

# Himalayan Hemp Eco Stay

## GUEST TERMS AND POLICY DOCUMENT

### Terms and Condition

- Loud Music and Noise is strictly prohibited
- Alcohol, Tobacco and Smoking etc. prohibited
- Not allowed to go out from the property after 7 pm
- Do not disturb people and animal around
- No photography of others property/other person without permission
- No Pets allowed
- Keep the surrounding neat and clean
- Home made vegetarian food will be provided

### Reservation Policy

- Check-In time is 12 am and Check-Out Time is 9 a.m.
- If our Check-In/Out timing does not suit your holiday program, kindly inform us about the same.
- Cancellation or Alteration in bookings is entertained. But prior information is required at least a week before your Check-In date. Kindly also refer our Reservation/Cancellation or Amendment Policy.
- Please carry a valid government issued photo identity and address proof with you for Check-In Procedure. PAN Card is not accepted as a valid Identity Card.
- No payment by using Credit/Debit Card .
- 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.

### Cancellation Policy

- Cancellations made 14 or more days before check in date will be free.
- Cancellations made more than 7 days in advance but less than 14 days will incur a cancellation charge of 50% tariff.
- No shows and cancellations made 0 to 7 days in advance will incur 100% charge of the booking.
- In case of a full refund on cancellation, there will be a deduction of approximately 5% as payment processing charges.

### Amendment Policy

- Amendments will be treated as cancellation if alternate dates are not available.
- Any refund will take at least 15 days to process.

HIMALAYN HEMP ECO STAY

#### Address

C/O Namrata Kandwal  
Faldakot Malla, Yamkeshwar Block  
Pauri Garhwal, Uttarakhand - 246121

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