



## CANCELLATION POLICY

Confirmed bookings may be cancelled if intimation in writing reaches the company as per the following terms :

- **14 days prior to check-in:** No cancellation charges. A Credit Voucher will be issued for 100% of the full booking amount.
- **Between 1 to 14 days of check-in:** Cancellation charges equal to 20% of the full booking amount. A Credit Voucher will be issued for the balance 80%.
- **Within 24 hours of check-in:** Cancellation charges equal to 100% of the full booking amount will be applicable.

**Please Note:** Credit Vouchers will be issued only on receipt of the full booking value.

## EVOLVE BACK PROMISE

We understand that these are challenging times and plans change even at the last minute. For cancellations received up to 1 hour before your Check-In (or even during your stay) due to

- 1) Covid Positive among your immediate family/Apartment Complex etc...
- 2) Any other Medical Emergencies among your immediate family.
- 3) Lockdown restrictions imposed by the Government, we promise to provide you with a 100% credit in the form of a Credit Voucher valid for stays up to 31.Mar.2024\*.

\*Please note that we reserve the right to seek proof for the above-mentioned situations & the final decision will be at our sole discretion.

## Credit Voucher Utilization:

- Credit Vouchers issued will be valid for stays up to 31.Mar.2024.
- Usage of Credit Vouchers is not permitted during the below-mentioned Black-out dates.
- Black-out dates : 7 Apr 2023 - 9 Apr 2023/ 1 May 2023 - 31 May 2023 /12 Aug 2023 - 15 Aug 2023 /16 Sept 2023 - 19 Sept 2023 /29 Sept 2023 - 2 Oct 2023 /19 Oct 2023 - 25 Oct 2023 / 8 Nov 2023 - 19 Nov 2023 / 20 Dec 2023 - 6 Jan 2024 / 25 Jan 2024 - 27 Jan 2024 / 29 Mar 2024 - 31 Mar 2024.
- If the guest is unable to use the Credit Voucher by 31.Mar. 2024, the Credit Voucher amount will be refunded before 30.Apr.2024

## HOTEL POLICY

**General Policies:** Pets not permitted | All disputes are subject to Bangalore jurisdiction | Check-in: 1:00 PM, Check-out: 11:00 AM.

**Check-in Documentation:** INDIAN NATIONALS – As per Govt. regulations, Indian nationals are required to provide a proof of identity in original for the Primary Guest in each room such as PAN card, Driving License, Voter's ID, Aadhar Card or Passport, at the time of check-in | NON-INDIAN NATIONALS – All foreign nationals are required to produce their original Passports, and those working in India, their Residential Permits as well, at the time of check-in.