

MTDC Resort Online Bookings - Frequently Asked Questions (FAQ's)

Question: Is registration mandatory for doing the bookings?

Answer: No. Online User can also do the bookings using the “Continue as Guest” option shown in the Booking process.

Question: What will be the Login details for the bookings done using “Continue as Guest” option?

Answer: The Email-Id used by the User while doing the Guest Login booking, that same Email-Id will be their default Username and Password.

Question: How to activate the Login after successful registration?

Answer: After successful registration an email with the Activation Link is sent to the User on his registered email id and User needs to click the Activation Link within 48 hours of his registration.

Question: What if you forget your password or If you want to change your current password?

Answer: If any User forgets his password or wants to reset his password, you need to use the “Forgot Password” link available on the Login page. On the “Forgot Password” page User needs to either enter his Username or Registered Email Id where a Link to reset the password will be sent to User’s email id.

Question: Where will be the Confirmed Bookings seen by the Users?

Answer: After successful login, the User needs to check the “View Bookings” option under “Bookings” menu.

Question: What happens when your money is debited but, the booking is not confirmed?

Answer: In these cases the debited amount is refunded back to the Users within 7-8 working days. In few cases the refunds gets delayed if there is any issue in the amount settlement with the bank.

Question: How to Cancel/Amend the booking done online by Users, Authorized Travel Agent?

Answer: Online Users, Authorized Travel Agents whose bookings are done online by themselves, needs to login into their respective Login a/c and Cancel/Amend their bookings. Please refer the Cancellation and Amendment Policy.

Question: How will be the refund amount given back to Users on successful cancellation of the bookings?

Answer: Please refer below cases.

Case 1: For the bookings done and cancelled by Online Users using Debit/Credit Card or Net Banking, refund will be processed back to the Users respective bank a/c linked to Card/Net Banking which was used at the time of booking in 7-8 working days. In few cases the refunds gets delayed if there is any issue in the amount settlement with the bank.

Case 2: For the bookings done and cancelled at MTDC Booking Counters using the Card Swipe Machines, refund will be processed back to the Users respective bank a/c linked to Card which was used at the time of booking in 7-8 working days. In few cases the refunds gets delayed if there is any issue in the amount settlement with the bank.

Case 3: For the bookings done and cancelled at MTDC Booking Counters by Cash, refund will be given to the User in Cash if the refund amount is equal to or below Rs. 10,000. If the refund amount in Cash Mode goes above Rs. 10,000 then the refund will be given to User's through RTGS. User's need to share their RTGS details with MTDC Office. In few cases the refunds gets delayed if there is any issue in the amount settlement with the bank.

Case 4: For the bookings cancelled by MTDC pro-actively in certain Special Cases refunds will be processed as mentioned in above cases subject to the conditions in which the booking was cancelled. Also these refunds at many times take longer for which Users need to kindly co-operate with MTDC.

For more enquiries please contact us via below mentioned channels.

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