

Terms and Condition and guest information

Bookings

The Management is not responsible for cancellation of ferries. No refunds will be given for last minute cancellations due to ferries not operating.

Booking confirmations are against 100% advance payment, the Management will not hold bookings beyond 24hrs if payment for the same is not received. The booking will be released to the next inquiry.

For group bookings names of all accompanying guests and children with their ages to be intimated in advance. Children 5-12yrs will be charged according to prevailing rates.

Additional Guests /Children shall be provided with mattresses we do not have a provision for rollaway cots.

Being located in a residential locality there is strict curfew on broadcasting of music outdoors after 10:30pm.

Being in an environment associated with high voltage fluctuations and irregular power supply there is a 24 hr back up generator, failure of the same or any electrical equipment including Airconditioners is not grounds for refund.

Being in a tropical garden environment with lot of tree and foliage cover, creatures that naturally inhabit these environments may inadvertently venture into your space, it is advisable to stay indoors in the early evening from 17:00-18:30pm to avoid mosquitoes. It is not uncommon to have a frog or beetles or very seldom garden snakes venture into the property kindly do not panic inform the staff and they will take care of the same immediately. A medical kit and a doctor is available nearby. The presence of any of these natural inhabitants is not grounds for refund.

Drinks by the pool will not be served in glasses. Kindly do not take glasses near the poolside to avoid breakage and injury to others.

The tariffs provided are based on availability and prevailing terms and conditions and are subject to change without prior notice.

Late check out subject to availability and extra charge

Package is extendable on pro rata basis subject to availability.

Special tariffs will be applicable for long weekends, Diwali, Easter, Christmas and Newyears.

Bookings for the villa on the weekends is for the entire villa and minimum two nights.

Advance once paid shall not be refunded, if intimated 15 days in advance, reservation can be utilized within next 30 days subject to availability and prior reservation, rebooking is not allowed for weekends, Diwali, Easter, Christmas and New years. Any change in tariffs difference will be payable. Re bookings on weekends will be allowed only in case of cancellations.

Whilst every effort is made to ensure cleanliness of the swimming pool, in the monsoon season due to heavy rains the PH of the water keeps changing, in case of the same we regret any inconvenience caused. Non use age of the the pool is not grounds for refund.

The use of all utilities at the villa including the pool , trampoline ,swings etc are at your own risk. The Management does not take any responsibility for death, injury due to use of the same. Children must be supervised at all times, the Management does not provide baby sitters and is not responsible for the same.

The Management is not responsible for any death ,injury caused due to use of swimming pool ,trampoline or any other equipment on the premises at Ccaza Ccomodore. .Children must be accompanied by an adult at all times and supervised in the swimming pool.

Meals and Timings

Breakfast : 8.30pm-10.30pm

Lunch : 13.00pm-14.30pm

Dinner : 20.30pm-22.30pm

Kindly note the following:

All Meals package is as per set menu decided prior to arrival. Any extras not mentioned and ordered at the villa will be chargeable.

Items in the set menu if ordered and eaten in advance will not be served again during the main meal service. If the same is asked to be served again it will be charged portion wise.

Items not consumed at meal times will not be served later or the next day or credit given for the same. The same will be charged additional if ordered later.

The Kitchen Pantry in the main villa is not available for preparing self cooked meals except for toddlers.

Child Meals: Additional/ Separate meals ,milk etc will be charged.

Tea/Coffee Facilities are provided in room, fresh tea/coffee , Speciality tea /coffee will be charged. **Tea / Coffee not consumed during breakfast service WILL NOT BE ADJUSTED against the same had during the day.**

Mineral Water consumed is chargeable.

Drivers/Maids and accompanying staff are charged a nominal charge for their food and stay. Meals provided in the package are the same cooked for staff meals at the villa , any items ordered a la carte from the menu or eaten from guest meals will be charged at normal rates, kindly inform your accompanying staff of the same to avoid any misunderstandings later.

PET POLICY

Guests travelling with pets need to book the entire villa. **Pets are strictly not allowed in the pool , on fabric surfaces and kitchen area. Any damages due to the pets will be charged to the owner of the pet. Guests are completely responsible for their pets and their waste clean up throughout the property.**

A charge of 12000/- will be added to the bill if your pet is taken into the pool, the same being the amount for changing the pool water for the next guest.