

# **HOTEL POLICY/TERMS & CONDITIONS**

We strive to provide our guests with an exceptionally clean, safe, and friendly hotel experience. The following Hotel Policy/Terms & Conditions have been established based on industry standards, management and operational procedures, and our personal experience of owning and operating The Umrao. These Hotel Policy/Terms & Conditions are considered a part of our reservation agreement with you. As our hotel guest, by reading and signing your hotel registration form you are agreeing to abide by all of our Hotel Policy/Terms & Conditions and procedures. These Hotel Policy/Terms & Conditions are presented here to help promote our guests' safety and enjoyment and to ensure that each guest is aware of the understandings between The Umrao and the guest. Our Hotel Policy/Terms & Conditions may change from time to time, so please check back often.

## **ROOMS**

1. Hotel check-in time is 14:00 hrs and check-out time is 12:00 hrs (noon), any early check-in or late check-out will be subject to availability and will be charged accordingly.

2. **CANCELLATION:**

The Umrao is not responsible for weather conditions, personal emergencies, or schedule changes. Reservations must be cancelled forty-eight (48 hours) hotel time, prior to your arrival date, in order to avoid one (1) night full room cancellation fee. If reservations are cancelled less than 48 hours before the arrival date, your credit card may be charged the full room rate plus taxes. If you are staying more than one (1) night, only the first night full room rate and taxes will be charged. If you cancel any reservation, you must obtain and save the cancellation number for your records.

3. **NO SHOW CHARGES:**

Failure to check in on the scheduled arrival date for a reservation guaranteed with a credit card will result in a No-Show fee being charged to your credit card. You will only be charged the first night, one (1) night's full room rate plus taxes and the balance of the reservation will be cancelled.

4. **GROUP RESERVATIONS:**

Large group/Block reservations must be cancelled eight (8) weeks prior to arrival date. Reservations cancelled after that date may be charged one (1) full room charge plus tax for each room reserved and the balance of their reservations cancelled.

5. **GUARANTEED RESERVATIONS** - All reservations must be guaranteed with a valid major credit card. Guests must be 18 years and older. We accept Visa, Master Card, American Express, and other major bank card. We do not charge your credit card at the time you make your reservations. Your credit card guarantees your reservations. Please make sure to receive a reservation confirmation number when you make a reservation. Reservations must be cancelled Forty-eight (48 hours), hotel time, prior to your arrival date, in order to avoid a one (1) room night, plus tax cancellation fee. Reservations will be held until 11:00 a.m. the morning following your scheduled arrival date. If you have not checked in by that time, a NO-SHOW charge of one room night, plus tax will be charged to your credit card and the balance of your reservations will be cancelled. The Umrao is not responsible for weather conditions, personal emergencies, or schedule changes.

**Maximum Occupancy** : Maximum 03 Adult in one room are allowed with an extra bed with extra charges.

upto two Children below 08 years are allowed complimentary on existing bed. Only one extra bed allowed in one room..

**Check-In Requirement** - Guests must be at least 18 years of age to check in at The Umrao. In the interests of security and government policy, all guests staying in the hotel are required to confirm their identity by providing their valid government issued photo identification at check-in as per the directions given by Delhi government.. A valid, signed, and pre-approved credit card in the name of the guest registration is also required. It is your responsibility to fully understand the manner in which your bank processes pre-authorizations and charges to your credit/debit card. Some banks hold pending authorizations for up to 30 business days.

**Room keys** are issued to the registered guest(s). No room keys will be issued to youth under 18 at any time. I.D. is required if you have lost your key and require a duplicate. Please return room keys to Front Desk at Check-out.

6. Please be advised room numbers cannot be pre-assigned or confirmed in advance. You may contact reservations department or front office department for assigning the room on arrival.
7. The Umrao is a Non Smoking Hotel. Hence, we do not permit smoking tobacco, illegal drugs, e-cigarettes, hookahs, cigars inside the hotel. Guests are encouraged to notify Front Desk staff immediately if they smell cigarette or other objectionable odors. This policy is not intended to stop people from smoking, but to regulate where they smoke and how it affects others. A Designated Smoking Area is provided outside and away from the building

#### **8. Pre-Authorization/Security Amount at Check-In:**

We have required pre-authorized of credit cards/debit cards or Security amount at check-in Since January 2018. A pre-authorization/ security Amount is a temporary hold of a specific amount of your available credit limit balance placed on your credit/debit card for the full amount of your intended stay, plus tax. All credit/debit cards are pre-authorized at check-in. Pre-authorization is not a charge to your account, it is a hold on those funds. Once your actual charge is posted at check-out it can take anywhere from 24 hours to 30 days for the original pre-authorization to be removed by your bank. Generally, most banks release the hold within 3-5 days. It is your responsibility to be aware of how your bank handles all of your transactions, including pre-authorizations. We are unable to remove pre-authorizations directly through our hotel.

#### **9. SPECIAL REQUESTS:**

- We will make every effort to honor special requests such as a specific floor or room number, adjoining rooms, extra beds etc. upon your arrival. All special requests are noted on reservations and we will do our best to accommodate. However, the availability of these items cannot be guaranteed in advance.
10. Differently abled Rooms - One differently abled room is available and should be reserved in advanced; please contact the hotel directly +91 11 4770 7070

**Visitors :** No Visitors allowed in the room (Women after 7pm, men after 10pm), Visitors must notify Front Desk upon their arrival. Visitors are not allowed to use guest amenities including the pool, steam, sauna, continental breakfast, or Wi-Fi. As a registered guest, you are responsible for your visitor at all times.

#### **NO IN-ROOM PARTY:**

The Umrao enforces a No In-Room Party Policy to ensure we can protect the hotel and our guests at all times. No parties, loud disturbances and/or noise-nuisance are allowed or tolerated on these premises. In the event of a disturbance, one polite request (warning) will be given to reduce the noise. If our request is not followed, the guest will be asked to leave the hotel without refund. Registered guest(s) is responsible for all persons visiting. Non-Registered visitors are only permitted until 10:00 P.M. If found with more "people" not listed on the Guest Registration Form after 10:00 P.M. your stay will be considered a party. You will be ordered to vacate the premises without refund and may be access Guest Compensation Disturbance Fee

#### **LINEN CHANGING:**

Your comfort is very important to us. For guests staying multiples nights, bed linen is changed on a rotation schedule. Used towels are exchanged for fresh towels daily. If Housekeeping is unable to change a bed due to personal items left on a bed, a note will be left. Housekeeping will be happy to change your bed linens and make your beds each day if all personal items are removed. Please contact our Front Desk staff if you have any additional questions or concerns.

#### **DAMAGE DISCOVERED AFTER CHECK-OUT:**

Guest Rooms found with waste strewn around, in complete disorder, and/or "trashed" will be subject to maintenance deep cleaning fee, administration fee and/or third party fees.

**DAMAGE TO ROOM:** Damage to rooms, fixtures, furnishing and equipment including the removal of electronic equipment, towels, art work, etc. will be charge at 120% of full and new replacement value plus any shipping and handling charges. Any damage to hotel property, whether accidental or willful, is the responsibility of the registered guest for each particular room. Any costs associated with repairs and/or replacement will be charged to the credit card of the registered guest. In extreme cases, criminal charges will be pursued.

### **DAMAGE TO MATTRESSES AND BEDDING:**

Damage to mattresses and linen including; towels, mattress pads, sheets, bedspreads, blankets resulting from the use of body oils, make-up, shoe-polish, etc. will result in a charge for the special cleaning, repair or replacement of the damaged article.

### **DAMAGE OR TAMPERING WITH FIRE DETECTION SYSTEMS/FIRE-FIGHTING EQUIPMENT:**

The Umrao reserve the right to take action against any guest or visitor found to have tampered or interfered with any detection equipment throughout the hotel, including detector heads in public areas, guest rooms, break glass points and fire extinguishers. Guests or visitors found to have tampered with any fire detection or fire-fighting equipment will be charged with any costs incurred by the hotel due to their actions and will be evicted from the hotel. Depending on the severity of the guest actions, law enforcement may become involved at the hotel's discretion. Should the fact that fire-fighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc.

**BUSINESS CENTER:** Photocopies, and faxes are provided for a fee. The Business Center computer is provided for the registered guest(s) to check their email, print airline tickets, etc. like activities. Children are not allowed on the computer, nor is it intended for gaming, movies, etc.

### **FOOD & BEVERAGE**

1. Food and beverage for rooms should be ordered through the In-Room Dining only. No outside food, soft or alcoholic beverages are allowed in the rooms or in the hotel premises. Any liquor brought into the hotel by guests will be kept at the front desk until checkout.
2. Hotel is not held responsible if guests consumes outside food and get adversely affected by the bad quality of outside food.
3. Alcoholic beverage service is not allowed below 25 years of age.

#### **4. LOST & FOUND POLICY:**

The Umrao assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings. If you discover that you have left behind something of value to you, please call us immediately +91 11 4770 7070 and we will try to assist you in locating your lost item.

#### **5. FOUND ITEMS:**

The Umrao is not responsible for any item left behind by a guest. However, any item, with the exception of perishable items, left behind by our guests and found after departure by Housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to fourteen (14) days. Records of Lost & Found items are retained for 6 months. Reasonable effort will be made to notify the guest that an item has been found. Perishable items, underwear, and miscellaneous toiletries are discarded.

#### **6. RETURN:**

We would be happy to return your lost item(s) to you by Post and your credit card will be charged against packaging and postage, plus a INR 500 handling fee. A separate receipt will be mailed to you. The Umrao is not responsible for any item lost or misdirected during shipment by the Postal service.

7. **UNCLAIMED ITEMS/NO CONTACT:** Lost & Found items are held for fourteen (14) days while we attempt to contact the guest. If guest contact information is incorrect or cell phone mailbox has run out of space and we are unable to contact the guest during the fourteen (14) day holding period, the unclaimed item(s) are thrown away, given to local organizations, or disposed of accordingly by The Umrao

### **SWIMMING POOL & FITNESS CENTRE**

1. Persons under the influence of alcohol/drugs are not allowed to use the Pool.
2. Kindly keep all valuables in the lockers provided, management cannot be held liable for loss of any valuables or other personal property left at the swimming pool premises.
3. For Hygiene reasons, all persons are requested to take a shower before using Swimming Pool facility.

4. Depth of pool is 4feet, diving is not allowed
5. Use the ladders while entering and exiting the pool.
6. Proper swimming attire is required for the usage of pool. No street clothes are allowed in the pool. Clothing such as cut-offs, gym shorts and underwear is not permitted as swimwear
7. Nuisance not allowed in the hotel premises
8. Any person having a skin disease, sore or inflamed eyes, cold, nasal or ear discharge, communicable disease or who is wearing any kind of bandage or Band-Aid to cover an open (unhealed) wound will not be permitted in the pool.
9. Management reserves the right to deny use of the pool to any person, as its sole desecration.
10. These rules and regulations are subject to change any time without notice.
11. It is assumed that patrons know their physical limitations. Proper attire including shirt and shoes must be worn at all times.

## **PROMOTION POLICY**

1. If you choose to take advantage of any promotions offered through the hotel, please follow all restrictions associated with each offer. Management reserves the right to change or cancel all promotions at its sole discretion without any notice.
2. The Umrao makes its best efforts to ensure that all the information that appears on its website is accurate. However, no warranty, expressed or implied, is given that the information provided on this website is error free. The Umrao does not accept liability for any errors and/or omissions, and reserves the right to change the information published at any time and without notice.

## **DAMAGE TO PROPERTY**

1. Guests shall be liable for any damage, except normal wear and tear to Hotel asset. Guest will not, and shall not permit others to, drive nails, tacks, hooks, screws, or other items into any part of the Hotel rooms or Hotel equipment or property. Guest shall keep the Hotel room in a good condition and maintain hygiene and cleanliness.
2. Also in case of events, any damage caused to the hotel or hotel property by the vendor or the client, the hotel will be claiming the recovery charges from the guest (booker of the event or the company holding the event).

## **SECURITY**

1. No fire-acts or an act causing threat to human lives is non-permissible in hotel premises.
2. Guest shall not be allowed to carry any arms, firearms or ammunition with them within the hotel compound. Even in the name of personal security guard/body guard, guest shall not be allowed to have any arm, firearms, ammunition. If it is found at any point of time that this norm is violated by the Guest or any person accompanying him, shall be taken seriously and the guest and/or the accompanying person shall have to leave the hotel premises immediately settling the bill. This policy is without prejudice to Hotel Management right to immediately report the matter to concerning authorities.
3. Hotel does not assume liability for any items left unattended in any area of the hotel. Hotel may require security officers for certain occasions. In order to maintain adequate security measures Guest needs to inform Hotel security personnel as determined by the Hotel Security department.
4. Hotels consider guest comfort and security as our priority, particularly when faced with today's global security challenges. Advanced security technologies to facilitate safeguarding your security, such as; integrated surveillance systems. As our valued guest, we are committed to creating an environment of security and well-being throughout your stay. Our security personnel patrol the premises 24 hours a day. CCTV cameras are installed strategically in all public areas.

## **IN CASE OF EMERGENCY OR FIRE:**

Please notify Front Desk in the event of a fire or other emergency. A map that shows emergency exits can be found on the back of your room door .

## **FIRE SAFETY POLICY:**

The hotel is fully equipped with smoke detectors, fire safety information in In-Room Directory and emergency evacuation plans on the door of each guest room. Please review this important information.

## **CHANGES OR MODIFICATION TO THE HOTEL POLICY/TERMS & CONDITIONS:**

The Umrao reserves the right to amend, modify, change, cancel, vary or add to these Hotel Policies/Terms & Conditions or the arrangements and content featured on our Hotel website at any time without prior notice. Please check our website regularly for updates to Hotel Policy/Terms & Conditions. Any modification to these Hotel Policy/Terms & Conditions that occurs before your departure is considered a part of your reservations agreement with us. A copy of these Hotel Policy/Terms & Conditions is located on our website, and available from Front Desk staff upon request.

## **ILLICIT ACTIVITY**

The hotel will report all suspected illegal activity to the appropriate authorities and reserves the right to refuse service to anyone suspected of involvement in such activity. The hotel reserves the right to enter any area of the hotel, including guestrooms, should there be a reason for suspicion of illegal activity or if we suspect our property, staff, or guests are at risk.

## **MUSIC AND SOUND**

1. In case of live / DJ music being permissible by law only till 2200 Hours, the volume will be required to be lowered by 2200 Hours (as per Govt. Laws) and stopped by 2230 Hours.
2. No Loud music is permissible at any of the outdoor venues or after 2200 Hours in our Banquet Halls, lawns, Conference hall & Terrace premises. Please note that usage of Styrofoam/plastic glasses / Gas Balloons is prohibited for any indoor functions.
3. Only contracted vendors of the hotel i.e. for Sounds, DJ, Orchestra, Photo / Videography or Event management arrangement required by the party will be allowed in the hotel.
4. Being close to the airport, hotel do not allow laser lights during the functions as it causes confusion to the pilots while landing and which could be cause of major hazard.

## **PRIVACY POLICY**

We believe in maintaining the privacy of all the information of the guest we have with us and shall be used for our purposes only. However, all the requisite and relevant information of guest of any other nationality/foreigner regarding his/her stay in Hotel, as is required to be shared under the law, applicable time to time, shall be shared with local police/administration, as per rules.

**RIGHT TO REFUSE SERVICE:** The Umrao is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s) that violates Law (in any form). The Umrao has a zero tolerance policy in which we will refuse to admit or refuse service or accommodation in our hotel or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by the government or the owners for the operation and management of the hotel. The Umrao will refuse service or evict a guest: for refusal or failure to pay for accommodations, is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests or is not in compliance with state liquor laws; acts in a disorderly fashion as to disturb the peace of other guests; is unable to properly supervise their children at all times, seeks to use the hotel for an unlawful purpose; seeks to bring into the hotel: an unlawfully possessed firearm; or something, including an explosive or hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons; destroys, damages, defaces, or threatens harm to hotel property or guests; causes or permits persons to exceed the maximum allowable occupancy of room, refuses to abide by the reasonable standards or policies established by The Umrao for the operation and management of our hotel.