



# KAZIRANGA

— H E R I T A G E —

## TERMS & CONDITIONS

### Reservations

Reservations at The Kaziranga Heritage are confirmed only upon receipt of a deposit amounting to 50% of the total cost. For bookings made within four weeks of the arrival date, full payment is required at the time of reservation. The final balance must be paid no later than four weeks prior to the date of arrival. Failure to make timely payment may result in cancellation, in which case our cancellation policy will be applicable. All guests are required to provide proof of payment to confirm their reservation. Kindly ensure that the payment confirmation is shared with our finance team at [accounts@kazirangaheritage.com](mailto:accounts@kazirangaheritage.com)

### Cancellation Policy

Our cancellation policy is structured based on how far in advance the cancellation is made before the arrival date.

For cancellations made more than twelve weeks prior to arrival, a full refund will be provided.

If the cancellation occurs between twelve and eight weeks before arrival, 10% of the invoice amount will be retained.

For cancellations made between eight and four weeks prior to arrival, 25% of the invoice will be charged.

If a cancellation is made between four and two weeks before the stay, 50% of the invoice amount will be retained.

Any cancellation made less than two weeks before the arrival date will result in the forfeiture of the entire amount, and no refund will be issued.

**Please note:** No refund will be provided for early check-outs or unused nights, and postponement of dates is considered a cancellation and will be subject to the same terms.

## **Check-In / Check-Out**

Our check-in time is from 2:00 PM. Early check-in may be arranged upon request, subject to availability. Guests must check out by 12:00 PM on the day of departure. Rooms not vacated by the checkout time may incur additional charges. We do not accommodate check-ins between midnight and 8:00 AM unless the room has been booked for the previous night.

## **Fire Safety**

Kaziranga Heritage is a smoke-free property, and we ask that guests use designated smoking areas only. All rooms are strictly non-smoking. We strongly discourage the use of candles or any open flames inside the room or on the premises, unless explicitly supervised by resort management. This is to ensure the safety and comfort of all guests.

## **Guest Conduct**

We place a high value on maintaining a peaceful and respectful atmosphere at the resort. Guests are expected to behave in a manner that upholds the cleanliness and tranquillity of Kaziranga Heritage. The management reserves the right to ask any guest to leave if they are found to be acting disrespectfully or inappropriately. Only registered guests are permitted to stay on the property, and visitors are not allowed to remain after 10:00 PM. Guests are responsible for the conduct of any visitors they bring onto the premises and must ensure that their behaviour does not disturb other guests or the staff. A strict no-noise policy is enforced between 10:00 PM and 7:00 AM. We also have a zero-tolerance policy regarding drugs. Any guest found in possession of illegal substances will be asked to leave immediately, without refund or warning. High-volume music is strictly prohibited within the premises to maintain the natural ecosystem of Kaziranga National Park.

## **Safety & Management Authority**

For the safety of all guests, the decisions of the management are final. The management has the authority to remove any guest whose actions may pose a medical or safety risk or disrupt the experience of other guests.

## **Loss or Damage**

Guests are encouraged to deposit any valuables with the management for safekeeping, as the resort cannot be held responsible for the loss or damage of personal items kept by guests during their stay. Any damage caused to the property, infrastructure, or fixtures will be charged to the responsible guest. Additional details can be found in the guest information booklet available on-site. Guests are kindly requested to make proper use of the safety lockers available in the rooms.

## **Force Majeure**

In the event of circumstances beyond our control, such as war, civil unrest, natural disasters, extreme weather conditions, fire, government restrictions, or any other unforeseen situation—collectively known as force majeure—Kaziranga Heritage cannot accept liability or provide compensation. We appreciate you're understanding in such rare situations.

## **Extra Charges**

Any extra services or amenities that are not part of your original booking agreement will be billed separately and are payable directly at the resort.

## **Disputes**

In the case of any dispute, all matters will be governed by Indian law, and jurisdiction will lie exclusively with the **Guwahati High Court**.