



**THE GRAND HERITAGE**

RESORTS

# TERMS & CONDITIONS - UNDERTAKING

## 1. Booking & Payment Terms:

### • **Token Amount:**

- Token Amount: ₹50,000 + 18% GST (1-day event) | ₹1,00,000 + 18% GST (2 or more days) is required to secure your event date.
- The token amount is non-refundable and non-negotiable and must be paid via bank transfer, UPI, or other online methods.
- GST of 18% will be applicable.

### • **Payment Schedule:**

- 50% of the total billing amount must be cleared 2 months prior to the event date.
- The remaining balance must be paid 15 days before the event. Failure to complete the payment will result in cancellation of the reservation with no refund.
- No refunds will be provided under any circumstances, whether personal or commercial

### • **Booking Confirmation:**

- Bookings are made strictly on a first-come, first-served basis
- The venue does not hold or reserve dates without advance payment. Your booking is confirmed only after the token amount is received.
- Booking confirmation receipt and invoice is provided only after signing the venue's terms and conditions undertaking.

## • **Additional Billing And Charges:**

- Any additional charges incurred during the event that were not included in the initial quote must be settled before the venue is handed over.
- Onsite managers will assist with the settlement of these charges prior to checkout.
- Per day 10000/- Genset charges will be added for uninterrupted supply of electricity in resort premises, this must be settled along with the balance payment, i.e,15 days prior to the event

## **2. Cancellation/Date Alteration:**

- Date change allowed once only, if informed 30 days prior, and applicable within 3 months of original event date, subject to availability .If not, the booking will be considered canceled, and the amount will not be adjusted or refunded.
- In the event of a cancellation, all amounts collected are strictly non-refundable, under any circumstances.

## **3. Inhouse Services Provided by The Grand Heritage Resorts:**

- Security: The existing security system at the venue is provided without any additional charge.
- Housekeeping: Cleaning charges are all-inclusive in the package.
- Toiletries: Toiletries will be provided by the venue.
- On panel vendors: The Resort has their own on-panel vendors like Caterers and decorators.

## **4. Check-in and check-out:**

- Check-in time is 8:00 AM, and check-out time is 10:00 PM.
- Extended stays are chargeable and subject to availability. The venue does not charge on an hourly basis; charges are calculated per day and night of stay.
- Customers must book their dates accordingly.
- Event Flow Coordination It is the client's responsibility to ensure their event schedule aligns with the agreed check-in and check-out timings to avoid disruptions.
- If these timings are not followed, the venue will not be held responsible for any issues arising. Failure to vacate the venue on time will result in legal action. Additionally, IDs will not be returned, and water and electricity supply will be cut off until the venue is vacated

## **5. Package rates and applicability:**

- If the customer opts for a specific package, the package rates will be applicable.
- TGHR strictly follows package systems. For small events opting for individual venues, a quote will be provided by TGHR based on availability.
- Customizations depend on date availability and other bookings.(resort management decision)

## **6. Vendors:**

- Decorations and catering must be chosen from empaneled vendors. Clients should coordinate directly with vendors.
- The venue has empaneled vendors for catering and decoration but assumes no liability for disputes or issues arising from their services
- The venue is not liable for vendor-related issues.
- Finalized catering and décor details must be approved by the venue for smooth event coordination as these go hand in hand and a proper event flow must be shared with the resort management 5 days prior to the event.
- Finalized catering and décor bills will be attached with the final venue quotation and all the amount must be cleared together 15 days prior to the event date .
- External Vendors: Bringing external caterers or decorators incurs a ₹30000 royalty per vendor per day . Any damages caused by external vendors, including decorators and caterers, will be the responsibility of the client as they have brought in the vendors. The costs for any such damages will be recovered from the client.

## **7. Catering Responsibility:**

- Caterers are responsible for waste management, catering table setups, extra plates settlement food counter setups and drinking + cooking water arrangements in the venue.

## **8. Decorator Responsibility:**

- Decorators must bring their own generator (genset), the venue electricity should not be utilised for décor setups.
- No damage should be caused to the venue or its property during the event. Strict actions will be taken in case of any damages .Any venue damages caused must be settled by the customer.

## **9. Room Key assignment & distribution:**

- Keys for all the opted rooms will be handed over to the client's representative before guest arrival to ensure a smooth check-in process. The client may display the names of assigned guests on the rooms if desired.
- The original ID of the person booking the venue must be submitted before handing over the keys. The ID will only be returned after verification of any damages within the venue premises and recovery of the applicable damage costs.( Will be recovered by TGHR management prior to check-out)
- In the event that any keys are misplaced or lost, the client will be required to settle a ₹1000 charge per lost key before a duplicate key is issued.

## **10. Valuables & Goods :**

- The venue is not responsible for any loss or damage to valuables or personal belongings.
- Guests are advised to secure their belongings and ensure everything is accounted for before checkout.

### **11. Pet Policy :**

- The venue is pet-friendly; however, pets are not permitted inside rooms or banquet areas.
- They can be accommodated in porches, patios, or designated outdoor spaces.

### **12. Room Service:**

- Room service for food and beverages is not provided during events. However, guests can dine at the venue restaurant.

### **13. Liquor Policy:**

- The venue does not hold a liquor license. Customers must obtain a daily permit and submit a copy to the venue to avoid legal issues.

### **14. Sound Restrictions:**

- Sound levels must comply with government-decibel guidelines and are permitted only until 11:00 PM. Post 11:00 PM, the venue reserves the right to shut down music systems to ensure compliance with noise regulations. Failure to adhere to these guidelines will result in legal action.

### **15. Damages:**

- The client must inspect the premises prior to taking possession. Similarly, the venue is expected to be vacated in the same condition as it was handed over to them.
- In case of damage to property, the customer has to compensate the venue prior to checkout or legal action will be taken.
- The Original ID taken during check-in will only be returned after verification of any damages within the venue premises and recovery of the applicable damage costs.( Will be recovered by TGHR management prior to check-out).
- Any damages within the venue premises, including rooms and external areas, must be compensated by the client. This also includes the loss of inventory provided in rooms, such as towels, blankets, kettles, etc. Verification will be conducted and amount will be recovered before returning the submitted ID.
- The client will be fully responsible for all liabilities, including food or any damage to the building, carpeting, equipment, or other furnishings.
- Management is not responsible for any mishaps, natural calamities, or theft.
- The venue does not take any responsibility with regards to the weather during the event as it is an act of God, and it's the complete decision of the customer

### **16. Legal Proceedings and Permissions:**

- For DJ/Orchestra/Any musical arrangement, the guest has to arrange all valid licenses & permissions.
- All statutory permissions (police, sound, excise, etc.) will be the sole responsibility of the client. A copy of such permissions will have to be presented in the office before 3 days of the event.

- Consumption of alcohol, smoking, or spitting of paan, gutkha, and other tobacco consumption is strictly prohibited inside the premises as the venue does not hold the applicable licenses for the same.
- If caught consuming alcohol on the premises, strict action will be taken against the host, and necessary legal action will be taken.
- The management has the exclusive rights to restrict the entry of certain guests into the premises.
- If any sort of physical violence, abuse, riots, or fights occur on the premises, the management has the authority to take strict action against it, and legal action will be taken as well

### **17. Financial and Good will Safety:**

- Financial Liabilities: Any financial liabilities incurred by the client or their guests during the event must be settled in full before checkout. This includes any damages, additional services, or penalties for breach of venue rules.
- Behavioral Conduct: The client is responsible for ensuring that all guests adhere to the venue's rules and regulations. Any behavior that damages the venue's reputation or goodwill will result in immediate termination of the event and legal action if necessary.
- Conflict Resolution: In the event of a dispute between the client and any vendor, the client agrees to resolve the matter amicably. The venue management will not intervene in disputes between the client and vendors.
- Non-Disclosure Agreement: Any confidential information shared between the venue and the client must not be disclosed to third parties without prior written consent. This includes financial details, personal information, and event specifics.
- Public Statements: Clients, their relatives, or guests agree not to make any public statements, including on social media, that could harm the reputation of The Grand Heritage Resorts. Any grievances or concerns must be communicated privately and addressed through appropriate and professional channels

### **18. Compliance with Laws:**

- The client agrees to comply with all local laws and regulations related to the event.
- The client should also comply with the above policies or else necessary legal actions will be taken.

### **19. Photography and Marketing:**

- The Grand Heritage Resorts reserves the right to use photographs and videos of the event for marketing purposes unless otherwise specified by the client.

### **20. Electricity and Generator Usage:**

- A 200 KVA genset is used to ensure uninterrupted electricity within the venue.
- Diesel charges of ₹10,000 per day will be added to the final settlement, without any negotiations

## IMPORTANT NOTE

- Any changes to the quotation must be made in writing and signed by both parties 15 days prior to the event and post that no changes will be accepted
- A separate document i.e. Event flow will be required from client side so that the resort management will be aware of the arrangements done in those areas and keep them ready at that time
- In case only a partial venue is opted for, the resort reserves the right to host other events in the remaining spaces and is not obligated to inform the customer about the same. Venues not booked will remain under lock and key, even if no other events are scheduled in them and Clients will have access only to the venues they have opted for, as specified in the quotation.
- For weddings or any other events, the client must present original ID proof of both the bride and groom or the client booking the venue on their behalf. These original IDs must be submitted to the Site Head during check-in and will only be returned at checkout after a thorough inspection of the venue for any damages or missing items. Any applicable fines must be settled before the IDs are returned. Failure to comply may result in legal action..
- Charges for Missing or Damaged Items-Guests must settle the following charges for any loss or damage before checkout which will be informed by the resort managers. Failure to do so may result in legal action a:
  - Room Key – ₹1000
  - Towel – ₹300
  - Tea Kettle – ₹1000
  - Duvet Cover – ₹1000
  - Bed Runner– ₹1000
  - Bed Sheet – ₹500
  - Tray for Tea Kettle – ₹1000
  - Comforter – ₹2,000.
- Guests are requested to check and report any missing or damaged items at the time of check-in to avoid being charged.
- It is the responsibility of the client and their relatives or representatives to ensure that no resort property is lost, stolen, or damaged.
- All charges must be settled strictly before checkout. No delays will be accepted under any circumstances.
- If payment is not made, the original ID submitted at check-in will be held, and legal action will be initiated.
- No negotiations or arguments regarding these charges will be entertained

-This agreement is binding upon both parties ,i.e. the client and the resort management