



HOTEL POLICY & TERMS – THE ESQUARE HOTEL, PUNE

**The Guest(s), visiting and/or staying at the hotel, automatically agree to the hotel policies, terms and conditions mentioned below upon check in.
The same is also available at www.esquarehotel.com**

TARIFF & KEY CARD

The tariff is for your room only. Please ensure that your bill reflects the correct tariff. Guests should obtain the key card from the reception only. Per Occupant, only 1 Key Card would be issued. Carry Key Card at all times during your stay. Upon Check Out, all key cards are to be handed back to the Front Desk. In case key card is lost, key card amount shall be payable.

BILLING

Please insist on a bill if the booking is via hotel website www.esquarehotel.com or directly on phone or walk in at front desk, and also ensure that a valid bill is printed and obtained. For OTA's the bill may not be given, and the invoice will be given by the OTA. For extras, the Bill is to be taken. If no bill is provided for any paid extras, consider the entire stay as FREE. OTA = Online Travel Agents such as Make My Trip, Travel Guru / Yatra / Agoda / Booking.com / Golbibo and so on etc

IDENTIFICATION (ID) & REGISTRATION POLICY

Valid government issued, photo identification is required at check-in for each occupant of the room bearing the address of the guest. The identity proof would include a valid driving license / voter identity card / adhaar card etc. PAN Card is not accepted. Valid passport is mandatory for all foreign national guests. Passport should have a valid visa. The Guest Registration Card, in complete detail has to be filled by Guest, failure to do so may result in dishonoring of the booking.

NUMBER OF GUESTS IN ROOM / VISITORS POLICY

The maximum number of guests that are allowed within the room, is the number and names of guests that have been paid for while reserving the room. Visitors are not permitted into the room zones and/or rooms. If any visitor has come to meet room guest, the meeting should be done in the public areas such as coffee shop / restaurant etc. Guests bringing in "solicited/paid guests" or "anti social elements" are not permitted, and the hotel reserves the right for such guests to leave the hotel premises. Visitors shall not be permitted between 1130 pm to 7 am, and if found occupying the room without information to the desk, then charges of Rs 2500 + Tax per unauthorized occupant shall be payable by the guest. Select objectionable cases may be reported to the local Police station for necessary action.

CHECK IN – CHECK OUT POLICY

Check In: 12 Noon & Check Out: 10 am. If the guest wishes to stay on upto 6 pm and the room is available, guest will be charged half the normal daily rate for the room. Beyond 6 pm check out, the full day tariff shall be levied. Late Check out is subject to availability only.

EARLY ARRIVAL POLICY

Early Check In can be requested while making your reservation or by contacting the Front Desk prior to your arrival. Early check-in is based on availability only and can't be guaranteed. Early Check Ins, prior to 8 am, will be on a full day chargeable basis deemed held from the previous night.

EARLY DEPARTURE POLICY

Upon Check In, guests will be asked to confirm the departure date. Changes to the departure date may be made without penalty if the rate plan permits and if done before the end of the arrival day. An early departure fee may be applied if departing after confirming the departure date. Please contact the hotel duty manager for additional information.

PET POLICY

Pets are not allowed in guest rooms. Alternate accommodation for pets is available on chargeable basis and subject to availability at an offsite location.

ADVANCE POLICY

The hotel will collect 100% advance amount of the proposed number of room night stays upon check in. The Hotel also reserves the right, to charge a "Pre Authorization" on the Credit Card towards extras. In case of any extension in the dates of stay, further advance for the period shall be undertaken on the day of extension. The hotel reserves the right to itself to deactivate the guest key card in case of any outstanding bills/amount until the same is cleared.

LONG STAY GUESTS

Long Stay Guests i.e guests staying above 10 nights, have to periodically (every 5 nights) settle their outstanding balances against the room guest ledger folio. The hotel reserves the right to itself to deactivate the key card in case of any outstanding bills/amount until the same is cleared.

MAXIMUM OCCUPANCY POLICY

The maximum occupancy for a room is three persons.

CHILDREN POLICY

A maximum of 1 child below 12 years stay complimentary in the room with the parents without any charges, provided no extra bed is used. Child above 12 years is considered as an adult. Extra bed can be provided on request at a charge. Child age proof is required at time of check in.

EXTRA BED POLICY

Rollaway beds and mattresses are available for a fee. Availability is not guaranteed.

ACCESSIBILITY POLICY

The hotel has one accessible guest room (physically challenged room) and offers wheel chair to assist guests when needed. Wheel chair subject to availability.

SETTLEMENT OF BILLS AND PAYMENT POLICY

Bills must be settled upon presentation by cash or credit card. Guests paying in cash will be asked to pay the full accommodation rates. Personal cheques are not accepted.

CREDIT CARDS AND THIRD PARTY CREDIT CARDS

The credit card holder must be present for the hotel to accept and swipe the credit card as a method of payment. A non-guest wishing to pay for a room guest's expenses must be arranged directly with the hotel. Hotel does not accept faxed credit card authorization forms.

SECURITY POLICY

The Hotel reserves the right to pass on all guest information to Police and or any other Investigating Parties. All guests are to allow their baggage to be checked by guards/scanner machines at check in - check out time. The Hotel also reserves the right to check guest luggage at any point of time during the stay. Firearms, Explosives, Suspicious Material, Hazardous Agents, Drugs and Chemicals are not permitted. Licensed Firearms are to be declared to the hotel upon check in.

RESTAURANTS

While dining within the restaurants, outside food-beverages-liquor are not allowed to be consumed. Guests creating a disturbance to the operations, shall be asked to vacate the premises.



AMMENDMENT / CANCELLATION POLICY

All Reservation must be amended/cancelled 48 hours prior to the planned date of arrival. Reservations cancelled within 48 hours of the arrival date will incur a cancellation charge of one night. Peak season cancellation must be done at least 7 days prior to arrival date to qualify for no cancellation charge. For group of 5 rooms or more confirmation for the reservation would only be given on the basis of advance payment only. In case of a no-show or cancellation/amendment of the conference/group (in part or full), within 15 days or less from the date of check-in, a retention charge will be levied at the discretion of the hotel. In addition, should any participants check out early, retention will be charged for those nights booked, now being released due to the early check out.

OTHER AREAS OF THE HOTEL

For other areas of the hotel such as, but not limited to – Salon & Spa, Business Center, Gym, Banquet Halls & Terraces, Public Areas and Corridors, any guest violating any rule/regulation or posing a hazard to the area shall be asked to leave the hotel premises.

SWIMMING POOL POLICY

Timings: 7 am to 7 pm only. There is no life guard on duty. Children under 17 yrs must be supervised by an adult in and around the pool area at all times. Children under 17 are not permitted in the swimming pool by themselves. Registration for usage of the pool is compulsory. Swimming is at Visitor/Guest's own risk and Hotel does not accept any liability for any mishap.

VISITORS BELONGINGS

Visitors are requested to lock the door of their rooms securely when going out or when going to bed. The Hotel will not, in any way, whatsoever, be responsible for the loss or theft of visitor's / guest's goods or any other property not entrusted to the management or for damage thereof whether due to neglect of the hotel staff, agents or any cause whatsoever including the theft or pilferage. For the convenience of guests, private lockers are available in all rooms to ensure the safety of any valuables.

COMPANY'S LIEN ON VISITOR'S LUGGAGE AND BELONGINGS

Incase of default in payment of dues by a guest, the Management shall be entitled to a lien on the baggage and belongings, and to detain the same and to sell or auction such property at any time after the date of departure without reference to the party and appropriate the net sale proceeds towards the amount due by the guest.

INTERNET AND WIFI POLICY

The hotel provides wired and non wired internet to hotel guests. The bandwidth is restricted and is meant for browsing only. Heavy file downloading is not permitted, and if found so, the facility may be withdrawn. Anti-social sites, banned sites or immoral site browsing is not permitted. The hotel, has the right to monitor the guest browsing history for safety and security purposes. It is mandatory for the guest to provide the mobile number, in order for the WIFI user id and password to be communicated.

HAZARDOUS GOODS

Storing of cinema film, raw and exposed or any other articles of combustible or hazardous nature in guest rooms or storage is strictly prohibited.

DAMAGE TO PROPERTY

Guests will be held responsible for any loss or damage to the hotel property caused by themselves, their friends or visitors or for any person for whom they are responsible. The Hotel also reserves the right to call the Local Police Station in case of guests refusing to pay for the damage, including but not limited to, taking possession of guest belongings and detainment of guests until the matter



reaches an amicable solution. Such guest will also be checked out, irrespective of the number of days of stay booked. The hotel also reserves the right to circulate the information of the incident, including names of guest, to the Hotel Associations.

MANAGEMENT RIGHTS

The Management reserves to itself, the absolute right of admission to any person in the hotel premises and to request any guest to vacate his or her room at any moment without previous notice and without assigning any reason whatsoever, and the guest shall be bound to vacate when requested to do so. In default, the Management will be entitled to remove the luggage and belonging of the visitor from the room occupied by him or her and lock the room. The management also reserves the right to change any policies, rules and regulations from time to time. In case of any dispute, decision of the hotel will be considered as final and binding. Any experience in the hotel premises, is subject to Pune jurisdiction only.

LEFT LUGGAGE POLICY

The Hotel will keep left luggage only for a maximum of 24 hours, after which it reserves the right to dispose off the luggage or handover to the local police station and will assume no liability for the same in case its lost, damaged or mishandled. The Luggage will be checked by Hotel Security before taking possession of the same.

GOVERNMENT RULES AND REGULATIONS

Guests are requested to observe the government rules & regulations in force applicable to India from time to time in respect to registration, alcoholic drinks, firearms etc.

SMOKING POLICY

Effective 2nd October 2008, the government has introduced "No-Smoking" legislation for hotels, restaurants and all public places. As a consequence, smoking is prohibited in all parts of the hotel except in designated bedrooms where smoking is permitted. Smoking in any other form (beedis, hookahs, sheeshas etc) are not permitted within the hotel premises.

CURRENCY FLUCTUATIONS

Rates confirmed in USD may be converted to local currency by the hotel at your time of stay, based on the exchange rate used by the hotel and are subject to exchange rate fluctuations. Credit card charges are subject to additional currency conversions by banks or credit card companies, which are not within the hotel's control and may impact the amount charged to your credit card.

ALCOHOL POLICY

Alcoholic beverage service is restricted to those 21 years or older with valid identification.

PARKING POLICY

The Hotel provides for self parking and valet parking, however, parking is solely at the vehicle owner's risk and hotel assumes no liability of any loss of belongings, or loss of / damage to the vehicle. Vehicles being parked overnight, guests are required to inform the front desk, else the car would be towed away by the Traffic Police Department.

LOST AND FOUND

Any items, left behind by the guest, should be informed to the Front desk immediately via email. In case the guest does not contact the hotel, the hotel reserves the right to dispose off the same without any liability on the hotel.

RELATION BETWEEN THE COMPANY AND VISITORS/GUESTS

Nothing herein mentioned shall constitute or be deemed to constitute any form of tenancy or sub-tenancy or any right of tenancy or any right of sub-tenancy or interest in the hotel's premises or any



part or portion in favour of any guest/visitor or resident and the hotel shall always be deemed to be in full and absolute possession and control of the whole of the Hotel's premises.

RIGHTS OF ADMISSION RESERVED

The Hotel, and the entire building as a facility complex, is a Private Property, for which "Rights Of Admission Are Reserved". The Management, can ask any guest to vacate/leave the premises on ground of disturbance or posing a threat to the Employees/ Other Guests or Violating any policies/terms of the Hotel.

AMMENDMENT OF RULES

The Management reserves the right itself to add, or alter or amend any of the above terms, conditions and rules.

INFORMATION

For more information, please contact the Duty Manager at extn 551 / 551

M: +91 – 9370808800

T: +91 – 20 – 66044100

E: dutymanager@e-squareindia.com

W: www.esquarehotel.com

A: E-SQUARE, Level 5, 132 University Road, Pune 411016

WISHING YOU A PLEASANT STAY !