

Terms and Conditions

Kanchan Kanya Hill Resort

1. Introduction

Welcome to *Kanchan Kanya Hill Resort*. These Terms and Conditions govern your stay and use of our services. By making a reservation or staying at our resort, you agree to comply with these terms.

2. Reservations & Booking Policy

- All bookings are subject to availability.
- Guests must provide accurate personal and contact details at the time of booking.
- A valid government-issued ID is mandatory at check-in.
- The resort reserves the right to refuse any booking at its discretion.

3. Check-in & Check-out

- Check-in Time: 02:00 P.M.
 - Check-out Time: 11:00 A.M.
 - Early check-in and late check-out are subject to availability and may incur additional charges.
 - Guests must present valid ID proof during check-in as per local regulations.
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4. Payment Policy

- Advance payment is required to confirm reservations.
 - We accept payments via cash, credit/debit cards, UPI, or other approved methods.
 - Full payment must be settled at the time of check-in.
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5. Cancellation & Refund Policy

- Cancellation policies vary depending on booking type.
- Refund eligibility and timelines will be communicated at the time of booking.
- No-shows may result in full retention of the booking amount.
- Refunds, if applicable, will be processed within 90 Days

6. Guest Responsibilities

Guests are expected to:

- **Maintain decorum and respect other guests and staff**
- **Keep rooms and property in good condition**
- **Avoid illegal, unsafe, or disruptive behavior**
- **Comply with all resort rules and local laws**

Any damage caused by guests will be charged accordingly.

7. Property Rules

- **Smoking is allowed only in designated areas.**
- **Loud music or disturbances are not permitted.**
- **Outside visitors are not permitted in rooms without prior approval.**
- **Outside food is not allowed**
- **No food is allowed inside the rooms.**

8. Liability Disclaimer

- **The resort is not responsible for loss, theft, or damage of personal belongings.**
- **Guests are advised to use lockers or safekeeping facilities if available.**
- **The resort is not liable for any injury, accident, or illness occurring during the stay, except in cases of proven negligence.**

9. Force Majeure

The resort shall not be held liable for failure to provide services due to events beyond control, including natural disasters, strikes, government restrictions, or unforeseen circumstances.

10. Use of Facilities

- **Resort amenities are available only for registered guests unless otherwise permitted.**
- **Misuse of facilities may result in additional charges or termination of stay.**

11. Privacy

Guest information is handled as per our Privacy Policy.

12. Termination of Stay

The resort reserves the right to terminate a guest's stay without refund in case of:

- **Violation of terms**
- **Misconduct or illegal activities**
- **Damage to property**

13. Governing Law

These Terms shall be governed by the laws of India. Any disputes shall fall under the jurisdiction of the courts in [Insert City, e.g., Darjeeling / Kalimpong / Siliguri].

14. Amendments

Kanchan Kanya Hill Resort reserves the right to modify these Terms and Conditions at any time without prior notice.

By: D.B. Eco Tourism Cottage