



General Terms & Conditions

Arrival and Departure Time

- Check-In time is 14:00 hours and Check-Out Time is 11:00 hours.
- Early check-in charges: To guarantee a room any time prior to 09:00 hours, 100% of the 1st night charge will be levied. To guarantee a room any time beyond 9:00 hours, 50% of the 1st night will be levied.
- Late check-out charges: To guarantee the room any time beyond 17:00 hours, 100% of the previous night's charge will be levied. To guarantee the room any time up to 17:00 hours, 50% of the previous night's charge will be levied.

Rates

- These rates are valid for individual bookings only; group rates will be quoted on request

Confirmation Policy

- In order for a reservation to be guaranteed a credit card guarantee (with valid authorization form) or a 100% advance deposit (in the case of wire transfer is required)
- All non-guaranteed reservations will be released 21 days prior to date of arrival.
- For reservation enquiries made within 21 days of arrival a maximum of 1 day will be allowed to guarantee the reservation with a signed Credit card authorization form, or wire transfer failing which the reservation will be released automatically.

Cancellation/Amendment Policy

- For cancellations more than 21 days before arrival - No Charge.
- For cancellations between 7 – 21 days before arrival - 50% of total programme price will be charged as retention.
- For cancellations between 0 – 7 days before arrival - 100% of total programme price will be charged as retention.
- No show - 100% of total programme price will be charged as retention.
- Early check-out - 100% of balance period will be charged as retention.
- For any amendment in arrival date made less than 21 days prior to arrival and where the length of stay remains the same, 1 night retention will be charged as per programme booked.
- For any amendment in length of stay made less than 21 days prior to arrival 100% retention will be charged for the number of nights reduced.

Triple Occupancy Policy

All category of accommodation, viz. Rooms, Suites and Villas can accommodate a maximum of only two adults except for the 2 bedroom Villa which can accommodate 4 adults.

Taxation Policy

- All rates mentioned in includes all applicable Government taxes
- Any subsequent change in taxes will be levied as per tax rates prevalent on the dates of stay.
- The hotel does not levy service charge.

Child Policy

- In order to preserve the tranquility of our Destination Spa, children below the age of 14 years are not permitted at the Ananda in the Himalayas.
- Use of the spa facilities like Sauna, Steam and the spa therapies are available only to guests who are of the age of 18 years and above. Young guests between the age of 14 and 18 years can take part in various scheduled activities such as yoga, meditation, treks and use of the swimming pool.

Non - residential guests are not allowed inside Ananda in the Himalayas for any purpose, including meals, spa services or general visits.