

# HOTEL MONAL

Garam Sarak, G.P.O. Dalhousie -176304

Telefax : 01899-242362, Cell : 09816463388

E-mail : [info@hotelmonal.com](mailto:info@hotelmonal.com) Web: [www.hotelmonal.com](http://www.hotelmonal.com)

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## **CANCELLATION / CHANGING POLICY** **FOR SERVICES :**

IF YOU CANCEL THE RESERVATION :

- More than 45 days preceding your check-in date : you pay 10% on invoice amount.(Banking fee + administration fee)
- 45 days to 30 days preceding your check-in date : you pay 50% of the entire Package rate. If your booking was for only 1 night then the full amount will be charged.
- 30 days preceding or No Show : No refund.

### **CANCELLATION PROCEDURE:**

Cancel by sending us an e-mail to [info@hotelmonal.com](mailto:info@hotelmonal.com) with the word “**CANCEL**” in the subject line and quoting your “**RESERVATION DATES**”. Otherwise no cancellation will be entertained. Failure to do so will result in you being subject to the conditions described above so it is imperative that you let us know as early as possible. We do not accept Cancellations over Phone. In case on any increase in cost of Hotel Tariff, Govt. Tax, fuel, Package Cost etc we are bound to augment the same. Any Accommodation / Package Booking would be tentative unless you pay full advance and book on guarantee basis.

### **EXTENSION OF STAY:**

Be sure to make your reservation for the full duration of your stay. If you do need to extend your booking after arrival, you will need to contact our Reservations office at the hotel. We will not offer you any discount prices.

### **SHORTENING YOUR STAY:**

You shall be charges for the nights you cancelled,

### **NO SHOW (NON-USE OF RESERVATION):**

In case you do not utilize your reservation and fail to contact us to cancel it in a stipulated time period as specified above, we would not be in a position to return you any amount pertaining to your booking.

### **REFUND :**

Any amount that need to be refunded will be processed back to the original mode of payment, within One Week (working days).