

Guest Policies for BLISH HOTELS in India

General Booking Policy:

1. **Jolomax.com** offers online booking services only to hotels all across the country on its portal. Bringing affordable and trusted accommodation that guest can book instantly.
2. While booking certain destination in India may have different travel guidelines for specific time period during the year. Please abide by
 - a. all applicable laws and guidelines
 - b. our values.
3. When you make a booking through Jolomax.com platform, it is mandatory to accept the applicable policies as displayed in the booking process. It may be different for different type of service provider (about age requirement, security deposits, group booking, extra bed, breakfast etc.)
4. While you're booking it is instructed to follow our terms of usage, policies and terms & condition
5. Policies related to booking specific would be informed to the guest at the time of booking or upon Check-In.
6. Reference to BLISH HOTEL AND HOSTEL includes its affiliates, employees and officers. "Hotel" refers to the hotel or home in which you have made a valid booking through JOLOMAX.COM.

Check-in Policy:

1. The primary guest must be at least 18 years of age to check into the hotel.
2. The usual standard check-in time is 12 noon. BLISH HOTEL AND HOSTEL tries to ensure that you can check-in any time after that till your reservation is valid.
3. Submission of one valuable identity proof is mandatory at the time of check in. According to government regulations or act, a valid Photo ID has to be carried by every person above the age of 18 staying at the hotel. The identification proofs accepted are like Aadhar Card, Voter ID Card, Driving License and Passport. Note that PAN card is not acceptable. Without an original valid ID proof, you will not be allowed to check-in.
4. The counter staff or management may refuse you the hotel room if you don't arrive on check in time without informing hotel management. (If you became late please inform hotel management and ask them not to cancel your booking).
5. If you don't have the documentation you need, management may refuse you any service.
6. If that happen please call us from rental office to cancel your booking, and you will receive a refund if possible.
7. After reaching the hotel, if you face any difficulty in check-in and if it cannot be resolved by the Hotel staff or management, you are requested to contact BLISH HOTEL immediately. We will verify the issue with the Hotel and after verification you would be provided the following assistance.
 - (a). BLISH HOTEL will try to arrange an accommodation for you in the same Hotel if possible.
 - (b). BLISH HOTEL will try to provide you with alternate accommodation in its other listed properties nearby if the same is available.
 - (c). If BLISH HOTEL is unable to provide alternative accommodation you wish, you may be offered full refund.

(d). BLISH HOTEL will not be liable for compensation beyond your booking payment.

8. BLISH HOTEL shall not be held liable to refund the booking amount or any part thereof in case of unavailability of rooms due to natural disaster (earthquake, landslide etc.), terrorist activity, government guidelines or any force majeure act that is beyond the control of BLISH HOTEL.

Early Check-in and Late Check-out:

Early Check-in and Late Check-out is allowed on availability and chargeable basis.

- 1. Early Check-In:** The usual standard check-in time in Hotels is 12, if varies it will be mentioned in your Booking voucher. Early check-in is subject to availability and chargeable basis will usually apply as per the below policy:

Check-in Time	Early Check-in Charges
Before 6 AM	100% charges for one day payable as per room rates for the previous day
Between 6 AM and 10 AM	0% to 30% charges payable as per room rates for the previous day, depending on hotel policy
Between 10 AM and 12 Noon	Complimentary

Complimentary breakfast will not be available to you for the day of early check in

2. Late Check-out: The usual standard check-out time in Hotels is 11AM, if varies it will be mentioned in your Booking voucher. Late check-out is subject to availability and charges also cannot be confirmed by the Hotel in advance. Extra charges will usually apply as per the below policy:

Check-out Time	Late Check-out Charges
Between 11 AM and 12PM	Complimentary
Between 12 PM and 5 PM	Upto 30% of the room rates for the day, depending on hotel policy
After 5 PM	100% of the room rates for the day

Booking Extension Policy:

Any extension of stay at the Hotel is subjected to availability of the rooms at the current ongoing rate and not at the rate at which the original booking was made.

Cancellation Policy:

- You can cancel your booking using the BLISH HOTEL website.
- If you wish to claim a refund, you have an option to raise the request within 7 days from check out date.
- The applicable refund amount will be credited to you within 7-14 working days.
- Some Hotels do not allow unmarried couples and do not accept local id proofs. This information is available to the Guest prior to making the booking. Regarding any cancellations or check-in denial related to such bookings that are dishonoured by the Hotel, BLISH HOTEL shall be under no obligation to refund any amount to the Guest.
- Hotels reserve the right to deny check-in if customers are not able to produced/present a valid government photo id proof or if minor Guests are travelling unaccompanied or if the Hotel is suspicious of the Guests at the time of check-in. Under all such cases BLISH HOTEL shall be under no obligation to refund any amount to the Guest.
- You can find the cancellation policies at website too.
- 100% cancellation charges will be levied if canceled after check in date or on No show.

- Free Cancellation if canceled in between booking date and 48 hours before on check in date.
- For corporate bookings, the cancellation policy mentioned on your contract will apply.
- In case no cancellation policy is mentioned on the Hotel details page, the following cancellation policy shall apply:
- **A. For bookings up to 3 rooms:**

Cancellation Time	Cancellation Fee
48 hours before on the check-in date	Free cancellation (100% refund)
Post the check-in date or on no show	One night's booking amount

- **No Show:** In case you do not show up at the Hotel, charges for the first night shall be deducted.
- **Mid Stay Cancellations:** In case you decide to shorten your stay any time after Check-In, you will be charged for one extra night as cancellation fee.
- **B. For Bulk bookings (4 or more rooms):**
- You need to pay at least 25% of the total booking amount as advance to make a booking for 4 or more rooms.

Cancellation Time	Cancellation Fee
More than 30 Days	FREE Cancellation (100% refund)
Between 16 to 30 days of check-in date	12.5% of total booking amount
Less than 15 days of check-in date	25% of total booking amount

- **No Show:** In case you do not show up at the hotel, 25% of the total booking amount would not be refunded.
- **Mid Stay Cancellation:** No refunds are applicable in case you decide to shorten your booking after the check-in date.

For Long Stay Bookings

For bookings of more than 7 nights, you have to settle all outstanding payments on a weekly basis. Further accommodation is subject to settlement of the outstanding amount.

Triple Occupancy Policy:

Some Hotels allow triple occupancy by providing an extra mattress for the third person for extra fee. However no extra bed is usually provided.

Visitors Policy

1. You should check the Hotel's Visitor Policy.
2. In order to maintain privacy of guests and the tranquility of the Hotel, BLISH HOTEL encourages its Hotel Partners to have a visitor policy where:
 - (a). Visitors are generally allowed to meet guests in the guest rooms during the day, except if there is an emergency.
 - (b). Visitors are not to be allowed to stay overnight.
 - (c). The Hotel front desk/reception may ask all visitors to present a government approved photo identity proof prior to accessing guest floors/rooms.

Child Policy

1. Stay of 1 child up to 7 years of age is complementary without the use of an extra mattress.
2. Breakfast charges may be applicable for the child depending on the hotel policy.

Service On-Time policy

1. The hotels associated with the program will have Service On-time tag/information displayed on the app.
2. If you face any issue related to your stay in these hotels, we promise issue resolution within 1 hour or else we will provide refund.
3. If the issue cannot be resolved, we will offer shifting to another room in the same hotel or shifting to a different hotel nearby.
4. You need to call our customer care number +916546796448 to register the issue or email: support@jolomax.com for quick assistance.
5. Refund amount will be subjected to the severity of the issues and will be decided as per our guidelines.
6. As of now, this service is available for only selected hotels in India and will be available on booking voucher.

Code of Conduct:

1. Illegal activities are not permitted in any BLISH HOTEL.
2. You should be aware that the Hotel may refuse service or evict you
 - (a) For refusal or failure to pay for accommodation,
 - (b) If you act in a disorderly fashion and try to disturb the peace of other guests,
 - (c) If you destroy, damage, deface or threaten harm to hotel property or guests,
 - (d) Any of your actions are deemed inappropriate by the Hotel.
3. Please keep the Hotel room in a good condition and maintain hygiene and cleanliness. You may be held liable for any damage to Hotel assets (except normal wear and tear).

Smoking, Drugs and Alcohol

1. Smoking is prohibited in BLISH HOTEL. Some Hotels may prohibit smoking in their guest rooms so it is prudent to check with the Hotel Front Desk.
2. Anyone found using or under the influence of illegal drugs or substances classified under the *Narcotic Drugs and Psychotropic Substances Act, 1985* will be reported to the police and asked to leave the Hotel. Any evidence or suspicion of drug use at the Hotel will also be reported immediately to the police.
3. Drinking alcohol is prohibited in all public areas including; in the Hotel's lobby, hallways, and parking areas of BLISH HOTEL Hotels. Please contact the Hotel Front Desk regarding consumption of alcoholic beverages within your room, without disturbing the discipline of the Hotel or other guests.

Safety and Security

1. For your own safety, please follow fire safety and emergency response procedures as directed by Hotel staff.
2. BLISH HOTEL is only an online booking platform hence BLISH HOTEL /Hotel are not liable for your any lost, misplaced, damaged or stolen valuables or belongings.

Contact Policies:

1. You may be contacted any time before your check-in date to confirm your arrival status/arrival time through calls or messages. If BLISH HOTEL does not receive a response from you after multiple attempts, your booking may be put on hold or cancelled. BLISH HOTEL will reinstate your booking when you contact us back or make a payment through our secure payment options, subject to availability.

2. The counter staff or management may refuse you the hotel room if you don't arrive on check in time without informing hotel management. (If you became late please inform hotel management and ask them not to cancel your booking).
3. As we continue to strive to improve our services, we may reach out to you for your feedback on your experience through calls or messages.
4. We might reach out to you for offers.

Beware of Fraud:

1. BLISH HOTEL does not authorize any of its employees, consultants, third-party vendors, associates to collect payment in any other form other than payments from secure BLISH HOTEL gateway and its affiliated OTA payment gateway links.
2. Any instances where collection of payment is attempted from any unauthorized payment gateways other than the ones mentioned above are acts of fraud. Encountering and acting on the same is solely on your own accord and discretion. BLISH HOTEL will not be responsible for any loss/liability arising out of such an event.

Contact BLISH HOTEL

While BLISH HOTEL works with our Hotel Partners to enable a comfortable stay, we recognize that you may have some concerns. If they are not addressed by the Hotel during your stay at the hotel, you may escalate the same to BLISH HOTEL. No complaint would be entertained post check out. For any assistance from BLISH HOTEL, please contact

Phone no.:+916546796448

Email: support@jolomax.com