



# Chettinad Heritage & Wellness Resorts

Mettupatti, Nachandupatti, Pudukkottai District

9042464085

chettinad.resorts@gmail.com // www.chettinadresorts.in

Date :

## Booking Policy:

### 1. ROOM CONFIRMATION:

Please pay 50% as advance from the total cost to confirm your booking.

1. **Payment Deadline:** Payment must be received within 3 business days of booking confirmation to secure the reservation.
2. **Unpaid Reservations:** Failure to make the payment within the stipulated time may result in the release of the room. Room allocation is not guaranteed until 50% payment is received.
3. **Reconfirmation:** If payment is not received within 3 business days, the room will be released and must be reconfirmed based on availability.

## Room Cancellation Policy:

1. **Full Refund:** If a room is canceled 3 days before the arrival date, 100% of the advance amount will be refunded.
2. **Partial Refund:** If a room is canceled 2 days before the arrival date, a 50% refund of the advance amount will be granted.
3. **No Refund:** If a room is canceled 1 day before or on the arrival date, the advance amount will not be refunded.

## Age Policy:

### 1. Below Age 18:

It is the responsibility of the guest to disclose the age during their booking. If the occupants are not above 18, or at least 19 during the time of booking, the Hotel reserves the right to cancel the booking, and refund based on the refund policy.

## Pet Policy:

1. **Pet Limit:** Only 1 pet per room is allowed.
2. **Pet Containment:** Pets should be on a leash or in their cage/container when in common areas.
3. **Safety Deposit:** A safety deposit of Rs 5000 is required upon check-in, refundable upon check-out.
4. **Responsibility for Damages:** Room guests are responsible for any damage caused by pets during their stay, and the amount will be deducted from the safety deposit. If the amount exceeds the deposit, additional charges will apply.
5. **Room Hygiene:** Daily room cleaning and inspection are required to maintain hygiene standards.
6. **Respectful Behavior:** It is the guest's responsibility to prevent any disturbances to other guests.



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## **Room Policy:**

### **1. Occupancy Rates:**

Room rates are based on double occupancy.

### **2. Extra Bed:**

Only one extra bed is allowed in each room.

### **3. Complimentary Breakfast:**

Complimentary breakfast is provided to room guests, including those with extra beds. Non-room guests will be charged for breakfast.

### **4. Room Duration:**

Rooms are provided for a 24-hour period. Delays of more than 3 hours are considered an additional day and will be charged accordingly.

### **5. Meal Timings:**

- Breakfast: 8 AM to 10 AM
- Lunch: 1 PM to 2:45 PM
- Dinner: 8 PM to 10:00 PM

### **6. Room Service Charges:**

Food and beverages served in the room will incur additional room charges.

### **7. No Smoking:**

Smoking inside rooms or in common areas is not permitted. Violations will result in a charge of Rs 4000/- and Eviction from the premise.