

## **POLICIES**

### **Arrival and Departure Policy**

Check in - 1300 Hours- Early arrival is subject to availability. For guaranteed earlycheck-in, reservation needs to be made starting from the previous night.

Check out - 1100 Hours-Late check-outs are available on request and subject to availability

### **Identity Proof**

In keeping with Government regulations, we request all guests (on single/double/triple occupancy) to carry a photo identity to present on check-in. Foreign nationals are required to present their valid passport and visa.

Indian nationals can present any government issued photo identity address proof card e.g.driving license, passport, Aadhar card or voter's ID card. PAN Card will not be accepted as the above. Also do keep handy proof of corporate affiliations, if you have made a corporate booking.

### **Guarantee Policy**

All bookings must be guaranteed at the time of reservation by a Credit Card. All major credit cards are accepted.

### **Cancellation Policy**

Reservation must be cancelled 72 hours prior to the planned date of arrival. Reservations cancelled within 72 hours of the arrival date will incur a cancellation fee equivalent to one night's accommodation charge.

Reservations made on promotional offers with 100% advance deposit required at the time of reservations are non cancellable, non-refundable and non amendable for entire length of stay.

### **Refund Policy**

Upon receiving the request for cancellation from the guest (as per cancellation/no show policy) the refund amount will be ascertained as per the cancellation policy and refund will be paid to the customer within 10 working days after getting approval of the Management of Hotel Kaisons Inn, New Delhi.

For Payment received through International Cards, the refund amount will be made to bank account after deduction of all charges (MDR Charges, Foreign Exchange Charges, GST/Remittance Charges Etc.)

## **Guarantee and cancellation policy (for groups of 5 rooms or more)**

We will be happy to confirm group reservations against an advance .

### **For room reservations**

We understand that plans change sometimes. If you need to cancel/reduce/amend a guaranteed reservation, please do so 30 days prior to arrival. In case there is any no-show or cancellation/amendment of the conference/group (in part or full), **within 30 days or less** from the date of check in, **a retention charge** will become due as under:

- # of rooms being cancelled/no-shows X 1 night X applicable daily rate per room, including taxes. In addition, should any participants **check out early**, retention will be charged for those nights booked, now being released due to the early check out.

Bookings made on non-cancellable/non-amendable packages/rates cannot be cancelled/amended. On doing so, the full amount of advance paid will be treated as the cancellation fee.

### **Child Policy**

One child up to 11 years of age can stay free of charge in the parent's room without an additional bed.

However, if extra bed is required it will be on additional charge.

### **Your favorite things**

- If you have made a request for a specific bed type or smoking preference, we'll try our best to accommodate it.
- Need an extra bed in your room? No problem, we can set it up at Rs.1,500 plus applicable tax.

### **No smoking**

The Government of India has introduced a 'no smoking' rule for hotels, restaurants and all public places. This means smoking is prohibited in all parts of the hotel

### **Cancellation Policies:**

- **General:** Cancellation made after 12 noon, 72 hrs prior to the check-in date: One night's room rate will be billed to you.
- This hotel does not allow unmarried couples in a single room.