

Terms & Conditions:

All correspondence (s) in respect of Room Bookings / Travel & Food Services should be addressed to **M/S. Maitreya Beach Resort**

Booking:

On confirmation of booking with M/s. Maitreya Beach Resort a booking exists between us when we confirm your Room Bookings / Travel & Food Services and have received the deposit amount from your end. Guests are requested to produce valid Identity proof such as Driving Licence, Passport, Voters card etc. at the time of check in. **On line / telephonic booking will be confirmed only after receipt of the payment at our end.**

Deposit:

For the services confirmed, a minimum deposit of 50% of the total cost is to be paid by you at the time of booking to **M/S. Maitreya Beach Resort**. The deposit is required to hold the booking on confirmed basis.

Balance Payment:

Balance payment must be made at the time of check out. Any booking made within 30 working days of the date of services would require the full advance at the time of booking.

Mode of Payment:

Only cash payment will be accepted (No Card & Cheque payments.)

Cancellation Policy:

In case of cancellation of Room Bookings / Travel & Food Services due to any avoidable/unavoidable reason/s we must be informed in writing. Cancellation charges would be effective from the date we receive letter in writing and refund would be as follows:

| Day | % refund | Policy Description |
|-----|-----------|--------------------|
| 15 | 100 | 100 % refund |
| 7 | No refund | No refund |

Please note –

Irrespective of above mentioned cancellations slabs - in case of cancellation of Room Bookings / Travel & Food Services on Weekends & public holidays after the booking is made with us –no refund shall be made & we do not bear any responsibility to refund.

No refund would be made for the booking made for high peak season (from 15th Dec to 15th Jan)

Arrival and Departure Policy at Maitreya Beach Resort:

Check-In Timings : 12:00 noon

early arrival is subject to availability. For guaranteed early check-in, reservation needs to be made starting from the previous night.

Check-Out Timings : 10:00 AM

late check-outs are available on request and subject to availability / Payment

Breakfast time : 08:00 AM - 10:30 AM

Lunch time : 12:30 PM - 03:00 PM

Dinner Time : 08:00 PM - 10:30 PM

Hot water facility inside room will be available from 7:30 AM to 9:30 AM only

RIGHT OF ADMISSION:

The Management reserves to itself the absolute right of admission to any person in the Hotel premises and to request any guest to vacate his or her room at moment without previous notice.

DAMAGE TO PROPERTY:

Guests will be held responsible for any loss or damage to the Hotel property caused by themselves, their friends or any other person for whom they are responsible.

FOOD:

Bringing of food and liquor/toddy is strictly prohibited under any circumstances.

PETS :

Dogs and other animals are not allowed in the Hotel.

TV BROADCAST, SUDDEN POWER CUT :

The Management does not hold itself responsible for any failure in TV Broadcast or sudden power cut.

ACCIDENTS :

The Management does not hold itself responsible for any accidents, however caused, whether by use of electrical gadgets, mechanical appliances, or by natural cause including acts of God, etc... resulting in either loss or damage to themselves and or their property.

VISITORS GUESTS :

Visitors are requested to entertain their guests in the public areas. No guest's visitors are allowed in the rooms at any time during the day or night without the previous consent of the Management.

LOST & FOUND POLICY :

M/S. Maitreya Beach Resort is not responsible for lost, damaged, or stolen personal items. Should any guests lose personal belongings whilst staying at **Maitreya Beach Resort**, if recovered, the item will be recorded as 'found'. **Maitreya Beach Resort** keeps detailed records of all 'found' items, and will make a reasonable effort to contact the guest if an item is left in the hotel's guest room after the guest has checked-out which will be placed in our Lost & Found safety box. We will ship items back at the owner's expense. Any items in the Lost & Found, which are not claimed within ninety (90) days, will be donated to a local charity or discarded.

Additional Services:

Any optional service you need, the same shall be charged extra. You are requested to kindly contact to the front desk.

AMENDMENT OF TERMS & CONDITIONS:

The Management reserves to itself the right to add or alter or amend any of said terms, conditions, and or rules.

