

# Cancellation Policy

## Cancellations and Amendments :

Hotel Reservation Service does not charge any cancellation fee for rooms that have not been confirmed. However once your room has been confirmed, you are subject to the cancellation policies as explained below.

## Modification Charges :

A Fee of Rs.400 per room will apply to the booking. (Any reduction in the number of nights or rooms or booking amount will be termed as cancellation and cancellation charges will apply accordingly).

The cancellation policy below applies to all bookings. It must be clearly understood that any policies dictated by the hotel will always take precedent over the policy stated here. We will of course inform you clearly and completely if this is the case with your booking.

## Cancellation Charges :

1. 100% refund in case of Cancellation 20 days before arrival date.
2. 50% refund in case of Cancellation 10 days before arrival date.
3. 25% refund in case of Cancellation 5 days before arrival date.
4. No refund in case of Cancellation within 5 days of arrival date.
5. No refund once you have checked in if you want to leave before your checkout date.
6. Any funds received from outside of India for bookings cannot be refunded outside of India.

( Note : All Refund Transfer charges shall be charged from guest account, If any.)

## **Cancellation Procedure :**

Cancel by sending us an e-mail to **reservations@mvtindia.com** with the word "CANCEL" in the subject line and quoting your name and arrival date and booking confirmation number (if given). Our utmost concern is that you get maximum refund back. Failure to do so will result in you being subject to the conditions described above so it is imperative that you let us know as early as possible. Extension of stay: Be sure to make your reservation for the full duration of your stay. If you do need to extend your booking after arrival, you will need to contact our Reservations office as the hotel will not offer you these discount prices (Hotel may charge you rates applicable as on date).

## **Shortening your stay :**

MVT, Guesthouse & Restaurant offers some flexibility with regard to this issue. However, as a facilitator MVT, Guesthouse & Restaurant has to abide by the hotel policies. You have to e-mail the hotel 14 days before arrival, clearly specifying the dates of shortening your stay and the refund amount from the hotel. Otherwise, you shall be charged as per the actual number of nights as mentioned at the time of advance booking

## **No Show (Non-use of reservation):**

In case you do not utilize your reservation and fail to contact us to cancel it in a stipulated time period as specified above, we would not be in a position to return you any amount pertaining to your booking. The reason for this is that the room in the hotel is booked in your name, and the hotel cannot let the room be occupied by anyone else. The room is held unoccupied up to 24 hours. Thus, even if you do not show up

( NOTE : No refund for cancellation of booking during [ October 1 ~ November 30 & February 1 ~ 31 March.] )