

Refund and Cancellation Policy

Our focus is complete customer satisfaction. In the event, if you are displeased with the services provided, we will refund back the money, provided the reasons are genuine and proved after investigation. Please read the fine prints of each deal before buying it, it provides all the details about the services or the product you purchase.

In case of dissatisfaction from our services, clients have the liberty to cancel their projects and request a refund from us. Our Policy for the cancellation and refund will be as follows:

Cancellation Policy

Upon cancellation of booking, the refund of the booking amount will be initiated. The booking amount after deduction of cancellation charges and taxes, as applicable, will be credited into the bank account of the Customer using the same payment mode (i.e. debit card/ credit card/ net-banking) by which the booking was made by the Customer. The refund process may take 10-15 business days.

Refund Policy:

When you cancel a booking and are entitled to a refund then we will instruct the refund right away. The processing will take between 1-2 weeks until the whole amount shows back on your credit card statement. Reasons for this are the billing cycle of your credit card company and processing time of the bank. The refund amount depends on numerous factors such as the hotel's cancellation policy, time of cancellation and processing fees. For more details see cancellation policy above.

In case a reservation that you make is not confirmed, we will not charge you anything on your credit card and release the whole amount that was held on it immediately. Now after we do this, it will still take a maximum of 1-2 weeks for the bank to process this and for the money to show back on your credit card.

Check In :

Normal check in time is 1:00 - 6:00 p.m. For late arrivals, please call for instructions on the procedure for arrival after 6 pm.

Check-out is at 12 Noon.

Early check-in and check-out is possible on availability only available by prior arrangement only. Each is subject to an additional Rs.750

