

A ROOM TERMS & POLICIES

1. Check In 2 pm & Check Out 12pm with complimentary breakfast.
2. Proof of ID is mandatory for each person staying at the Villa.
3. In case of loss of Key card, Rs.1500/key will be charged.
4. Non-Resident guests are not allowed in the villa.
5. Guests are requested to assign duties to the housekeeping staff only during designated work hours.
6. All rooms are Non-Smoking rooms. However, Smoking is permitted in villa sit-outs.
7. Drugs, arms and ammunition are not allowed within the villa premises.
8. The guest(s) shall be liable for losses or damages caused by them, their employees, assistants with respect to the villa property and assets.
9. The management assumes no responsibility for loss or damages of valuables; kindly ensure safekeeping of your belongings.
10. Early check-in or late check-out is strictly subject to availability.
11. Extra mattress available with relevant charges.
12. Guests are expected to exercise caution not to jeopardize the integrity of the rooms, amenities and structures.
13. Vehicles must be parked in designated parking bays only. Parking in non-designated areas, including emergency exits and fire lanes, is strictly prohibited.
14. Guests are requested to conduct themselves appropriately at all times and to comply with Company procedures and/or requests with regard to conduct and respect for the property of the Hotel, its employees and guests and their health and safety.
15. Usage charges on certain amenities apply.
16. Heavy machinery, materials, or luggage must not be placed against the walls or panels within the rooms.
17. Guests will be responsible for any charges resulting from damage to the resort's interiors, furniture, or surfaces caused by not following the resort's policies.

B RESERVATION POLICY

BOOKING TERMS

- Current government regulations require Indian residents to present proof of identity at the time of check-in. The proof of identity can be any one of the guest's Aadhar, driving license, passport or voter's identity card.
- Entire payment will be collected for direct booking before the arrival. Reservation would only be guaranteed on the basis of a valid credit card.

Guarantee Policy

- All bookings must be guaranteed at the time of reservation by advance payment. All major cards are accepted.

Occupancy Charges – Infant, Child And Adult Policy

- **0 - 6 years:** No additional occupant charges.
- **7 - 12 Years:** Shall be considered as Child Occupant and corresponding charges apply.
- **Above 12 years:** Shall be considered as Adult occupant and corresponding charges apply.

C CANCELLATION POLICY

- Cancellation made 72 hrs before check in will be 100% refunded.
- Cancellation made 48 hrs before Check-in will incur 50% of the Tariff as cancellation charge.
- Cancellation made 24 hrs before Check-in will incur 100% of the booking amount.

Group Booking

A booking will be considered as group if the number of rooms booked are more than 5.

- 100% refund available for cancellations received 15 days prior to the date of arrival.
- 50% refund on cancellation between 10 to 15 days to the date of arrival.
- No refund in case of cancellation received within 7 days prior to the date of arrival.

[*Disclaimer](#)

D PRIVACY POLICY

We understand that privacy online is important to users of our Site, especially when conducting business. This statement governs our privacy policies with respect to those users of the Site who visit without transacting business and Visitors who register to transact business on the Site and make use of the various services offered by La Palmera Beach Resort.

What Information Do We Collect About You?

At various times, we will be obliged to ask you, as a La Palmera Beach Resort customer, for information about you and/or members of your family, such as:

- Contact details (for example, last name, first name, telephone number, email)
- Personal information (for example, date of birth, nationality)
- Information relating to your children (for example, first name, date of birth, age)
- Your credit card details (for transaction and reservation purposes)
- Your arrival and departure dates.
- Your preferences and interests (for example, smoking or non-smoking room, preferred floor, type of bedding, type of newspapers/magazines, sports, cultural interests)
- Your questions/comments, during or following a stay in one of our hotel

The information collected in relation to persons under 18 years of age is limited to their name, nationality and date of birth, which can only be supplied to us by an adult.

We also collect web statistics automatically about your visit to our site. This information is used to help us follow browsing preferences on our site so that we can regularly improve our website. These statistics do not contain personal data and cannot be traced back to an individual.

How Will We Use The Information About You?

We use your information in a number of different ways, primarily to fulfil a contract and also provide excellent service to our customers — what we do depends on the information.