



|| Hotel Madhuban Room Policies ||

1.1. Reservations may be cancelled up to 7 Days prior to the scheduled check-in date without incurring any cancellation charges.

1.2. Cancellations made within 7 Days of the scheduled are non-refundable.

2. No-Show Policy

2.1. A “No-Show” is defined as a guest who fails to arrive without prior notice.

2.2. In the event of a No-Show, the Hotel reserves the right to charge 100% of the total booking amount, as per the rate plan selected at the time of booking.

3. Reservation Modifications

3.1. Requests to modify dates, room type, or guest details are subject to availability and the Hotel's discretion.

3.2. Any change in reservation may result in a revision of the room rate and additional charges.

3.3. Modifications requested within 48 hours of check-in may be treated as a cancellation and charged accordingly.

4. Group Booking Policy

4.1. Reservations involving five (5) or more rooms are classified as Group Bookings.

4.2. Group Bookings must be cancelled at least 15 days prior to the check-in date.

4.3. Cancellations made within this period may incur partial or full charges, depending on the season or management decision.

5. Peak Season / Special Event Policy

5.1. During peak seasons, holidays, or special events, the Hotel may apply stricter cancellation timelines.

5.2. These conditions will be communicated at the time of booking and will supersede the Standard Cancellation Policy.

6. Refund Policy

6.1. Refunds, where applicable, will be processed within 7–10 business days from the date of cancellation approval.

6.2. Refunds will be issued to the original mode of payment only.

6.3. The Hotel is not responsible for delays caused by banks, payment gateways, or external financial institutions.

7. Early Check-Out Policy

7.1. If a guest chooses to check out earlier than the confirmed reservation period, the Hotel reserves the right to charge for the full stay or apply an early departure fee, as determined by management.

8. Force Majeure

8.1. The Hotel shall not be liable for any cancellation, interruption, or inability to provide accommodation due to circumstances beyond its control, including natural disasters, government restrictions, strikes, or emergencies.

8.2. In such cases, the Hotel may provide credit vouchers or reschedule bookings, subject to availability and management approval.

9. Contact Information

For cancellation, modification, or refund requests, please contact:

[F.O. Manager: +916001079348]

[email id: hotelmadhuban.darrang@gmail.com]

[<http://hotelmadhubanmangaldai.com>]