



## AAHANA RESERVATION POLICIES

*Note: As per the Government of India directives, it is mandatory for all the guests – adults & children, to show any valid Photo ID proof (Passport in case of Foreign Nationals) at the time of Check-In.*

### **Standard Policies:**

- Bookings are confirmed on receipt of 100% Advance Remittance
- If our Check In / Out timing does not suit your holiday program, kindly inform us about the same
- Necessary room allotments can be arranged on prior information, subject to availability, and may be chargeable by us directly
- Cancellation or Alteration in bookings is entertained; prior information is required at least a week before your Check In date
- Please carry a valid government issued photo identity and address proof with you for Check In formalities (PAN Card is not accepted as a valid Identity Card)
- The Credit / Debit Card holder should be one the travelers, if you have booked with us using it
- Mode of payments accepted at the resort are via UPI, Cash & Credit Card / Debit Card only (Mastercard & Visa)
- We reserve the right to cancel or modify reservations where it appears that a customer has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that the reservation contains or is resulted from a mistake or error

### **Room Cancellation Policy:**

- Cancellations made 45 or more days before check in date will be free
- Cancellations made more than 15 days in advance but less than 45 days will incur a 50% cancellation charge on the tariff
- No shows and cancellations made 0 to 15 days in advance will incur a 100% cancellation charge on the tariff
- We do not offer a refund on cancellations, the deposit amount is retained for your next booking with a deduction of approximately 5.7% as payment processing charges

### **Arrival and Departure Policy:**

- Check In – 1300 Hours
- Check Out – 1100 Hours
- Early arrival & Late departure can be accommodated, subject to availability & prior intimation

**Force Majeure:** Aahana – The Corbett Wilderness shall not be liable for any failure of or delay in the performance of the agreement for the period that such failure or delay is due to causes beyond its reasonable control, including but not limited to acts of God, war, strikes or labour disputes, embargoes, government orders or any other force majeure event thus classified.

(Force majeure is defined as any event or condition, not existing as of the date of signature of the contract, not reasonably foreseeable as of such date and not reasonably within the control of either party, which prevents, in whole or in significant part, the performance by one of the parties of its contractual obligations, or which renders the performance of such obligations so difficult or costly as to make such performance commercially unreasonable.)