

## Rules for Reservation / Cancellation of accommodation

1	Two children below 12 years FREE, if sharing bed with parents.
2	Tariff is subject to revision as and when required.
3	Pets are not allowed.
4	In case of failure of Air-condition unit, the tariff will be considered as non A.C. rooms tariff. In that case No Full Refund would be given. Only Rs.500/- will be returned to the tourist for Failure of A.C.
5	Intercom & Cable connection with color T.V. is a additional facility provided to the tourists. In case of failure, No refund would be given.
6	The tourists with advance booking/walk-in tourists should pay full occupancy charges, extra guest charges and luxury tax for number of days for which he requires accommodation and make all necessary entry (in his own hand writing) in the occupancy register before taking possession of the room.
7	Online Resort/Hotel Reservation tourists should carry a printout of booking receipt / Email copy or SMS & copy of photo I.D.proof and produce it to the Resort/Hotel Manager at the time of check-in.
8	A refundable deposit of Rs.200/- (Rupees Two Hundred Only) per room will be collected from the tourist by the Resort Manager before occupying the room.The said deposit will be refunded to the tourist in full at the time of departure after he settles all the bills and signs the occupancy register.
	<b><u>Amendment:</u></b>
	● Amendment not permitted 0-3 Days prior to the arrival date.
9	● For the First amendment, a charge of 10% of the booking amount is levied as amendment charges.
	● For the Second amendment, a charge of 25% of the booking amount is levied as amendment charges.
	● Any subsequent amendment, a charge of 100% of the booking amount is levied as amendment charges.
10	Accommodation reserved should be occupied on the first day of reservation or at the latest on the following day before check-in time otherwise 100% amount will be forfeited.
11	No Refund admissible for Shortening period / unoccupied period / or any other reason.
	<b><u>Cancellation Rules :</u></b>
12	● If you cancel within 0-3 days prior to the arrival date you will be charged 100% of your booking amount as the cancellation charges.
	● If you cancel within 4-7 days prior to the arrival date you will be charged 25% of your booking amount as the cancellation charges.
	● If you cancel more than 8 days prior to the arrival date you will be charged 10% of your booking amount as the cancellation charges.
13	a. In case of cancellation of booking booked through Credit/Debit Card, the refund will be made of in the name of Credit / Debit Card Holder's Bank only.
	b. In case of cancellation of booking made through Cash / D.D. or any other mode of payment, the refund will be made through cross cheque / RTGS / NEFT only.
	c. In case of booking made through M.T.D.C.'s travel agents, the cancellation / refund will be made by the concerned travel agents only.
14	Restaurant attached to all Resorts and Hotel, hence <b>cooking is not allowed</b> in Rooms, Group Accommodation and in Resort premises.
15	Due to loadshedding of Electricity supply, MTDC would operate Generator Sets partly in some of the Resorts. However, this would not substitute 24 hrs. electricity supply for operation of A.C. units, Geysers etc. In that case <b>NO REFUND</b> would be given.

	The Goods & Service tax (GST) is applicable as per the Government rule will be charged extra.
	The Goods & Service Tax (GST) as applicable will be charged extra on gross Bill per day which includes Room Tariff & Extra Guest Charges.
16	Room tariff from Rs. 0.00 to Rs. 999.00 per room per day - 0% (On Transaction Value)
	Room tariff from Rs. 1000.00 to Rs. 2499.00 per room per day - 12% (On Transaction Value)
	Room tariff from Rs. 2500.00 to Rs. 7499.00 per room per day - 18% (On Transaction Value)
	Room tariff from Rs. 7500.00 and above per room per day - 28% (On Transaction Value)
17	Restaurant - The Goods & Service tax (GST) will be charged @ 5% on services provided in Air Conditioned Restaurant and Non Air Conditioned Restaurants. VAT is applicable on Alcoholic Beverages.
18	Under exceptional circumstance MTDC may cancel booking done by tourist / Agent or online however the guest will be given full refund amount by MTDC.
19	For any kind of suggestion and complaint regarding Booking please contact us on email - reservation@maharashtratourism.gov.in
20	Incase of failure of Booking, if you do not receive confirmation your amount will be refunded to your mentioned account within 7-10 working days from the transaction date.
21	We gave discount 25% to Brihan Maharashtra Mandal, 20% to Senior Citizen, School Students Picnic, Ex-Servicemen, Handicapped Person, Annual Tie-up and 10% to NRI, Maharashtra Government Employee 10% for season and 20% for Off season. Discounts are NOT applicable on Multiple Room bookings except for Bulk Booking Discount.
22	For more information regarding these concessions please visit our website at <a href="http://www.maharashtratourism.gov.in">www.maharashtratourism.gov.in</a>
23	MTDC Toll Free No: 1800 - 229930 (09:00 AM to 05:00 PM) Tel No: Office (022) 22845678 - MTDC Reservation Center, Mumbai Email: reservation@maharashtratourism.gov.in Website: <a href="https://www.maharashtratourism.gov.in/">https://www.maharashtratourism.gov.in/</a>