

Terms & Conditions

Check-in & Check-out

- We maintain a Check-in time at 14:00 and Check-out time by 12:00 (*noon*)
- This is consistent with norms Pan-India for all heritage properties
- Kindly inform us of your estimated time of arrival to better prepare your stay. Should you want to guarantee an early check-in, we would recommend booking the night prior to your arrival
- This is applicable for all bookings – individual or group

Identity Documents

- Government of India's security regulations mandate all guests to show an identity proof (*passport for overseas citizens with valid Indian visa or OCI*) at the time of check-in to the hotel check-in team.
- Please do ensure that you carry this with you

Tariff

- Total room rent is payable in advance in order to confirm the room booking
- Please refer to tariff plan within the Rooms tab on the website
- Bed tea, Breakfast and evening tea are included in the room rent
- Special charges due to excess demand for festivities, scheduled holidays, Christmas, and New Year
- Outside visitors are permitted to visit open areas within the property at a nominal fee of Rs.200 per person for a maximum of 90 minutes. No access to swimming pool is permitted. This includes tea/coffee/soft-drink as beverages
- All tariff and charges including rooms, food & beverage and services are exclusive of taxes. CGST and SGST rates as per the GST Act and GST Rules & Regulations are applicable as on the date of the booking and may change subject to intimation from Government of India

Food & Beverage

- We are a strictly vegetarian hotel
- Vegan food would need special instructions and two days prior notice
- No outside non-vegetarian foods are allowed
- Breakfast is served from 08:00 to 10:00
- Lunch is served from 13:00 to 15:00
- Dinner is served from 20:00 to 22:00
- Personal food and beverages are strictly not permitted on the hotel premises unless there is a dietary or medical requirement for the same
- Inhouse guest rate: Breakfast - Rs. 250; Lunch – Rs. 650 and Dinner – Rs. 750 per meal. GST on actuals

- Non-residents / Visitors can book their table offering meals at the following rates: Breakfast – Rs. 300; Lunch – Rs. 750 and Dinner Rs 850. GST on actuals.

Weddings & Large Events

- For Weddings & other large events the following payment schedule shall be applicable:
 - 30% of the gross total at the time of booking
 - 50% of the gross total 60 days prior to the event
 - 20% prior to the 7 days prior to the date of event in order to confirm the booking
 - Additional services and extras at the time of checking out
- The property can be exclusively booked for a Wedding or other celebratory events at Rs. 5,00,000 (taxes extra) for one night which includes all outdoor, indoor spaces and rooms
- It is also possible to book designated areas within the palace, both inside or outside, including for exclusive lunches or dinners. This would vary between Rs. 20,000/- and Rs.50,000/- depending upon the size of the group (taxes extra).
- Conference equipment is provided on actuals but requires sufficient notice including specification such as the lumens of the projectors, quality of charts, display boards, sound equipment etc.
- We have all suite of ancillary service professionals empaneled with us to offer you a one-stop shop for weddings and large events. This would include florists, photographers, local musicians, dance performers and even the occasional elephants.
- For Weddings, with the exception of photographers / videographers, we do not allow any personal vendors. These are industry best practices and based upon a precedence of damage having occurred when unprofessional vendors were hired by clients
- The owner Ram Kaushik has successfully curated and delivered hundreds of weddings in his hospitality career and will offer the most thorough and seamless experience

Loss & Damage

- The hotel shall not be responsible for any loss of or damage to your personal belongings
- In case any damage is done to the hotel property by guests during their stay the responsibility for the damage shall be fixed on the guest who made the booking.
- The palace management will determine the damage charges consistent with the extent of item or structural destruction

Children & Extra Beds

- We levy no charge for children below 5 years
- 50% charges of the actual adult room rate paid will be applicable for children below the age of 10 years

- Children above 10 years will be charged full adult rates
- An extra bed can be provided for only in the room where space permits and at a charge of Rs. 1000/- which includes breakfast

Photography / Videography

- We do not provide any equipment nor do we guarantee the safety of unattended equipment
- Rates for fashion photography and filming are available on request
- Drone videography will require special permission from the local authorities
- Guests are permitted to hire their own photographers and videographers
- We have empaneled photography professionals depending upon the requirements of the guests especially within wedding and fashion photography

Environment Sensitivity

- We prohibit playing loud music (DJ/disco/loudspeaker) unless there is a special event such as a marriage and within agreed hours
- We have identified specific areas within the property where this maybe possible for the limited agreed time
- No music is allowed after 22:00
- No fireworks, crackers and other ammunition is allowed as this disturbs the local village environment
- Please respect local mannerisms within the village including appropriate clothing, politeness, and not going into their homes uninvited

Advance & Cancellation Policy for whole property booking

- After the confirmation of the booking, please note our advance payment policy:
 - 30% of the gross total at the time of booking
 - 50% of the gross total 60 days prior to the event
 - 20% prior to 7 days of the event in order to confirm the booking
 - If not complied to, the booking can be cancelled
 - Full clearance of pending bill at the check-out
- Total advance paid will be retained if cancelled anytime between 60 days to 31 days prior to the date of the event
- 30% advance paid will be retained if cancelled anytime before 60 days prior to the event
- In case of any cancellation the service tax on the advance will have to be retained as it is to be paid by us to the authorities by the 5th of the subsequent month

Advance & Cancellation Policy for FIT / GIT (Regular bookings)

- 25% retained by us if cancelled / amended 15 days in advance
- 50% retained by us if cancelled / amended 7 days in advance

- 50% retained by us of the cancelled rooms if few of the total booked rooms are cancelled / amended
- 100% if cancelled / amended 3 days prior to booking
- Credit/Debit card cancellations will be charged 5% extra

For Groups / for Special Celebration Dates

(24th, 25th, 30th & 31st of December & Long weekends)

- 25% retained by us if cancelled / amended 45 days in advance
- 50% retained by us if cancelled / amended 30 days in advance
- 100% retained by us if cancelled / amended 15 days in advance or closer to the dates
- Credit/Debit card cancellations will be charged 5% extra
- Any amendment of the booking will be treated as a cancellation and will be governed by the Cancellation Policy
- A group booking is defined as a minimum of five rooms
- Refunds will be processed only through cheque for bookings made by cash, cheque or bank transfer

Security

- Firearms/Weapons are strictly prohibited unless carried by the Police on official duty
- Guests may be subject to checking for firearms/weapons where there may be a requirement to do so

Pets

- We do not have any residential facilities for pets
- We do not allow any pets to visit the property

Differentially Abled / Divyang

- We provide wheelchair assistance for mobility needs
- We will prioritise allocation of groundfloor rooms to such guests
- We require that such guests be accompanied by their family / friends / carer
- As a heritage property we do not have purpose built ramps for our guests requiring such facilities but our staff will happily assist wherever the need for such intervention may be required

Right of Admission

- As a private property the management and its staff are vested with the authority to deny / limit admission to any person / people they attribute as a deterrent to the ambience and environment maintained for the guests.