



Your Stay, Our Care

VILLA GUEST RULES & REGULATIONS

For a safe, comfortable
& memorable stay



Welcome to



PURE VEG

Dear Guests,

Welcome to our villa!

We hope you have a wonderful, comfortable and memorable stay. To ensure a pleasant experience for everyone, kindly follow the rules below.

1. Check-In & Check-Out



- **Check in: 2:00 PM**
- **Check Out: 11:00 AM**
- Check-in and check-out timings must be followed as communicated by the villa owner.
- Early check-in or late check-out is subject to availability and may attract additional charges.
- Please return the keys/access cards at the time of check-out.

2. Number of Guests



- Only the number of guests mentioned in the booking are permitted to stay.
- Additional guests are allowed only with prior permission from the villa owner.

Rooms & Stay Information

3. COMFORT • PRIVACY • RELAXATION



- 5 bedrooms and 6 washrooms
- Maximum 18 guests
- Attached bathroom
- AC & Wi-Fi
- Other amenities





Care for the Villa

4. CLEANLINESS & CARE



- Keep the villa, rooms, bathrooms and common areas clean. Do not move furniture unnecessarily.
- Use beds, sofas, curtains and other furnishings carefully.
- Please keep the doors and windows closed to prevent insects and rodents

5. DAMAGE & BREAKAGE



- Report any damage or breakage immediately.
- Guests are responsible for damage, loss or breakage caused during their stay.
- Repair/replacement costs may be charged to the guest.
- Do not remove villa property, furniture, utensils, towels or other items.

6. SMOKING & ALCOHOL



- Do not smoke inside bedrooms or enclosed areas.
- Alcohol consumption must be done responsibly and should comply with applicable laws and villa policies.
- Illegal activities or prohibited substances are strictly not allowed.

Pool & Kitchen



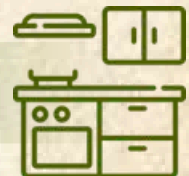
7. SWIMMING POOL



- Guests to use the swimming pool at their own risk.
- Children must be supervised by an adult at all times.
- No glass bottles, glassware or sharp objects allowed near the pool.



8. KITCHEN & APPLIANCES



- Use kitchen appliances and utensils carefully.
- Switch off gas, electrical appliances, lights and ACs when not in use.
Do not leave cooking unattended.
- Damage caused by improper use may be chargeable.

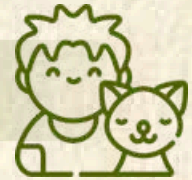
Safety & Family

9. SAFETY & SECURITY



- Lock doors and windows when leaving the villa.
- Do not share keys/access cards with outsiders.
- Do not tamper with fire safety equipment.
- In an emergency, immediately contact the Villa Owner/Manager.

10. CHILDREN & PETS

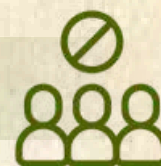


- Children must be accompanied by parents/guardians.
- Pets are allowed only if specifically permitted by the villa owner.
- Guests are responsible for damage or additional cleaning caused due to pets.



Important Rules

11. PROHIBITED ACTIVITIES



- The following are strictly prohibited:



Illegal activities or substances



Fighting or threatening behaviour



Damage to property



Fireworks or dangerous materials



Unauthorized parties/events



Activities creating safety risks or disturbance to neighbours

12. PERSONAL BELONGINGS



- Guests are responsible for their valuables and personal belongings.
- The villa owner will not be responsible for loss, theft or damage to unattended personal items.

13. RESPECT THE PROPERTY & NEIGHBOURS

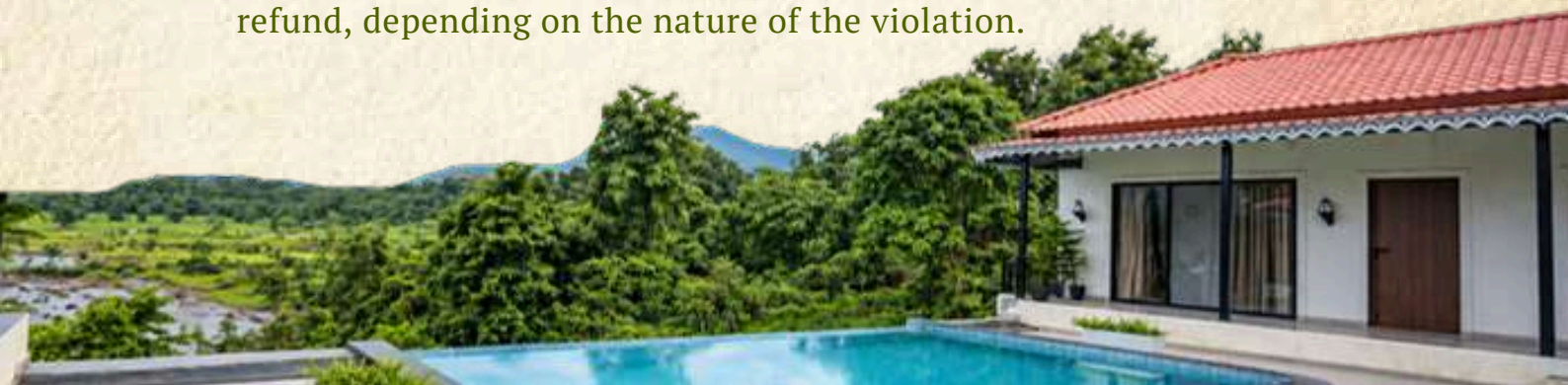


- Please treat the villa as your own home and respect the privacy, safety and comfort of staff and neighbours.

14. VIOLATION OF RULES



- Violation of these rules may result in additional charges, cancellation of the stay or removal from the property without refund, depending on the nature of the violation.



15.CANCELLATION & REFUND POLICY



- If booking is cancelled **21 days** before checkin date, guests are entitled to a full refund. While, **50%** refund if cancelled **21-11 days** before checkin date.
- Any cancellations made **less than 11 days** before your checkin date, would not be refunded.
- A nominal cancellation fee (5%) is charged for processing the refund
- Cancellaton is not allowed for peak dates that is **Independence day (15th Aug), Diwali (10th Nov to 20th Nov), Christmas and New year (24th Dec to 2nd Jan) and Republic day (26th Jan)** will not be accepted.
- In case of extreme last-minute cancellations due to extenuating circumstances, Guests will be refunded **85%** of booking amount if Montvale villa gets another booking for the same date(s). If not, Guests will not be given a refund, and the cancellation will be treated as a no-show.
- In extreme situations, Montvale villa may need to cancel or reschedule a Booking. In such case, Guests have an option to avail 100% refund (to the payment method used at the time of booking or UPI within 8 hours)



16. RESCHEDULE POLICY



- Bookings can be rescheduled only for the same home.
- If the tariff of the new dates is higher than the tariffs of the original booking, the difference is payable to MONTVALE villa to confirm the new dates.
- MONTVALE VILLA allows rescheduling **only up to 2 days prior to check-in.**
- MONTVALE VILLA charges no rescheduling charge if the booking is rescheduled within **12 hours of payment** (Not valid on stays where **check-in is within 7 days of booking**).
- MONTVALE VILLA charges **15% rescheduling charge + taxes** if he/she reschedules the confirmed booking **upto 7 days before the Date of Check-In** (before 1 PM).
- MONTVALE VILLA charges **50% rescheduling charge + taxes** if he/she reschedules the confirmed booking **upto 2 days before the Date of Check-In** (before 1 PM).
- rescheduling charge is applicable, every time a booking is rescheduled

17. PROCESSING REFUNDS



- In case of any refunds that MONTVALE VILLA owes Guest(s), the processing shall be completed within **5-7 working days**.
- A nominal cancellation fee of **5%** shall be levied for processing refunds by MONTVALE VILLA. This is levied to cover payment gateway charges along with a minimal processing charge.





Thank You

FOR CARING FOR MONTVALE

Thank you for respecting our villa and helping us maintain a safe, clean and enjoyable environment for everyone.

Need Assistance?

Please contact the Villa Owner / Manager.



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Enjoy Your Stay
Have a wonderful time at Montvale.

