

STAY POLICY

Here are a few things you will need to keep in mind to ensure a hassle free stay for you. You hereby acknowledge, understand and agree that the conditions stipulated in this policy and the policy itself (“Stay Policy”) forms an integral part of the Terms of Use available on Treebo’s website and must be read and construed in accordance with the Terms of Use. Capitalized terms used in this Stay Policy and not defined herein, shall have the meaning ascribed to such terms in the Terms of Use and/or the Privacy Policy, available on the Website or the App.

1. Check in and Check out time - 12 noon.
2. **Cancellation and Refund policy** -
 - a. A request for cancellation of a booking made on the Website, the App or through third party websites or through any travel agent can be lodged by calling in to the Treebo Call Centre (“**Guest Delight Centre**”) Number at [+91-9322-800-100] and mentioning the specific booking number or by sending an email referencing the specific booking number to hello@treebohotels.com. No charges will be levied if a booking is cancelled atleast 24 hours prior to check-in time (12 noon).
 - b. Any cancellation request made within 24 hours prior to check-in time (12 noon), will attract charges equivalent to 1 night's stay (including taxes) which will be deducted as Standard Cancellation fee.
 - c. In case of any late cancellations (during the stay) or a guest no-show (guest not arriving), Treebo/Stay Partner reserves the right to charge an equivalent of one night's stay charges including taxes.
 - d. Pursuant to cancellation of the booking, the partial or full refund of any payment which has been made will be processed within 10-15 days.
 - e. Any request for refund of a corporate booking processed vide email by an account Manager of Treebo should be made by contacting that specific account manager directly by email.
 - f. If a booking has been made through a third party website or mobile application or any other travel agent, the user should directly contact such third party website or mobile application or travel agent in case of any queries related to cancellation or refund of payment towards such booking.
 - g. Treebo is not liable for any direct or indirect damages caused to the user as a result of a booking by a customer from a third party website or mobile application or other travel agent.
3. **Amendment policy** - Treebo/Stay Partner will not charge you for any changes you might need to make for the booking/reservation already made by you. Treebo/Stay Partner would be happy to accommodate your amendments subject to availability.

4. Occupancy Policy -

- a. A maximum of 3 adults or 2 adults and 2 kids (up to 8 years of age) can stay in a room.
- b. This might differ for Accommodations with greater occupancy potential.

5. **Child policy** - Maximum of 2 kids up to 8 years old are allowed free of cost. Breakfast will be provided. But no extra bed will be provided.

6. Extra adult occupying the same room as 2 other adults will be charged Rs.300 or Rs.500 (inclusive of taxes, Bed and breakfast) depending on the Stay Partner.

7. **Pet policy** - No pets are allowed inside the premises/property where the Accommodations is situated.

8. Early check-in -

- a. Between 7am to 12pm can be allowed at no extra cost but will be subject to availability.
- b. Check-in for guests arriving before 7 am will be charged the full previous day's rate.

9. Late check out -

- a. Late check-out till 3 pm can be accommodated at no extra cost subject to availability.
- b. Check-out after 3pm will be charged at the full next day's rate.

10. Early check out -

- a. No discount will be allowed in case a guest checks-out earlier than the scheduled check-out time of 12 noon. Once checked-in, full day's tariff will be applicable.
- b. No refund will be made against balance night/s in case a guest decides to check out before the departure date.

11. Hotel Stay/Entry restrictions -

- a. According to government regulations, a valid Photo ID has to be carried by every person above the age of 18 staying at the hotel of the Stay Partner. The identification proofs accepted are Drivers License, Voters Card, Passport or such other document as may be prescribed. Without valid ID the guest will not be allowed to check in.
Note - PAN Cards will not be accepted as a valid ID card.
- b. As per government regulation any non-resident guests accompanying a resident guest to his/her room must furnish their government approved photo ID proof.
- c. Non-resident guest are not allowed to stay beyond 10 pm in a resident guest's room else he/she must get registered as an extra occupant in the room.

- d. The Stay Partner reserves the right of admission to ensure the safety and comfort of other guests. This may include cases such as denial of admission to local residents, and to unmarried, unrelated couples, among others.
 - e. Guests agree and undertake to use their room responsibly. Therefore, any conduct contrary to accepted standards of behavior and public order will result in the Stay Partner asking the guests to leave the Accommodation with no compensation and/or refund if a payment has already been made.
 - f. If no payment has been made, the guest will have to pay the price of nights already stayed before leaving the Accommodation.
12. **Missing reservation** - In case of valid missing reservation, the Stay Partner will provide an alternate accommodation of same category at no extra cost to the guest including transportation between the Accommodations.