

**NAUKA HILLS RESORT**  
**General Rules & Guidelines**

We welcome you at Nauka Hills Resort, Thank you for choosing us.

In Order to make your stay as pleasant as possible, the Management requests your co-operation in observing the following -

**1. Tariff**

The tariff is for the room only and is inclusive of any government taxes applicable. Meals and other services are available at extra cost. To know your room tariff, please contact the Duty Manager, guest registration forms must be signed on arrivals.

**2. Settlement of Bills**

Bills must be settled on presentation by cash / NEFT / Online payment, personal cheque are not accepted

**3. Company's Lien on Guest's Luggage and Belongings**

In the case of default in the payment of dues by a guest, the management shall have the lien on their luggage and belongings, and be entitled to detain the same and to sell or auction such property at any time without reference to the guest. The net sale proceeds will be appropriate towards the amount due by the guest without prejudice to the management's rights to adopt such further recovery proceedings as may be required.

**4. Check-in**

- Please present your ID card for each member ( Adhar card , Driving License, Passport , Voter Id) in original during Check-in. By Law visitors must present personal documents for hotel records. These documents will be returned upon departure.
- Guest with Local residence ID is not allowed as per hotel policy.
- Hotel reserve all rights of admission.
- Guest below age of 18 yr is allowed with their parents only as per hotel policy.
- Unmarried Couple guest are not allowed as per hotel policy.

**5. Departure**

Check out time is 11:00 Am, please inform the reception if you wish to retain your room beyond this time. The extension will be given depending on the availability. If the room is available, the normal tariff will be charged. On failure of the guest to vacate the room on expiry or period the management shall have the right to remove the guest and his/her belongings from the room occupied by the Guest.

**6. Luggage Storage**

Subject to availability of the storage space, the guest can store luggage in the luggage room, at the guest's sole risk as to loss or damage from any cause, Luggage may not be stored for a period of over 30 days.

**7. Guest's Belongings**

Guests are particularly requested to lock the door of their rooms when going out going to bed. For the convenience of the Guest, lockers are provided in the room to store any valuables.

The Management will not in any way whatsoever be responsible for any loss / or damage to the Guest's belongings or any other property from either the hotel room or the locker or any other part of the hotel for any cause whatsoever including theft of pilferage.

**8. Pets**

Pets are not permissible within the premises as per hotel policy

**9. Hazardous Goods**

Bringing goods and/or storing of raw or exposed cinema films or any other article of a combustible or hazardous nature and/or prohibited goods and/or goods of objectionable nature is prohibited.

The Guest shall be solely liable and responsible to the management, its other guests, invitees visitors, agents and servants for all loss financial or otherwise and damage that may be caused by such articles or as a result of the guests' own negligence and non-observance of any / instructions.

Gambling, contraband, prostitution, weapons, explosives, flammable objects, poisons, drugs, animals and pungent food are strictly prohibited on hotel premises.

#### **10. Damage to Property**

The guest will be held responsible for any loss or damage to the hotel property caused by themselves, their guests or any person for whom they are responsible.

#### **11. Management's Rights**

It is agreed that the guest will conduct him / her in a respectable manner and will not cause any nuisance or annoyance within the hotel premise.

The Management has the right to request any guest to vacate his/her room or other areas of the hotel forthwith, Without previous notice and without assigning any reason whatsoever, and the guest shall be bound to vacate when requested to do so. In case of the default, the Management has the right to remove the Guest luggage and belongings from the room occupied by him/her.

#### **12. Relation between Management and Guest**

Nothing hereinabove shall continue or be deemed to constitute, or create any tenancy or sub-tenancy, or any other right to interact in the hotel premises or any part of portion thereof, in favor of any Guest or resident or visitor, and the Management shall always be deemed to be in full and absolute possession of the whole of the hotel premises.

#### **13. Government rules and regulations and application of laws**

Guest are requested to observe, abide by confirming to and be bound by all applicable acts and laws and Government rules and regulations in force from time to time.

#### **14. Photographs and Video's**

Using photographs and video's taken in the hotel for commercial or a public purpose is illegal. Those who do so will be subject to prosecution.

#### **15. Fireworks & Marriage band**

Fireworks, Marriage band not permissible within the premises as per hotel policy

#### **16. Consumption of liquor or any other narcotic based product**

Liquor consumption and Smoking is not allowed in hotel premises as per hotel policy.

#### **17. Advance booking**

Advance booking amount shall be 30% of the expected billing payable at the time of booking (Non – Refundable), the remaining 70% being payable before check-in. Any balance / bill shall be settled immediately at the time of check-out by cash / plastic card money / though online payment.

#### **18. Food buffet rule**

Breakfast / Lunch / Dinner buffet will be organized at Banquet hall / Outdoor as per the gathering. No meal service will be done for any guest room or banquet during the event.

#### **19. Noise policy**

Loud music / Songs playing / any other kind of noise disturbance is not allowed after 10:00 Pm.

#### **20. Jurisdiction**

All disputes are subjects to jurisdiction of Dehradun /Uttarakhand court only

#### **Note:**

**We request you to cooperate for easy, peaceful process. Thank you.**

**Above mentioned policies are effective from 24-Nov-2018.**