

## Terms & Condition

We are in the customer satisfaction business, not the legal business. However, in order to prevent misunderstandings and to have a common ground in terms of expectations, we request you to be aware of these terms and conditions:

- Bookings are only confirmed upon the receipt of a deposit (100% for rooms, 50% for packages)atleast a week in advance(15 days in peak season)
- Snacks are available at a nominal additional cost.
- Payments are 100% in advance and payable by bank transfer.
- Check-in time is 12pm. Check-out time is 11am.
  
- One kid below 5 years is allowed with couple and couple with two kids should book another room.
- The customer is liable for all financial charges associated with making the deposit - mainly, this applies for international wire transfers and for cash deposits made into our account within India.
  
- The deposit is refundable for all cancellations made up to 15days prior to the start of your stay. For cancellations made within 15 to 7days, 50% of the deposit is refundable. For changes or cancellations made within 7days of the start of your trip, this deposit is non-refundable. We are a small homestay, and if we confirm a room for you, we turn away other bookings, so this is a fair solution for both parties.
- There are no refunds for early checkouts (same reason as above).
- Any fees, etc. charged by the bank, Paypal or other financial intermediary may not be refunded.
- There is no refund for any unused components of the package,such as meals.
- Alteration on bookings are made on a best-effort basis. We reserve the right to levy a change fee for alterations. However, we will do our best to keep it reasonable, although please note that a late change during absolute peak season (like Summers,Christmas/New Years) may be treated like a cancellation.
- Guests are responsible for all damage caused to the homestay property above and beyond normal wear and tear.
- We reserve the right to cancel any reservation at any time by refunding the entire deposit.

- We accept no responsibility for any problems caused by circumstances out of our control - such as acts of god, flight delays, weather, etc. and no refunds are provided in such cases.
- Our maximum liability under any circumstances, if any, shall be limited to a refund of monies paid. In the event of any dispute, we would prefer to sit with you and find a reasonable solution - however, we reserve the right to use any and all legal means necessary, and the courts of India shall be the ultimate arbiter in the event of any dispute.
- We want you to leave satisfied. A significant portion of our guests come to us via word-of-mouth from other clients, so we take this very seriously. However, do note that we are human and occasionally, we make mistakes - so, all we ask is: if there is a problem, talk to us and we'll work out a common sense solution that is fair and equitable (instead of relying on legal fine print and such weaselly tactics). We want you to leave happy!
- Confirmation of a booking signifies full and complete acceptance of these terms and conditions

As always, please do not hesitate to contact us if you have any questions.