

## **Resort Policy**

The following are the essential part of the Resort Policy:

### **1.0 NORMS FOR CHECK-IN & CHECK-OUT TIMES:**

We adhere to the time plan as follows:

**Check-In** - 14:00 Hrs IST

**Check-Out** - 11:00 Hrs IST

- ▢ Early check - in & late check - out (only July, August & September) is subject to availability.
- ▢ For guaranteed early check - in, the room has to be reserved on the previous night, and charges are as applicable.
- ▢ For non guaranteed reservations, rooms are reserved subject to availability.
- ▢ Late check - out charges are applicable and (only July, August & September) subject to availability.

### **2.0 NETWORK AND WIFI CONNECTIVITY:**

- ▢ There is no Network and WIFI is available only in reception area on trial basic.

### **3.0 CHILD NORMS:**

- ▢ Guest(s) must declare the number of children (Maximum 2 per parent) & their ages during reservation.
- ▢ For a child below 8 years of age charges are free on an applicable plan, sharing the parent's room without an extra bed. Parent(s) need to furnish a valid age proof at the reception at check-in.
- ▢ Children 8 or above will be charged in full, as per applicable rates, with extra bed, subject to availability. Parent(s) need to furnish a valid ID proof at the reception at check-in.

### **4.0 PHOTO IDENTITY:**

- ▢ As per the Govt. directive; all guests are requested to confirm their identity by providing a valid government issued photo identification (State driver's license, Passport, Aadhaar, Voter-id, etc.) at check-in.
- ▢ Accommodation can be denied if guest(s) don't provide a valid ID proof.
- ▢ In case of foreign guest(s), valid passport & valid visa is a must, and has to be furnished upon arrival.
- ▢ PAN Card is not accepted as proof of address or identity.

### **5.0 GUARANTEE NORMS:**

- ▢ All bookings must be guaranteed at the time of reservation by advance deposit of at least 50% of accommodation charges (valid advance) through Cash/Cheque or online transfer or through a Travel Agency.

- Credit & Manufactured Spend (MS) cards are not accepted.
- In future we may bring Credit Card facility to our resort.

## **6.0 CHANGES TO RESERVATION:**

- If a guest wants to change or delay the reservation, they must contact Resort's Reservation department 15 days before, from the date of reservation.
- All requested changes to reservation or delay are subject to Lulung—Aranya Nivas's sole discretion.

## **7.0 CANCELLATION NORM:**

### **7.1 Free Individual Traveler (FIT) cancel.**

- If cancellation is done 15 days prior to check-in, we will refund 98% of the amount (2% adjusted for transfer charges).
- If cancellation is done 7 days prior to check-in, we will refund 48% of the amount (2% adjusted for transfer charges).
- If cancellation is done less than 6 days prior to check-in, we charge 100% of the amount (No refund is applicable).

### **7.2 Group Cancellation Policy for more than 08 rooms booked**

- If cancellation is done 30 days prior to check-in. we will refund 98% of the amount (2% adjusted for transfer charges).
- If cancellation is done 15 days prior to check-in, we will refund 48% of the amount (2% adjusted for transfer charges).
- If cancellation is done less than 15 days prior to check-in, we will charge 100% of the amount (No refund is applicable).
- Refund will be processed only through on-line/cheque within 15 working days from the date of confirmation by the reservation Desk.

## **8.0 No Show Policy:**

- In case a guest holds a booking but does not arrive on the arrival date, then 100% amount for the booking gets forfeited.

## **9.0 MODE OF PAYMENT:**

- Valid Advance amount paid for confirmation of reservation of room(s) can be made by depositing Cash/DD/Online Transfer.
- For Online Reservations at Lulung Aranya Nivas, we assure a safe and secure credit card transaction. The details of card and the transaction will not be shared with anyone.
- For balance payment at resort, we have no online or card payment facility due to the unavailability of internet. Hence, we choose to accept payment by

cash only.

- Guest(s) with scanty luggage should pay the entire amount in advance.
- We do not accept foreign currency in our resort .However, we may facilitate transactions through our authorized currency exchange partner, subject to their availability.

#### **10.0 Bank Details:**

Advance deposits for room(s) reservation can now be made at any Bank in India. Please read the following terms & conditions before making your advance deposits.

Wire Transfer: You should transfer directly to our Bank account, details furnished below :-

Beneficiary Name / Account Holder Name: **Silverpine Hospitality Pvt. Ltd.**

Bank Name: **Bank of**

**India** Branch City:

**Baripada** Branch

Address: **Baripada**

Account Type: **Current Account**

Account Number: **550120110000299**

#### **Terms and Conditions:**

- This facility is available for the convenience of our guests and travel partners for paying valid advance amount (as referred in Clause-4.0) for reservation.
- It is recommended to provide us the details of the advance payment deposited, along with a scanned copy of the deposit slip. In case the full information is not provided, the resort will not acknowledge the said deposit.
- The advance paid is acceptable only for confirmed reservations; payment made for waitlisted reservations will not be deemed acceptable for either payment or room confirmation.
- We will accept cheque as advance deposits, subject to its realization before check- in.

#### **11.0 ROOMS POLICIES:**

- Maintaining the integrity of the room's furniture arrangement is essential and necessary. Furniture, fixtures, artwork, etc. should not be

tampered with or removed.

- ▢ Additional furnishings, including folding tables, bed cannot be added to Meadow Suites & Wooden Cottage.
- ▢ One extra bed may be added on a daily basis with extra bed charges for Riverside/ Executive Grand Cottages.
- ▢ Exhibits and displays are not permitted in the room by guest(s). Also, affixing of any material on walls, floors or ceilings is not permitted.
- ▢ We do not serve food in the room. Food is served in our restaurant which includes a la carte' occasionally and buffet regularly.
- ▢ Outside company or vendor will not be permitted inside the resort's premises for catering purposes.
- ▢ Guest(s) carrying outside food is not allowed in the rooms or in the resort's premises.
- ▢ Allotment of room numbers cannot be pre-assigned or confirmed in advance.
- ▢ Kindly contact front desk for assigning the room(s), only upon arrival. Guest(s) may ask for their preference of rooms, subject to availability.

#### **12.0 BAGGAGE STORAGE POLICY:**

- ▢ The resort does not provide storage facility, other than rooms reserved by the client/guest/company.
- ▢ All goods stored will be at the client's/guest's/company's own risk.
- ▢ The Resort is not liable for any damage or loss of goods left in the Resort, prior to, during or after the stay.

#### **13.0 DO NOT DISTURB POLICY:**

- ▢ All our guest rooms are equipped with "Do not Disturb" (DND) signs.
- ▢ When the "DND" sign is placed on the door handle and visible from the outside of the door, the staff members will be alerted not to knock or enter the room for any reason.
- ▢ When the "DND" sign is in place, your room will not be serviced.
- ▢ Management reserves the right to enter any room even with a known status of "Do Not Disturb", in case of an emergency/ continuous 12hours of DND sign or for any suspected illegal activity.

#### **14.0 HOUSEKEEPING SERVICE:**

- ▢ Housekeeping service is available till 8pm only.
- ▢ Please alert the front desk, if you would like to schedule service at a particular time.
- ▢ Guests that return after 8pm to find that they left the DND on the door will not be able to have full service of the room.

#### **15.0 VALET LAUNDRY:**

- ▢ The resort provides laundry services on additional charges which can be enquired at the front-desk.

#### **16.0 PET POLICIES:**

- ▢ Pets of all types are strictly prohibited at the resort.

#### **17.0 NO IN-ROOM PARTY POLICY:**

- ▢ Resort enforces a strict “NO IN-ROOM PARTY POLICY”.
- ▢ In the event of any complaint by any other guest(s) or inmates, warnings will be issued not to create disturbances in the resort, failing which the guest(s) will forfeit all payments, including taxes and have to leave the Resort immediately.

#### **18.0 SIGNAGE AND DISPLAY ADVERTISING:**

- ▢ Resort retains exclusive rights to all display/advertising within the premises.
- ▢ Any signage or banners approved by the resort and may only be hung or posted in the presence of resort’s authority, subject to applicable charges.
- ▢ No flyer, advertising materials or free samples shall be prepared, placed or distributed, without the prior written approval of the authorized personnel of the resort.

#### **19.0 TRADEMARK:**

- ▢ Guest(s) shall not be allowed to use or exhibit any trademark, trade name, or service mark owned or registered by them or the other party, its parent, subsidiaries or affiliates at any place or in any manner without prior written approval of the Resort Manager.

#### **20.0 DAMAGE TO PROPERTY:**

- ▢ Guests shall be liable to pay for any damage (except normal wear and tear) incurred by them, to resort’s assets.
- ▢ Guests will not and shall not permit others to, drive nails, tacks, hooks, screws, or other items into any part of the resort’s rooms or resort’s equipment or property.
- ▢ Guests shall keep the Resort’s room in a good condition and maintain hygiene and cleanliness.
- ▢ Fire-acts or any act causing threat to human lives is not permissible in resort’s premises.

## **21.0 LOST AND FOUND PROPERTY:**

- ▢ Resort is not responsible for any loss, damage, or theft during the stay.
- ▢ Resort has provided electronic safety lockers in the rooms to keep all their valuables.
- ▢ Should any guest lose personal belongings while staying at Lulung Resort, if recovered, the item will be recorded as 'found'. Resort keeps detailed records of all 'found' items, and will make a reasonable effort to contact the guest.
- ▢ In the event if any item is left in the guest room after the guest has checked-out, it will be placed in our Lost & Found safety box. We will ship the said item at the owner's expense & risk.
- ▢ Any items in the Lost & Found section, which are not claimed within ninety (90) days, will be donated to a local charity or discarded.

## **22.0 ARMS & AMMUNITION:**

- ▢ Guest(s) shall not be allowed to carry any arms, firearms or ammunition with them within the resort premises. Even in the name of personal security guard/body guard, guest shall not be allowed to have any arms, firearms, ammunition, weapons, etc.
- ▢ If the said norm is violated by the guest or any person accompanying him, the guest with the accompanying person shall have to leave the resort's premises immediately after settling the bill.
- ▢ This policy is without prejudice to Resort Management, and has the right to report the matter to Simlipal Tiger Reserve (STR) authorities immediately.

## **23.0 SECURITY:**

- ▢ Resort considers guest comfort and security as its priority.
- ▢ Our security personnel patrol the premises 24 hours a day. CCTV cameras are installed strategically in all public areas.
- ▢ Resort does not assume liability for any items left unattended in any area of the Resort.
- ▢ In order to maintain adequate security measures, guest(s) are requested to inform the resort security personnel about the said security concern.

## **24.0 ILLICIT ACTIVITY:**

- ▢ The Resort will report all suspected illegal activity to the appropriate authorities and reserves the right to refuse service to anyone suspected of involvement in such activity.
- ▢ Effective 2<sup>nd</sup> October 2008, the Government has introduced a "No- Smoking" legislation for Resorts, Hotels & restaurants and all public places

restaurants, lounges where food is served, resort lobbies, meeting and convention areas, and other indoor public spaces.

- ▢ Alcohol consumption is strictly prohibited in our resort premises.
- ▢ Chewing of tobacco, paan, paan masala & spitting around is strictly prohibited around the premises of the resort. Damage in any manner will be liable to be charged.

#### **25.0 MUSIC AND SOUND NORMS:**

- ▢ Only light Music is permissible till 2200 Hours in our banquet halls, lawns and conference hall. Loud music is not permissible at any of the outdoor venues.
- ▢ Vendors on contract with the resort are only allowed within the resort premises for party purposes i.e. for sounds, DJ, orchestra, photo / videographer or event management required.

#### **26.0 GUEST BEHAVIOUR POLICY:**

Management of Lulung Resort has the right to cancel the stay of the guest(s) without liability in event of any unpleasant behavior that will affect the smooth functioning of the resort business, its security or reputation. The following norms are to be adhered during the stay:

- ▢ Guest(s), at all times, maintain complete discipline and decorum while on our property and in rooms.
- ▢ Public intoxication will not be tolerated within the resort premises. ▢ Guest shall not act in a manner that may disturb other guests.
- ▢ Proper dress code must be followed within the resort's premises including in the Swimming Pool, where only swimming costumes are allowed.
- ▢ Running, shouting, usage of foul language, roughhousing or horseplay is not allowed in any area of the resort premises.
- ▢ Guests are not allowed to dry their wet clothes in their room or any other resort area. However, they can dry their wet clothes in the Balcony or give them to laundry for drying at additional charges.
- ▢ Disrupting the guests' experience with inappropriate behavior including harassment, usage of offensive or insulting language or any other means deemed inappropriate by the management will result in the guest's dismissal from the property in addition to paying for any charges incurred by the resort as a result of the disruption.
- ▢ The management reserves absolute right of admission to any person in the resort premises and right to request any guest to vacate the premises at any moment without prior notice and without assigning any reason thereof, and the guest should vacate when requested to do so. In such event the management will be entitled to remove belongings of the

guest(s) from the room(s) and lock the same.

#### **27.0 FOREST LAW:**

- Lulung, Aranya Nivas shall not be held responsible for any dispute between forest law and client. Therefore, it is advisable to abide by the rules and regulations as prescribed by “The Indian Forest Act”.

#### **28.0 LINK TO OTHER WEBSITES:**

- There may be many links on the website. Simlipal Forest Resort, Lulung, Aranya Nivas is not responsible for any other organization’s travel packages and offers. Client can browse other websites at their own risk.

#### **29.0 PRIVACY POLICY:**

- We believe in maintaining the privacy of all information of the guest(s) we have with us and it shall be used for our official purposes only. However, all the requisite and relevant information of guest(s) of any other nationality/foreigner regarding his/her stay in the resort, as required, will be shared with local police/administration, under the law applicable from time to time and as per rules.

#### **30.0 QUERY FORM:**

Guest(s) are requested to fill up the Query form with accurate and relevant information. Simlipal Forest Resort, Lulung, Aranya Nivas is not responsible for any loss and damage caused by the incorrect information.

- For Reservation we require details about any individual/organization such as name, credit card number and expiration date, credit card billing address, email and other miscellaneous information (whether a frequent traveler or not, food likes & dislikes, etc.). We need the above information for transaction and reservation purposes only.
- In case of booking for more than one individual, same information for all guests should be provided.
- All this information shall be kept confidential at the resort and not shared with any third party. We shall keep updating our guest(s) with latest transaction status.

#### **31.0 CHANGE NORMS:**

- Simlipal Forest Resort, Lulung, Aranya Nivas possesses all the rights to change or modify the terms and conditions without prior notice.



*If you have any questions, please contact us at +91-8280122835, 9437004331, Whatsapp call only /or send us an email at [info@simlipalforestresort.com](mailto:info@simlipalforestresort.com), [cgm.shpl@gmail.com](mailto:cgm.shpl@gmail.com), mentioning your Reservation ID#.*