is not allowed.
Illegal activities: Will not be tolerated. Guests who engage in such activities will be evicted without a refund.
Visitors: Only registered guests are allowed to stay. Visitors cannot stay overnight without permission.

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7. Room Usage, Cleanliness & Restrictions

Occupancy limits: Room capacity varies by type; children over 10 years old are considered adults.
Room Damage: Guests are responsible for any damage and will be charged accordingly.
Furniture use: Do not remove items from the room. Maintain cleanliness of the room.
Smoking: Outside Smoking is prohibited throughout the property except in designated areas. Violators will be fined.
Pets: Not allowed.
Self-cooking/laundry: Not allowed in rooms. Violation will result in guests being evicted without refund with fined.

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8. Food and Food Policies

Free breakfast: (If Eligible)
Time: 7:30 AM to 9:00 AM Only
Location: Restaurant only. Food There is no takeaway or in-room service.
You are requested to eat within the allotted time. The management will not be responsible for any failure to do so. No compensation or refund will be given.
In-room dining:
Time: 10:00 AM to 10:00 PM only
Cuisine: South Indian & Chinese Food is freshly cooked to order.
Minimum order required. Please allow 30-60 minutes for delivery.

RASA Living Inn

Outside food: *Not allowed inside the rooms. Violation will result in a one-time cleaning fee of ₹ 1,000. Additional charges will apply for excessive mess or damage.*

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9. Campfire Activities

Times: *7:00 PM to 10:00 PM only (1 hour ₹1,500/-)*
Booking: *Bookings must be made and paid in full in advance - no refunds will be given in the event of no-show or cancellation.*
Rules:
No smoking, drinking alcohol, loud music, or unsafe behavior near the fire.
Children should be supervised.
Cancellations: *No refunds will be given for weather-related cancellations.*
Damage/Littering: *Guests will be charged for damages or violations.*

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10. Driving policy

Uphill journey: *This hotel is located 2.5 km uphill from Town.*
Guest responsibility: *You to travel will be Vehicle Correct In the position is there Make sure.*
No refunds will be given if cancellation is due to the following:
Inexperience in driving
Vehicle repair
Personal travel inconvenience

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11. Facilities, connectivity and limitations

Wi-Fi: *Available in all areas. Free. Use responsibly.*
TV/Entertainment: *The administration is not responsible for channel outages (weather or provider issues). No compensation.*
Power/Internet Outages: *No compensation for service interruptions.*
Valuables: *The hotel is not responsible for lost/stolen items. You must secure them yourself.*

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12. Guest Room Inspection Policy

At check-in: *Guests must inspect the room within 1 hour and immediately inform the hotel management of any issues.*
The checklist includes: *electronics, bathroom, furniture, cleaning.*
Unreported damage: *The guest will be charged for any damage discovered later.*

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13. Restaurant Service Terms

Breakfast service: *No changes, substitutions or room service.*
Food etiquette: *No outside food allowed in the restaurant. Follow the rules of conduct.*
Food allergies: *Advance notice is required; otherwise the hotel will not be responsible.*
Meal cancellation: *Orders cannot be canceled once cooking has started.*

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14. Disclaimer

The hotel is not responsible for:
Injuries caused by personal negligence.
Service failures beyond control (e.g. electricity, weather).
External website booking errors.
Legal disputes are subject to local jurisdiction.

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15. Policy Updates & Amendments

The hotel may change these terms at any time without notice.
All guests agree to these conditions when booking or staying.

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