

<https://vizagresortbooking.in/>

Terms & Conditions & Cancellation Policy

Terms & Conditions

1. Booking & Reservation

- All bookings are subject to availability and confirmation.
- A valid Booking ID will be issued once full payment is received.
- Guests must provide accurate personal details while booking.

2. Check-in & Check-out

- **Check-in time:** 11:00 AM
- **Check-out time:** 9:00 AM
- Early check-in or late check-out may be subject to availability and additional charges.
- Guests must present a valid government-issued ID proof at check-in.

3. Payment Policy

- **Full payment is required at the time of booking.**
- Accepted payment methods include UPI, credit/debit cards, and other options displayed on the website.

4. Guest Responsibilities

- Guests are responsible for their belongings during the stay.
- Any damage caused to property by guests will be chargeable.
- Illegal activities or misconduct may result in cancellation of stay without refund.

5. Resort Rules

- Smoking restricted to designated areas.
- **Pets are not allowed.**
- Loud music or disruptive behavior is prohibited.

6. Liability

- The resort is not responsible for loss of valuables, accidents, or injuries.
- Natural calamities, unforeseen events, or government restrictions may affect reservations; the resort reserves the right to reschedule or cancel bookings.

7. Privacy Policy

- Guest information is kept confidential and used only for booking and communication purposes.
- Personal details are not shared with third parties without consent.

8. Amendments

- vizagresortbooking.in reserves the right to update or modify these Terms & Conditions. Changes will be posted on this page.

Cancellation & Refund Policy

Resort Timings

- **Check-in Time:** 11:00 AM
- **Check-out Time:** 9:00 AM

1. Free Cancellation (Full Refund)

- Cancellations made up to **3 days before check-in** are eligible for **100% refund** of the booking amount.
- Taxes and platform fees are **non-refundable**.

2. Cancellations Between 3 Days – 24 Hours Before Check-in

- Eligible for a **75% refund** of the booking amount.
- Taxes and platform fees are **non-refundable**.
- **Weekday Bookings:** Guests may request a stay date change (only for weekdays).
- **Weekend Bookings (Saturday & Sunday):** Stay change is **given depending upon availability (weekend or weekdays)**, and the new booking must be made within **20 days**.
- The stay may be allocated at any **partner resort** listed on our website (subject to availability).

3. Cancellations Within 24 Hours of Check-in

- **No refund** will be issued.
- Guests may request a **stay date change for a weekday stay only**, within **20 days**.
- The stay may be allocated at any **partner resort** listed on our website (subject to availability).

4. Price Differences

- If the rebooked stay has a **higher tariff**, the customer must pay the difference.
- Weekend-to-weekday changes do not result in refunds for price differences.

5. General Terms

- Refunds, where applicable, will be processed within **3–5 business days**.
- **No-show bookings** are strictly non-refundable.
- Peak season and holiday bookings may have **stricter policies**, mentioned at the time of booking.