

ADMISSION RIGHTS RESERVED

To Whom it may concern,

The RillTop Homestay, Varayal, must be ever vigilant to ensure the comfort of our guests. As such, **we do not allow stag or “bachelor” parties** in our establishment and request **“local resident families”** to make a prior booking at the homestay (we might ask for ID for visiting our homestay). We appreciate that you have thought of us as a staying location, please appreciate that we have traveling families & children under our roof.

At Rilltop Homestay we do not discriminate against our guests based on religion, colour, caste, creed, nationality, sex, or race. In our constant endeavor for guest safety and especially the safety of our female guests we take all possible steps to ensure their safety. Since getting to our homestay premises our front desk staff reserves the right to deny entry based on their best judgment at that time.

We also are a drug/alcohol-free homestay and do not allow the usage of any kind of drugs or narcotics in our homestay or allow anyone under the influence of alcohol to enter our homestay. Furthermore, we strictly bar solicitation at our homestay & its surroundings. We thank you for your kind attention to our homestay policy and hope for your best cooperation in this matter. If you may have any additional questions that the front office staff is unable to answer, please feel free to contact the owner of the homestay directly – Mr. Sreejesh Karutha at **+91 9447287018** or the local police station regarding state and national policies for females and homestay guest safety.

Kindest Regards,
Management RillTop Homestay

Female Protection Hotline: 1090

Women protection office, Wayanad: 8281999063,04936206616

Thalapuzha Police Station: 04935256262 Police: 100 Fire: 101 Ambulance: 108

Homestay RillTop is located in a quiet neighbourhood – set in the very heart of Wayanad – 41.01km from the Mahe Railway Station, 16.2km from the Mananthavady Bus Station, and 55.8km from the Kannur International Airport.

Our parking is limited and reserved for tourists visiting our homestay. Please use courtesy when parking in the residential area surrounding our homestay.

Base Room Rate – Double Occupancy – Please see the seasonal rate chart for high and low season rates.

For a single room, only two adults are allowed/family of two children below 10. Extra one adult Rs. 1000 per night. Extra bed Rs. 500.

Room name & rates are given below: -

Snow	-	2500/-
Mist	-	2500/-
Fog	-	2500/-
Dew	-	2000/-
Cloud	-	2000/-

This price does not include 12.00% Indian GST. (Effective July 2017.)

We offer discounted rates during the low season. Peak season contains a surcharge. Please see our entire seasonal rate calendar.

Terms & Conditions, Reservation and Cancellation Policy, Privacy Policy

What are the different modes of reservation/payment and what is your cancellation policy?

Thank you for choosing our homestay. Please find below the sales conditions related to your booking: We accept direct money & G-Pay.

· To make a booking we require your full residential address and active contact telephone number.

- Rates are quoted in INR and do not include a 12.00% Service Tax – which will be collected at the homestay.
- Check-in time is from 12.00 noon & check-out until 11.00 AM. Earlier check-in is subject to availability. For guaranteed early check-in, a reservation needs to be made starting from the previous night.
- As per government regulations, we CAN'T check in any foreign guests without a valid passport and valid travel visa. All Indian guests MUST present one of the following: Passport copy, valid driving license, Voter ID card, or Aadhar Card. PAN Card is not acceptable as proof of ID as per government rules.
- Note that children aged 10 years and older are charged Rs 1000/-. For children below 10 years, old sharing with adults is complimentary with existing bedding.
- It is unlikely that we will change or cancel your booking once it is confirmed. If we do, make changes then we will inform you as soon as we reasonably can. We reserve the right to make changes that are not significant and to correct errors in your booking details at any time without being liable to you.
- Sometimes a mistake of publishing inaccurate information on the site may occur (e.g., the price, description, or availability). In such a rare instance we reserve the right to modify/cancel your booking at any time up to the point of travel, even if you have received confirmation from us, and you will receive a full refund of the advance already paid. No further compensation will be payable in such an event.
- Kindly carry out the printout of the booking confirmation mail at the time of check-in.
- The homestay reserves its right of admission. Accommodation can be denied to guests residing in the same city. The same shall also be applicable in case incorrect information is provided in the reservation form (e.g.: incorrect country)

Booking policy:

All reservation needs to be guaranteed by credit card details. We will not charge from your credit card. A one-rupee transaction will be conducted to check the authenticity of your card – which then will be refunded immediately. It will reflect in your bank statement.

Cancellation policy for Homestay RillTop.

Please read – these policies are strict to keep rooms available for guests who intend to stay with us. All homestays in Wayanad experience many false reservations and use similar policies. We apologize but feel our policy is fair to the traveller to Wayanad. As always contact us if you have any problems in your travels or would like to change or rearrange your reservation before 48 hours.

1. Prior to 15 days of the check-in date, no cancellation charges will be levied.
2. 15 days to 1 day prior to the check-in date, a cancellation charge of the amount of **15% of the total booking** will be charged.
3. Within 3 days prior to check-in date, one-day retention will be charged if the guest informs us through email before 12:00 noon of arrival date about room cancellation.
4. In case of no show with no communication about cancellation full booking amount we are charged.

Guaranteed reservation room will be held for the guest till next day 6:00 am of arrival date. After which it will be treated as a show booking.

5. In case of date change existing booking needs to be canceled, see cancellation policy. Reservation of rooms on new dates will be subject to availability.

Limitation of Liability:

Any refund will be returned only through G-pay. It may take up to 14 working days to refund the amount from the date of cancellation email.

We do not accept liability where any form of loss or damage whether by reason of death, injury, illness, or otherwise. Any such loss caused by unusual or unforeseeable circumstances beyond our control the consequences of which could not have been avoided even if all due care had been exercised or where any loss or damage is due to an event that we could not have either foreseen or

forestalled. RillTop does not accept any liability for any failure by the homestay to comply with these conditions where such failure is due to circumstances beyond its reasonable control.

Your Responsibility:

1. Legitimate reservations:

You agree that you will make only legitimate reservations in good faith for use by you and your invited guests only, and not for other purposes, including without limitation, reselling, impermissibly assigning or posting on third-party websites, or making speculative, false, or fraudulent reservations, or any reservation in anticipation of demand.

While it is true that we serve guests from all over the globe, we must maintain strict local Indian social rules about unmarried Indian couples staying together. We apologize for this measure but find that it is in keeping with the highest standards of conduct to do so. If this is your intent, please don't book our homestay room by email or any online site. If you book online, we will cancel your reservation on arrival. Thank you for your understanding.

2. Insurance:

For your own protection, you and all members of your party must have suitable insurance (including insurance to cover the costs of the cancellation of your holiday and the costs of assisting you if you or your party has an accident or becomes ill) for the full period of your holiday.

3. Passport and Identity proof:

You must ensure that you have a valid passport and any necessary visas for foreign guests and for Indian Nationals ID proof is required for Check-in. Please carry your relevant papers with you.

4. Governing law

Substantive laws of the Republic of India. All are subject to Kerala jurisdiction only.

Disclaimer:

The inclusion of any links on our website does not imply a recommendation or endorsement of any sort. We take no responsibility for and will not be liable for the website being temporarily unavailable due to technical issues beyond our control.

Privacy Policy:

Homestay RillTop respects your right to privacy. Any personal information that you share with us, like your name, date of birth, address, marital status, telephone number, credit card particulars, and the like, shall be entitled to privacy and kept confidential.

Homestay RillTop assures you that your personal information shall not be permitted to be used/disclosed, save for the purpose of doing the intended business with you, or if required to be disclosed under the due process of law.

If you have any questions or concerns regarding your privacy issues, please do not hesitate to contact Rilltop at rilltopstay@gmail.com

I hereby state that I have fully read all the terms and conditions stated herein, understood the same, and accept the same as binding on me when I make my room booking.

Name & Signature:

Date :

We wish you a fulfilling and pleasant stay at Wayanad.

Best Wishes
Management
RillTop Homestay.