

Guarantee category	Guaranteed item	Default definition	Default reporting	Resolution(s) available	Compensation or money back		
					Not resolved; Guest continues to use the item	Not resolved; Guest wishes to check-out	Resolution not accepted by customer; wishes to check-out
Clean & Fresh	Flawless linen	Visible stains or holes seen on bed-sheet, pillow covers, or duvet covers	At the property front desk: - By the guest within 30 minutes of check-in or within 30 minutes of first use of room after a change of linen	Within 30 minutes from reporting - - Rectification of issue to make the guaranteed item available, failing which - Guest offered another room at the same Treebo property, failing which - Guest offered another room at another Treebo property within 4 km	Rs 500/-	Rs 500/- Plus Refund for unused part of reservation (applicable for pre-paid reservations)	Refund for unused part of reservation (applicable for pre-paid reservations)
Clean & Fresh	Spotless bath and hand towels	Visible stains or holes seen on bath towel(s) or hand towel(s)	At the property front desk: - By the guest within 30 minutes of check-in or within 30 minutes of first use of room after a change of linen	Within 30 minutes from reporting - - Rectification of issue to make the guaranteed item available, failing which - Guest offered another room at the same Treebo property, failing which - Guest offered another room at another Treebo property within 4 km	Rs 500/-	Rs 500/- Plus Refund for unused part of reservation (applicable for pre-paid reservations)	Refund for unused part of reservation (applicable for pre-paid reservations)
Clean & Fresh	Fully functional bathrooms	- No water supply in any faucet - No hot water in the bathing area during these times: 6-11 AM, 7-10PM - Visible stains inside W/C bowl - Basin faucet, health faucet (for W/C), W/C flush, or bath shower not working	At the property front desk: - By the guest within 12 hours of check-in	Within 30 minutes from reporting - - Rectification of issue to make the guaranteed item available, failing which - Guest offered another room at the same Treebo property, failing which - Guest offered another room at another Treebo property within 4 km	Rs 500/-	Rs 500/- Plus Refund for unused part of reservation (applicable for pre-paid reservations)	Refund for unused part of reservation (applicable for pre-paid reservations)
Assured Essentials	Free WiFi*	- No network access on any device in the room - Download speed as per speedtest.net below 1 Mbps	At the property front desk whenever observed	Within 30 minutes from reporting - - Rectification of issue to make the guaranteed item available, failing which - Guest offered another room at the same Treebo property, failing which - Guest offered another room at another Treebo property within 4 km	Rs 300/-	Rs 300/- Plus Refund for unused part of reservation (applicable for pre-paid reservations)	Refund for unused part of reservation (applicable for pre-paid reservations)
Assured Essentials	Complimentary breakfast	Following items not offered: - At least 1 main course item (omelette, dosa, idly, utthapam, stuffed parantha, or equivalent) - At least 1 of milk/ tea/ coffee/ juice - Bread slices	Before 11 AM on the morning when default occurred	Within 30 minutes from reporting - - Rectification of issue to make the guaranteed item available	Rs 200/-	Rs 200/- Plus Refund for unused part of reservation (applicable for pre-paid reservations)	Refund for unused part of reservation (applicable for pre-paid reservations)
Assured Essentials	Air conditioned rooms*	AC not present or malfunctioning	At the property front desk whenever observed	Within 30 minutes from reporting - - Rectification of issue to make the guaranteed item available, failing which - Guest offered another room at the same Treebo property, failing which - Guest offered another room at another Treebo property within 4 km	Rs 500/-	Rs 500/- Plus Refund for unused part of reservation (applicable for pre-paid reservations)	Refund for unused part of reservation (applicable for pre-paid reservations)
Assured Essentials	TV with cable/DTH connection	- TV not present or malfunctioning - Neither DTH nor cable connection available/ working	At the property front desk whenever observed	Within 30 minutes from reporting - - Rectification of issue to make the guaranteed item available, failing which - Guest offered another room at the same Treebo property, failing which - Guest offered another room at another Treebo property within 4 km	Rs 500/-	Rs 500/- Plus Refund for unused part of reservation (applicable for pre-paid reservations)	Refund for unused part of reservation (applicable for pre-paid reservations)
Assured Essentials	Tea/Coffee-maker	Following items not available: - Functioning electric kettle - Tea bags - Sugar - Whitener	At the property front desk whenever observed	Within 30 minutes from reporting - - Rectification of issue to make the guaranteed item available	Rs 100/-	Rs 100/- Plus Refund for unused part of reservation (applicable for pre-paid reservations)	Refund for unused part of reservation (applicable for pre-paid reservations)
Assured Essentials	Complimentary bottled water	1L bottled water not provided everyday	At the property front desk whenever observed	Within 30 minutes from reporting - - Rectification of issue to make the guaranteed item available	Rs 100/-	Rs 100/- Plus Refund for unused part of reservation (applicable for pre-paid reservations)	Refund for unused part of reservation (applicable for pre-paid reservations)
Assured Essentials	Branded toiletries	Following items not provided: - Shampoo - Moisturizer - 2 soap cakes	At the property front desk whenever observed	Within 30 minutes from reporting - - Rectification of issue to make the guaranteed item available	Rs 100/-	Rs 100/- Plus Refund for unused part of reservation (applicable for pre-paid reservations)	Refund for unused part of reservation (applicable for pre-paid reservations)

* Not applicable for hill stations

Note:

1. In case of multiple claims made by the guest during the same continuous period of stay, maximum liability for Treebo will be Rs 1500/-
2. For avoidance of doubt, 30-minute period provided for resolution starts from the time when the guest reports the issue to the front desk

3. In case of refund of unused part of the reservation, guest will also be refunded the applicable taxes collected
4. If the resolution for any default is to offer another room to the guest at another Treebo property, the cost of transportation will be covered by Treebo
5. In case the property staff disagrees with the guest on whether default has occurred on a guaranteed item, guest may please contact the Treebo customer care team on +91 9322-800-100 to make the claim