

Payments policy & Terms and conditions

Terms and conditions for House boat

- 1.) Check in time is after 12 noon and check out time is Next day – 9 am.
- 2.) A/c will be operated – full time – (only inside the Room).....
- 3.) In case of a/c failure non a/c house boat tariff will be chargeable (less Rs= 500/-)

- 4.) House boats will be anchored by 17.30 hrs and there will not be any cruise till 07.00 hrs due to govt. restrictions (As per Govt. Rule- Village people need to put the net in the lake for fishing).

- 5.) Normal Food menu is fixed.(if u required any fish /chicken – on the way purchase , they will cook and give u . but service charge is applicable

- 6.) During lunch time houseboat will be idle in the lake

- 7) Do not compare the Hotel facility to House boat facility's (B 'coz House boat made by as a kerala Typical style only and lot Limitations are there)

Payment policy:

Our bank account details are as under:

Bank	Union Bank Of India
Branch Name	Munnar
IFSC	UBIN0535893
Account Number	358902010017273
Account Name	Karthikbabu

- Kindly deposit the 50% Amount as Advance before the cutoff date.
- Please note that, we will not hold the booking after the cutoff date mentioned above and Make sure the amount should be credited in our account before check in.
- Once the payment has been done by CASH/NEFT, kindly forward the deposited details by Fax/Mail.
- We will not accept any cheque/ DD payments on last moment.

Cancellation policy:

- Cancellation up to 14 days prior to the check in date - No charge
- Cancellation between 14 days to 7 days prior to the check in date - 25% of room rate
- Cancellation between 7 -days to 72 hrs prior to the check in date - 50% of total billing for booked period
- Cancellation less than 72 hrs prior to the check in date - 100% of total billing for booked period

Terms and conditions for rooms

- ❖ All package we are provide basic category rooms if you want upgrade rooms before inform booking
- ❖ Hills stations not available A/c Rooms other all locations we provide A/c rooms
- ❖ Suppose Rooms is not available for yours booking date we provide same similar hotels.
- ❖ Before booking please see hotel review for hotels .last time cancelation Our company not responsibility.

- ❖ Check in / Check-out time: - 14.00/12 Noon.
- ❖ No Show - Room kept only till following mid day.
- ❖ No refund for cancellation during Peak Season period.
- ❖ Bill Settlement - At check out time, by cash/credit card (1.5% service charge added from the total amount for Credit card paymnet).
- ❖ Child below 5 years only complimentary and above 5 years we will treat as Extra Person.
- ❖ In keeping with the heightened security procedures, all guests are requested to please carry a photo-identity to be presented at check-in.
- ❖ Foreign nationals are required to carry their passport and valid visa
Indian nationals can present any one of the following: Passport, Driving License, Voter ID Card.

CATEGORY	Meal plan	
Bronze	CP Continental Meal Plan	Continental breakfast.
Silver	CP Continental Meal Plan	Continental breakfast.
Gold	MAP Modified American Plan	Breakfast and either lunch or dinner.
Diamond	MAP Modified American Plan	Breakfast and either lunch or dinner.
Platinum	MAP Modified American Plan	Breakfast and either lunch or dinner.
House boat	AP The American Plan	Breakfast, lunch, and dinner.

Terms and conditions for Cab & Transportation

- Transfers and sightseeing by A/c Transportation includes driver Bata, toll, parking, driver's night halt, fuel charges
- All transfers and sightseeing as per the itinerary in a Private A/c
- Arrival/departure transfer and all land transfers by Individual cab (As Per Change package category)

- Suppose natural disasters floods, landslide ,earthquakes, tsunamis Our company not responsibility
- in causes of traffic jam,strike in suddenly Our company not responsibility
- package cab will running time morning 9 am to 6 pm as usually but emergency we are provide 24*7
- Chennai Up And Down Bus Tickets A/c or Non A/c bus as per availability

Expecting your kind co-operation and continued support for mutually beneficial business relationship in the future.

Thanking you and assuring you the best of our services at all times.