
TERMS & CONDITIONS

HOUSE RULES & GUEST ETIQUETTE



TERMS

These Terms and Conditions govern all bookings, stays, and services provided by Johnson Lodge & Spa (“the Lodge”, “we”, “us”, or “our”). By confirming a reservation, checking in, or utilizing our facilities, guests (“you”, “the guest”) agree to be bound by these Terms and Conditions. The management reserves the right to amend these Terms and Conditions without prior notice, in accordance with applicable laws of India and the State of Himachal Pradesh.

WI-FI

Complimentary internet access is available for all resident guests. The management is not responsible for any interruption or inconsistency in Wi-Fi service due to technical or environmental reasons.

ROOM AMENITIES

All rooms are equipped with:

- Air-conditioning / heating system
- 42” LED television
- Mini Bar
- Tea / coffee maker

ROOM POLICY

All rooms are strictly non-smoking. Smoking, vaping, or use of electronic cigarettes or hookah is prohibited inside guest rooms and bathrooms. Violation will attract a deep cleaning fee of ₹5,000, and the Lodge reserves the right to terminate the stay without refund.

RESERVATION AND CHECK-IN IDENTIFICATION POLICY

As per Government of India regulations, valid identification proof is mandatory at check-in.

- Indian Nationals: Aadhaar Card, Passport, Driving Licence, or Voter ID.
- Foreign Nationals: Valid Passport and Visa.
- Check-in cannot be permitted without valid ID copy submission.

Check-in: 2:00 PM | Check-out: 12:00 Noon. Early check-in or late check-out is subject to availability and additional charges.

VALUABLES

Guests are advised to secure valuables in the in-room safe (if available) or deposit them at the front desk. The management shall not be liable for any loss, theft, or damage of personal belongings.

GST

GST will be applicable as per the current provisions of the GST Act. Tax rates are subject to change as per prevailing laws and government notifications.

OUTDOOR MUSIC AND NOISE POLICY

Use of personal speakers or loud music in outdoor or common areas is strictly prohibited. The Lodge reserves the right to request discontinuation of any disturbance.

LIMITATION OF LIABILITY

The management's liability is limited to the value of the booking. The Lodge is not responsible for indirect or consequential damages.

JURISDICTION

All disputes shall be subject to the exclusive jurisdiction of the Courts at Kullu, Himachal Pradesh, India.

FOOD & BEVERAGE POLICY

Outside food and beverages are not permitted within the Lodge premises. Alcohol may be consumed only in designated areas as per Excise Department regulations.

SMOKING POLICY

All guest rooms and public areas are strictly non-smoking zones. Use of hookah, electronic cigarettes, and vaping devices is strictly prohibited. **Any guest found smoking inside the room or bathroom will be charged a minimum cleaning fee of ₹5,000. The management reserves the right to request the guest to check out without refund for non-compliance.**

MISUSE OR DAMAGE OF PROPERTY

Guests are requested to maintain the decorum and cleanliness of the property. **Any misuse, loss, or damage to hotel property will be charged at actual cost, with a minimum penalty of ₹5,000. The management reserves the right to evict guests engaging in nuisance, misconduct, or property damage without refund.**

PARKING

Limited parking is available within the premises. Parking is at the owner's risk and subject to management discretion. The management is not responsible for any loss or damage to vehicles or items left inside. Valet parking is not available.

CANCELLATION POLICY

During Season: Booking may be cancelled or changed up to 7 days prior to arrival without penalty.

During Off-Season (as defined in the official tariff card): Booking may be cancelled or changed up to 3 days prior to arrival without penalty.

Cancellations or changes made after the above cut-offs will incur a 100% penalty on the room rate for the entire booking duration.

No refund will be applicable in case of a no-show or early departure.

Refunds, where applicable, will be processed within 7–10 working days via the original mode of payment.

BONFIRE EXPERIENCE

At Johnson Lodge, evenings are best enjoyed in quiet warmth and understated elegance. Our bonfire experience is thoughtfully curated to complement the serene mountain setting.

- Curated Evenings

Bonfires are graciously arranged by the Management on Fridays and Saturdays, as well as on select special occasions, subject to weather conditions and local regulations.

- Private Bonfire Experience

Guests seeking a more intimate setting may request a private bonfire on other days, subject to availability.

- Setup charge: ₹900/-

- Additional firewood refills: ₹600/- per refill

- Timings

To preserve the tranquillity of the lodge, bonfire services are available until 11:00 PM only.

- Safety & Ambience

All bonfires are carefully arranged and attended by our staff. Guests are requested to follow safety guidance to ensure a seamless and relaxing experience.

- Weather & Discretion

Bonfire arrangements are dependent on weather conditions and local authority guidelines. The Management reserves the right to modify or discontinue the experience in the interest of guest safety and comfort.

For reservations or assistance, please contact the Front Desk.

DRIVER / STAFF POLICY

The property does not provide accommodation, meals, or restroom facilities for drivers, maids, or personal staff. Drivers are not permitted to sleep in vehicles parked within the premises overnight. Guests are requested to make separate arrangements for accompanying staff.

PET POLICY

- Pet-Friendly Accommodation
- Pets are permitted only in designated pet-friendly guest rooms. Guests must confirm the availability of such rooms at the time of reservation. The management reserves the right to decline accommodation to guests arriving with pets without prior notification.
- Supervision and Leash Requirement
- All pets must remain under the full control and supervision of their owners at all times. Pets must be kept on a leash or in an appropriate carrier when in public or common areas of the property.
- Restricted Areas
- For hygiene and safety reasons, pets are strictly prohibited from entering the hotel's restaurant, bar, kitchen, fitness centre, spa, or pool areas.
- Cleanliness and Waste Disposal
- Guests are responsible for the proper disposal of pet waste. Pet owners must ensure that their pets do not soil or damage hotel property. Additional cleaning or repair charges may apply if required.
- Noise and Disturbance
- Guests shall ensure that their pets do not cause noise or disturbance to other guests. In case of repeated complaints, the hotel reserves the right to request the pet's removal from the premises without refund.
- Liability
- The hotel shall not be liable for any injury, damage, or loss caused to or by pets within the premises. The owner shall be solely responsible for any injury or damage caused to persons, property, or other animals by their pet.
- Health and Safety Compliance
- Pets must be healthy, properly vaccinated, and free from contagious diseases. The hotel may request vaccination records at check-in.
- Indemnification
- Guests agree to indemnify and hold harmless the hotel management, its owners, and employees from any claims, liabilities, losses, or damages arising out of or related to their pet's presence at the property.
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FORCE MAJEURE

Johnson Lodge & Spa shall not be held liable for failure to provide services due to events beyond its reasonable control, including but not limited to natural calamities, floods, pandemics, road blockages, or government restrictions. In such circumstances, reservations may be rescheduled subject to availability and management discretion.

We Look Forward to Welcoming You
On behalf of our entire team, we thank you once again
for choosing Johnson Lodge & Spa.
We are committed to ensuring that your stay with us is
both comfortable and memorable.
Should you have any special requests or require assistance
before your arrival,
please feel free to contact us.



LOVE YOUR EXPERIENCE?
LEAVE US A REVIEW ON GOOGLE MAPS
– JOHNSON BAR & RESTAURANT

· CONTACT US ANYTIME
FRONT DESK (24X7): +91 98160 45123
WHATSAPP ASSISTANCE: +91 9816045123
EMAIL: CONTACT@JOHNSONLODGE.CO
WEBSITE: WWW.JOHNSONLODGE.CO



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