

Guest Policy

Welcome to Paradise Inn! We are delighted to have you as our guest and want to ensure that your stay with us is comfortable, safe, and enjoyable. Please take a moment to familiarize yourself with our guest policy, which outlines important information and guidelines for your convenience.

1. Reservation and Check-In:

- All reservations are subject to availability and confirmation.
- Check-in time is 12:00PM, and check-out time is 11:00AM. Early check-in or late check-out may be available upon request, subject to availability and additional charges.
- Guests must present a valid government-issued photo ID and a credit/debit card at check-in. The credit/debit card used for booking must match the name of the registered guest.
- Guests with local residency are not allowed to stay in hotel.
- Minors under the age of 18 must be accompanied by an adult guardian or parent.
- We do not allow visitors entry to guest room.
- Reservations are only accepted from guests who agree to abstain from consuming alcohol during their stay at our hotel.

2. Payment and Charges:

- Payment for accommodations, amenities, and incidentals is required upon check-in.
- 100 % advance Payment deposit at the time of Check in.
- Additional charges may apply for services such as room service, minibar items, telephone calls, and damage to hotel property.
- GST / Taxes charged extra and applicable as per government directives.

3. Guest Check-Out Procedures:

- **Check-Out Time:** Our standard check-out time is [insert check-out time]. Guests are kindly requested to vacate their rooms by this time to allow for cleaning and preparation for incoming guests. Late check-out may be available upon request, subject to availability and additional charges.
- **Settlement of Charges:** Prior to check-out, guests are required to settle any outstanding charges for accommodations, amenities, and incidentals incurred during their stay. This includes room charges, room service, minibar items, telephone calls, and any other applicable fees.
- **Review of Final Bill:** Upon request, guests may review their final bill with a front desk staff member to ensure accuracy and address any questions or discrepancies. An itemized invoice detailing all charges will be provided for the guest's records.
- **Return of Keys and Access Cards:** Guests are requested to return all room keys, access cards, and any other hotel property provided during their stay to the front desk during check-out. Failure to return these items may result in a replacement fee.
- **Feedback and Departure Wishes:** We value your feedback and would appreciate any comments or suggestions regarding your stay with us. Please take a moment to share your feedback with our staff at the front desk before departing. We hope you had a pleasant stay and look forward to welcoming you back in the future.
- **Express Check-Out Option:** For added convenience, we offer an express check-out option for guests who prefer a quick and seamless departure. Guests can settle their final bill and check out electronically via email or mobile app without visiting the front desk.
- **Additional Services:** If you require any additional services or assistance during check-out, such as arranging transportation or storing luggage, please don't hesitate to inform our staff at the front desk. We are here to ensure your departure is stress-free and comfortable.

4. Prohibited Activities Policy

- **Smoking:** Smoking, including the use of cigarettes, cigars, pipes, electronic cigarettes, and other smoking devices, is strictly prohibited in all indoor areas of the hotel, including guest rooms, corridors, restaurants, and public spaces. Designated smoking areas may be available in outdoor spaces.
- **Alcohol Consumption:** The consumption of alcohol is strictly prohibited on hotel premises. Guests are not permitted to bring alcoholic beverages onto the premises or consume alcohol in

- **Gambling:** Any form of gambling, including but not limited to card games, dice games, slot machines, or sports betting, is strictly prohibited within the hotel premises.
- **Prostitution:** The solicitation, engagement in, or facilitation of prostitution or any other illegal activities related to sex work is strictly prohibited within the hotel premises. Any individuals found to be involved in such activities will be reported to the appropriate authorities.
- **Contraband Goods:** The possession, sale, or distribution of contraband goods, including stolen property, counterfeit items, illegal weapons, or unauthorized substances, is strictly prohibited on hotel premises.
- **Drugs and Illegal Substances:** The possession, sale, or use of illegal drugs or controlled substances, including but not limited to narcotics, hallucinogens, stimulants, and prescription medications without a valid prescription, is strictly prohibited within the hotel premises.
- **Other Prohibited Activities:** In addition to the activities listed above, any behavior or conduct that is disruptive, unlawful, or harmful to others, including harassment, violence, vandalism, or theft, is strictly prohibited within the hotel premises.
- **Prohibition on Commercial or Public Use:** It is illegal to use photographs or videos taken within the premises of [Your Hotel Name] for commercial or public purposes without prior authorization from hotel management. This includes but is not limited to advertising, marketing, promotional activities, or any other commercial or public use.

5. Noise and Disturbances:

- Guests are expected to respect the comfort and privacy of fellow guests and hotel staff.
- Excessive noise, loud music, and disruptive behavior that disturb other guests or disrupt hotel operations are not permitted.
- Quiet hours are observed from 10:00PM to 07:00AM, during which guests are requested to minimize noise levels.

6. Food and Beverage Policy:

- Outside food and beverages are not permitted in hotel public areas, including the restaurant and bar, except for special dietary requirements or medical reasons. Guests are encouraged to enjoy our on-site dining options.
- Guests can enjoy in-room dining services during specified hours. A service charge and/or gratuity may apply to room service orders. Menus and ordering instructions are provided in guest rooms.

7. Pet Policy:

- We do not offer accommodations or facilities for guests traveling with animals. Guests are kindly requested not to bring any animals onto the hotel premises, including guest rooms, common areas, and outdoor spaces.
- We welcome service animals as defined by applicable laws and regulations. Service animals are trained to perform specific tasks or assist individuals with disabilities, and their presence is necessary for the guest's well-being. Proper documentation may be required to verify the status of a service animal.
- Pets other than service animals are not permitted on hotel premises, with the exception of designated pet-friendly rooms. Additional fees may apply for pet-friendly accommodations.

8. Lost and Found:

- Paradise Inn is not responsible for lost or stolen items. Guests are encouraged to secure valuables in room safes or deposit boxes.
- Please secure your valuables, and notify the front desk immediately if any items are misplaced.
- Found items should be turned in to the front desk. Guests may inquire about lost items, and reasonable efforts will be made to locate and return them.

9. Parking at Owner's Risk Policy:

- While we take reasonable measures to ensure the security and safety of vehicles parked on our premises, we cannot guarantee protection against theft, damage, or accidents. All vehicles parked on the premises are done so at the owner's risk.

- By parking on the hotel premises, guests acknowledge and accept that Paradise Inn and its staff are not liable for any loss, damage, or injury arising from the use of the parking facilities. Guests park their vehicles at their own risk and are responsible for any losses or damages incurred.

10. Security and Safety:

- For security purposes, only registered guests are allowed in guest rooms.
- Visitors must leave a valid ID at the front desk. Visitors not allowed in guest rooms they can meet only at reception, restaurant and other common area.
- Guests are responsible for their personal belongings and valuables during their stay.
- For your safety and security, please keep your room door locked at all times and use the deadbolt and security latch when inside.
- In case of emergency, please familiarize yourself with emergency exit routes and evacuation procedures outlined in the guest directory.

11. Housekeeping and Room Maintenance:

- Housekeeping services are provided daily, unless otherwise requested. Please display the "Do Not Disturb" sign if you do not wish to be disturbed.
- Guests are responsible for maintaining the cleanliness and tidiness of their rooms during their stay.

12. Guest Feedback and Assistance:

- We value your feedback and strive to provide exceptional service. Please do not hesitate to contact the front desk for assistance, inquiries, or feedback during your stay.
- Guest satisfaction surveys may be provided to gather feedback on your experience. Your input helps us improve our services and facilities.

13. Guest Conduct and Compliance:

- Guests are expected to comply with all hotel policies, rules, and regulations, as well as local laws and ordinances.
- Guests are responsible for any damages to the hotel property caused during their stay. Additional charges may apply for repairs or replacements.
- Any conduct that is unlawful, disruptive, or offensive to other guests or hotel staff will not be tolerated and may result in eviction without refund.

14. Environmental Responsibility:

- We are dedicated to environmental sustainability and encourage guests to support our efforts. Please help conserve water and energy by reusing towels and linens and turning off lights and electronics when not in use.

15. Guest Privacy and Data Protection:

- Your privacy is important to us. Personal information provided during reservation and check-in will be kept confidential and used only for the purpose of fulfilling the reservation and improving guest experience.

16. Dispute Resolution Policy:

- Any disputes, claims, or legal proceedings arising out of or relating to bookings, reservations, or stays at Paradise Inn shall be subject to the jurisdiction of the courts in Neemrana, Alwar, Raj. to the exclusion of all other courts.
- We are committed to complying with all applicable laws, regulations, and industry standards regarding dispute resolution and consumer rights. Our policies and procedures are designed to ensure fairness, transparency, and accountability in addressing guest concerns and resolving disputes.

17. Enforcement and Consequences:

- Hotel staff are authorized to enforce this policy and take appropriate action against individuals

- Guests who violate this policy may be asked to leave the premises immediately, with no refund or compensation provided.
- In cases involving illegal activities, law enforcement authorities will be notified, and legal action may be pursued against the individuals involved.

18. Guest Responsibility:

- All guests are expected to comply with this policy and respect the rights and well-being of others on hotel premises.
- Guests are encouraged to report any violations of this policy to hotel staff immediately for prompt action.

19. Guest Satisfaction Guarantee:

- We strive to ensure that every guest has a comfortable and enjoyable stay. If you encounter any issues or concerns during your stay, please inform the front desk immediately so that we may address them promptly and to your satisfaction.

20. Policy Amendment Statement:

- **Management Discretion:** The management of Paradise Inn retains the discretion to make changes to policies, terms, conditions, and rules as deemed necessary to ensure the efficient operation of the hotel, compliance with legal requirements, and enhancement of guest experience.
- **No Prior Notice:** Guests and customers are advised that amendments to policies, terms, conditions, and rules may be implemented without prior notice. It is the responsibility of guests to stay informed about any updates or changes by regularly reviewing the hotel's website, communications, or other official channels.
- **Immediate Effect:** Amendments to policies, terms, conditions, and rules may take effect immediately upon implementation. Guests are expected to comply with the updated policies and abide by any new terms or conditions without delay.
- **Communication of Changes:** While the hotel may not provide prior notice of policy amendments, efforts will be made to communicate changes to guests and customers in a timely manner through appropriate channels. This may include updates on the hotel's website, signage in common areas, or notifications at the front desk.
- **Guest Acknowledgment:** By making a reservation, booking a stay, or utilizing hotel services, guests acknowledge and accept the authority of the management to amend policies, terms, conditions, and rules without prior notice. Continued use of hotel facilities constitutes acceptance of any revised policies or terms.
- **Feedback and Inquiries:** Guests are encouraged to provide feedback or raise inquiries regarding policy amendments to hotel management or customer service representatives. Your input is valuable in helping us improve our policies and enhance the guest experience.

By adhering to this policy, we aim to create a safe, welcoming, and enjoyable environment for all our guests. We appreciate your cooperation in upholding these guidelines.