

## **Panchayat & Rural Development Department, Govt of West Bengal**

### **PANCHAYAT TOURISM PORTAL**

#### **Uniform Reservation & Cancellation Policy for Guest Houses & Homestays under Panchayat Tourism Portal owned & maintained by Panchayats & Rural Development Department, Govt of West Bengal.**

##### **Uniform Reservation & Cancellation Policy; Rules & Regulation:**

1. Guests are requested to follow the restriction imposed and guidelines as being issued from time to time by the Government and Local Authorities of the District before booking.
2. Booking can be made 90 days in advance against Full Online Payment.
3. Valid Reservation cum Money Receipt and Original Identity Proof (Voter Identity card / Passport / Pan Card/ Driving License/Photo ID card issued by Central / State Govt. for their employees etc.) of all Guest Name appearing in the Reservation Slip have to be shown at the time of check-in. The guest will also record relationship with accompanying members during check in.
4. The booking at the chosen Property is not transferable and is valid only if one of the ID cards noted above is presented during the check in.
5. No change of date and place are permitted.
6. Check in - After 11:00 AM & Check Out - Before 09:00 A.M.
7. Only two children below 8-years of age may stay with parents without additional room tariff subject to size of the room booked. Extra bed is available on additional payment, subject to availability of space in room.
8. Guests are responsible for loss or damage of any article, caused by them inside the Guest House/Homestay. For such damage or breakage, the cost of the articles has to be paid by the Guests.
9. In case of power failure, where generator is available, it will run from 6.00 P.M. to 10.00 P.M. in the evening. The facility of Air-Conditioner or Geyser will be withdrawn temporarily in case of power failure.
10. Carrying of firearms or any inflammable materials inside the Guest House/Homestay is strictly prohibited.
11. Attendant / Staff of resort will check the articles inside the room before the Guests vacate it.
12. Guests are requested to ensure that other Guests are not disturbed by indiscipline or nuisance inside the Guest House/Homestay. If any Guest commits indiscipline or nuisance inside the Guest House/Homestay, he/she may be forced to leave the place.
13. Food is available at prescribed rates on prior intimation. No Guest will be allowed to cook food inside the Guest House/Homestay.
14. Guest House/ Homestay owner will not be liable for non-availability of amenities / services caused by irreparable technical faults or natural calamity.
15. Visitors to wear mask, follow social distancing, use sanitizer and comply all COVID-19 protocols, double vaccination should be completed, Aarogya Setu app must be installed in Guest's phone.
16. Due to the ongoing renovation work at the Guest House/ Homestay, we deeply regret the inconvenience that you might face during your stay.
17. 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 property. Any evidence or suspicion of drug use at the property will also be reported immediately to the police.

18. Drinking alcohol is prohibited in all public areas including; in the property's lobby, hallways, and parking areas.
19. No pets are allowed inside the Guest House/Homestay.
20. **Reservation from Admin Login (Property Owner):** Reservation on discounted / full exemption on room rent on special ground can be made from Admin Login Property Owner).
21. **Spot Reservation:** Spot reservation can be made from Care Taker Login & booking amount shall be recorded in the Portal as "Pay by Cash".
22. **Tax Rules:** GST-12% When Room rent upto Rs. 7500/- per day, GST-18% When Room rent between Rs. 7,501/- and above per day as per notification 13/07/2022 with effect from 18/07/2022.
23. **Extra Charges:** Extra charges if any will be levied at the spot.
24. **Discount on Room Rent:** i). Inaugural Offer: Discount may be offered by Property Owner. ii). Senior Citizen: Flat 10% on base rate on week days other than Saturday, Sunday & Govt Holidays iii). Cancer Patient: Flat 10% of base rate on week days other than Saturday, Sunday & Govt Holidays iv). Property Owner may also decide on discount on room rent as per their decision.
25. **Cancellation rules:**
  - i) The reservation of accommodation may be cancelled by Property Owner in certain unavoidable circumstances/ acute administrative requirement. In such cases Property Owner's liability shall be restricted to refund of booking amount inclusive of taxes. No cancellation charge will be deducted under such scenario.
  - ii) If accommodation is not provided due to unavoidable circumstances, compensation limited to book value of permit including taxes will be admissible.
  - iii) Reservation may be cancelled by the Guest through the portal (only for online payments made by an Indian citizen). The amount of refund will be reversed to the debit/credit card/bank account after deducting the cancellation charges as per policy.
  - iv) In case of cancellation of Booking made through online system, admissible amount will be refunded within 7 working days automatically in the account from which payment was made. If refund is not received within 7 working days, applicant may submit, an application for refund as admissible stating name of booking person, Bank name, Branch name, Account No. and IFSC Code.
26. **Cancellation Charges:**
  - i. Cancellation charge : within 48 hours: 100% ( No refund is admissible )
  - ii. Cancellation charge: 49 - 144 Hrs (3-6 days): 50% of Booking amount ( Base Rate)
  - iii. Cancellation charge: 145 - 360 Hrs (7-15 days): 30% of Booking amount ( Base Rate)
  - iv. Cancellation charge: 361-720Hrs (16-30 days) : 20% of Booking amount ( Base Rate)
  - v. Cancellation charge: beyond 721 hrs (30 days) : 10% of Booking amount ( Base Rate)

(All the calculation of cancellation will be based on Check-in date & time.)

**27. Refund Rules:**

- (i) Amount collected as GST with a booking transaction will not be refunded under any circumstances if the cancellation of the booking is initiated by the guest/user.
- (ii) No amount will be refunded in a case of NO SHOW.

28. The respective Property Owner undertakes the GST liability arising due to Cancellation of a Booking.

29. Department of Panchayats & Rural Development of the Government of West Bengal is nothing but the facilitator, which is providing this online booking system and does not own or manage any of the property as displayed in this portal.

30. It is the whole and sole liability of the respective property owner in terms of providing the services, facilities, amenities etc. as mentioned or displayed in the interface of this portal through text content and images.

31. Each and every information and data as shown in the interface of this web portal through text contents and images against each property are the sole prerogative and responsibility of the respective property owner.

32. The liabilities in terms of deposit of GST with the concerned government authorities and filling of the returns are the responsibilities of the respective property owner.

33. The Department of Panchayats & Rural Development of the Government of West Bengal cannot be held responsible under any circumstances for any dispute arising in terms of (i) not at all providing a service, which was somehow previously committed (ii) providing such services, which are not satisfactory to the guests, (iii) settlement of final invoice, (iv) discharging of GST liabilities and (v) modifications in booking details.