



THE SERAI WAYS

Thank you for choosing The Serai Resorts for your holiday! We do our utmost to ensure that your stay is comfortable and your experience is unparalleled, and we seek your support and cooperation too for the same. We request you to abide by the following ways of The Serai Resorts during your stay with us.

CHECK-IN AND CHECK-OUT

CHECK-IN FROM 01 PM

All guests intending to stay at the resort must register themselves by presenting a valid proof of identity at the Front Desk or by sending them across via email beforehand. Unregistered persons are not allowed in the room.

CHECK-OUT BEFORE 11 AM

If you wish to check out later than 11 AM and before 06 PM, an additional 50% of the room tariff must be paid and this is subject to availability of the room. If you will be checking out after 06 PM, 1 night's room tariff applies.

BILLS SETTLED ON CHECK-OUT

Please settle the bills when presented using credit/debit card or cash or online payment. We don't accept cheques. For long stay guests, the bills may be settled on a weekly basis. We reserve the right to lien on the baggage and belongings of the guest and sell or auction the items in said baggage in the event of nonpayment.

DINING

BREAKFAST / ALL INCLUSIVE DINING

Meals included as part of your package, such as complimentary breakfast and pre-purchased dining options, will be served at the restaurant or the designated dining area only. We do not offer takeaways or room service with these packages.

NO OUTSIDE FOOD

For hygiene reasons, we do not allow outside food to be brought into the rooms or anywhere else on the property.

NO COOKING IN THE ROOM

The safety of our guests is extremely important to us. The power sockets in the room are not meant for connecting cooking appliances. The plug points are to be used for electric shavers and laptop/mobile/camera chargers only.

RECREATIONAL ACTIVITIES

NO DIVING IN THE POOL

The private pools and the common pool at our resorts all have a maximum depth of 4½ feet. Diving into shallow pools may cause serious injuries. We also urge you to not stand or walk on the pebbles beside the pool to avoid slipping. Children in the pool must be under adult supervision at all times.

CYCLING

Please cycling within the safety of the resort/estate premises only, and we recommend that you cycle only during the daylight hours.

USE OF EQUIPMENT DURING ACTIVITIES

We offer several activities for the guests like cycling, archery, trekking, coffee plantation walks, kayaking, boating, etc. Please adhere to the rules and regulations laid out for the activity that you are undertaking at your own risk. Loss/damage caused to any of the rental equipment will have to be compensated. The Serai Resorts shall not be in any manner liable/responsible for any damage/loss/injury/death resulted during an activity.

PET POLICY

NO PETS

While we love animals, our properties are not suitable for pets. If pets are brought without prior checking, we reserve the right to cancel such reservations.

QUIET HOURS

QUIET HOURS FROM 09 PM TO 07 AM

We know that you are visiting to relax, and we respect that by implementing quiet hours during the night. We request that televisions, voices, or other devices be always kept at a respectful low level. If you become aware of a disruptive guest, please contact the Front Desk.

VISITOR POLICY

NO VISITORS IN THE ROOM

We recommend our lounge bar, restaurant, and coffee shop to meet with visitors from 11 AM to 11 PM. Visitors are not allowed in your room or in recreational facilities such as swimming pool, games room, etc. Please keep us informed to book a table for your visitors.

FACILITIES/SERVICES AT THE SERAI

ROOM ACCESSORIES

For your comfort, we have placed several accessories in the room, including but not limited to pillows, blankets, towels, coffee maker, and even umbrellas for rainy days. These accessories must not be taken out of the resort premises. Loss of room key must be reported to the Front Desk immediately.

HOUSEKEEPING

To ensure a trouble-free stay for you, our housekeeping staff enter your room in your absence to clean and change the linen.

ECO-FRIENDLINESS

CONSERVE RESOURCES

We care about our environment through efforts like rainwater harvesting, efficient food and water waste management, etc. We request you to support us in conserving the resources by being frugal in using water and electricity. Please keep the faucets closed and the AC, lights, fans, and TV switched off when not in use.

GUEST SAFETY

SAFETY OF BELONGINGS

While our property is a safe place for you, we urge you to keep your belongings safe by keeping the room locked. Electronic safes are provided to safeguard your valuables. The Serai Resorts cannot be held responsible for any loss of goods or belongings during your stay.

HAZARDOUS GOODS

For everyone's safety, guests are not allowed to bring hazardous goods such as arms and armaments, fireworks, flammable fluids, dangerous chemical substances, etc. into the property.

GUESTS DRIVING IN THEIR OWN VEHICLES

PARKING LOT

We have a designated parking lot for the vehicles of the guest, and parking is at the owner's risk. The management may not be held responsible for the loss or damage caused to any vehicle. Vehicles are not allowed to be driven to the rooms.

CHAUFFEUR ACCOMMODATION

We have a limited, paid dormitory accommodation for chauffeurs on a first come, first served basis. The chauffeurs are urged to follow the resort regulations and the cafeteria timings. Any misconduct may lead to the driver's expulsion from the resort.