



## **CANCELLATION POLICY**

In the event of a cancellation, the following policies will apply.

If a booking is cancelled 07 days before arrival date / Failure to arrive at our hotel will be treated as no-show and no refund will be given.

During blackout periods, no refunds will be issued for cancellations made at any time.

## **REFUND POLICY**

All refunds will be processed within 07 working days.

## **TERMS AND CONDITIONS**

We kindly request that our guests observe the following:

Check-in time is 10 AM, and check-out time is 9 am.

As per government directives, valid ID proof with address, passport, and visa/OCI/POI is mandatory for check-in. The hotel reserves the right to refuse entry if these documents are not provided.

Any newly implemented or revised government taxes will be charged extra on the check-in date.

Parties and gatherings of any kind are strictly prohibited on hotel premises.

Outside food is not allowed in guest rooms, and guests are not permitted to order food from outside the hotel.

Parents are responsible for supervising children at all times.

All rooms are designated as non-smoking areas. Smoking is only permitted in designated areas.

To accommodate guests who are traveling with elderly individuals, we kindly request that they contact our hotel management to request accommodations on a lower floor. Please note that our hotel's accessibility is currently limited to stairways.

Aashiya Haveli stipulates that guests' visitors are required to meet them in designated areas such as the lobby, library, or courtyard, and are strictly prohibited from entering guest rooms. It is imperative to note that Aashiya Haveli retains the right to expel any additional occupants found in the room.

Furthermore, guests are expected to maintain the hotel's assets and valuables and will be held accountable for any damages incurred during their stay. Appropriate charges will apply.

As a measure to ensure the safety and comfort of all guests, the hotel reserves the right to take appropriate action, including removing guests from the property, in situations where a guest's behaviour is deemed inappropriate or poses a threat to the well-being of others. Additionally, in cases of safety and medical emergencies, the hotel may take necessary measures to

address the situation and ensure the safety and well-being of all guests.

These terms and conditions are subject to change at any time without prior notice. Revised terms and conditions will be posted immediately.

We appreciate your understanding and cooperation in maintaining a safe and enjoyable environment for all guests.

## **PRIVACY POLICY**

This privacy policy governs the manner in which Aashiya Haveli collects, uses, maintains and discloses information collected from users of the [aashiyahaveli.com](http://aashiyahaveli.com)

We may collect personal identification information from users in a variety of ways, including but not limited to when users visit our site, register on site and in connection with other activities, services, features or resources we make available on our site. Users may be asked for as appropriate, name, email address and phone numbers.

We may collect non-personal identification information about users whenever they interact with our site. Non-personal identification information may include the browser name, the type of computer and technical information about user's means of connection to our site, such as the operating system and the internet services providers utilized and other similar information.

We adopt appropriate data collection, storage and processing practices and security measures to protect

against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our site.

Our site may use cookies to enhance user experience. Users web browser places cookies on their hard drive for record keeping purposes and sometimes to track information about them. Users may choose to set their web browser to refuse cookies or to alert you when cookies are being sent. If they do so note that some parts of the site may not function properly.

We do not sell, trade, or rent users personal identification information to others.

Users may find advertising or other content on our site that link to the sites and services of our partners, suppliers, advertises, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our site. In additional these sites or services including their content and links may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website including websites which have a

link to our site is subject to that website own terms and policies.

Aashiya Haveli has the discretion to update this privacy policy at any time. We encourage users to frequently check for any changes and stay informed. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

By using this site you signify your acceptance of this policy. If you do not agree to this policy please do not use our site. Your continued use of this site following the posting of changes to this policy will be deemed your acceptance of those changes.

If you have any questions about this privacy policy, the practices of this site or your dealings with this site please contact us at Swagat Hotel.