

Terms & Conditions:

Terms of Use:

Users agree to abide by the terms and conditions set forth by Tripli Hotels Private Limited (hereafter "Tripli Hotels") when accessing or using the website.

- Law of Jurisdiction: Any disputes arising from the use of the website shall be governed by the laws of the jurisdiction where Tripli Hotels is registered.
- Agreement to Sell: By using the website, users acknowledge that any purchase or transaction made through the site constitutes a binding agreement between the user and Tripli Hotels.
- Users of Website: The website is intended for use by individuals who are capable of forming legally binding contracts under applicable law.
- Liability of the Merchant: Tripli Hotels shall not be liable for any damages, losses, or liabilities incurred by users as a result of using the website, including but not limited to errors, omissions, or inaccuracies in the information provided on the site.

Privacy Policy:

- Tripli Hotels Private Limited (hereafter "Tripli Hotels") collects personal and sensitive data from users accessing its services, such as Name, date of birth, contact details, KYC documents for booking related purposes.
- To secure reservations via all channels (telephone, website, or smartphone application), Tripli Hotels requires the following information: full 16-digit debit/credit card number, cardholder name, card type (VISA, Mastercard, or Maestro), three-digit security code, and expiry date.
- Debit/credit card details are solely used to secure bookings. Tripli Hotels will only charge the account if cancellation procedures are not followed. Reservations cancelled before the cancellation period will be refunded, while no-shows or failure to cancel within the cancellation period will result in a charge for the full penalty on the paid amount
- Tripli Hotels disclaims liability for data use and reservations made via third-party websites/agents. Users are advised to review relevant privacy policies and terms and conditions of these parties.
- Purpose of Collection: The collected information is used for facilitating bookings, providing personalised services, and improving user experience on the website.
- Disclosure of Information: Tripli Hotels values guest privacy and commits not to sell or disclose guests' personal information to any individual, business, or third party, except in emergency situations or when deemed necessary as part of our duty of care or when required by law.

- Security Practices: Internet is not a safe place however Tripli Hotels adopts reasonable security measures to safeguard the collected data from unauthorised access, disclosure, alteration, or destruction.

General guest policy:

- Primary guest must be above 18 years of age
- The standard check in time is 12 PM & Standard check out time is 10 AM
- Early check in & late check out will be subject to availability and shall be charged. The charges may vary from hotel to hotel
- Booking extension at the time of stay shall depend on availability of inventory, please contact the Property manager if needed
- Check in without valid government Id is not allowed
- Full booking amount needs to be paid on or before check-in

In case of advance booking a minimum of 30% to 50% of the total booking amount is needed in order to confirm the booking

Refund and Cancellation Policy:

- Tripli Hotels follows a cancellation policy ranging from 2 to 7 days, which varies based on the booking period. The specific cancellation policy will be clearly stated on the booking voucher or email at the time of booking.
- A 100% refund will be issued if the booking is cancelled within the specified cancellation period. However, if the cancellation occurs after this period, Tripli Hotels will charge the full amount of the booking.
- In the event that a booking is cancelled before the defined cancellation period, the refunded amount will be processed within 7 working days.

Check-In Policy & Code of Conduct:

- We don't allow local ID check-in, hotel may deny such bookings
- Tripli Hotels reserves the deny check in in case the guest fail to show proper government ID or minors are not accompanied by adults
- Bookings on Triple Occupancy shall be provided extra mattress not bed, it may be charged depending on the booking
- Visitors are allowed to meet the guest in common area and are not allowed in the room
- Visitors are not allowed to stay overnight
- All visitors need to provide a valid government ID
- Hotel may refuse service or may make you checkout the property
- a. In case of booking amount is not paid

- b. If you do not follow the house rules and during the stay you continuously refuse to follow the house rules after being asked by the staffs
- c. Hotel may charge the full price of the goods in case of any damage is made at the property

Alcohol, Smoking & Drugs:

- Smoking at the property is strictly not allowed
- Illegal drugs are not allowed at the property
- Drinking in common area is not allowed and creating ruckus after drinking may result into forced check out