

Resort Policies:

1. Check-In / Check-Out Policy

- **Check-In Time:** 02:00 PM
- **Check-Out Time:** 11:00 AM
- Early check-in or late check-out is subject to availability and may attract additional charges.
- The primary guest checking into the hotel must be at least 18 years of age.
- Hotel reserves the rights of admission.

2. Identification Requirements

- Valid **government-issued photo ID** is mandatory for all guests. Accepted IDs include:
 - Aadhaar Card
 - Passport
 - Voter ID
 - Driving License
- Foreign nationals must present a **valid passport** and **visa** at check-in.

3. Safety and Hygiene:

- All rooms and public areas are cleaned and sanitized regularly using hospital-grade disinfectants.
- Housekeeping staff follow a strict checklist for room cleaning
- Temperature checks may be conducted at check-in (as and when needed)
- Employees are trained in emergency response, first aid, and fire safety procedures.
- All food is prepared with best hygiene practices.
- Kitchen staff wears hairnets during food preparation.
- Cooked food is stored at appropriate temperatures to avoid contamination.
- Drinking water is filtered and tested regularly.
- Rooms are well-ventilated
- Towels and linens are replaced regularly or on guest request.
- The hotel conducts regular pest control treatments.
- COVID-19 / Infectious Disease Protocol - Policies align with Government of India and WHO advisories.

4. Payment Related:

- All major Credit and Debit cards are accepted
- The deposit/online payment to be paid in advance equivalent to total room nights booked for the entire stay to get the confirmed reservation.
- If guest do not pay the deposit amount within 24 hours of receiving the quotation via email or whatsapp, hotel has the right to revise the offer.
- All bills will need to be settled by guest at the time of checkout

5. Reservation Policy:

- Advance payment is mandatory to obtain the confirmed reservation.
- Rates displayed online are not guaranteed until the confirmation voucher is generated. The rates are generally dynamic in nature.
- The estimated cost for stay excludes the taxes, and fees.
- All extra services & amenities not part of this offer will be available at an additional charge only.
- In case of non-availability of pre-booked room at the time of arrival, the hotel will

offer an alternate similar standard hotel/ in a similar room type, at its discretion and without any further liability.

- Rates may change without notice and may vary for special events except for confirmed reservation against the advance payment.
- For any modification in booking, user shall pay applicable cancellation/modification charges.
- Modified bookings will be subject to availability at the Resort.

6. Confirmation Voucher:

- The reservation once confirmed, a confirmation number and the voucher are generated that you can print for your convenience.
- It is necessary to present the confirmation voucher to the hotel on arrival.

7. Payment Security:

- It is important to know that whenever you provide the personal details or credit card information, it is secured. Your credit card number, name, address, and telephone number are protected by the latest security technology.

8. Child policy:

- Child (up to 5 years) can stay free of charge with parents without extra bed.
- Children between 6 years to 12 years of age will be charged extra Rs.1000/- (per day) without an extra bed. For extra bedding Rs.1500/- (per day) will be charged.
- Child above 12 years of age will be treated as an adult and will be charged as per extra adult Rs.1500/- (per day).

9. Cancellation Policy:

Cancellation Timeline	Deduction against deposit
If done 15 days before check-in	Full Refund
If done 14 days to 24 hours before check-in	One-Night retention charges
If done less than 24 hours before check-in	No Refund

10. Refund Policy:

- On cancellation of refundable booking the refund processing will take time between two (2) to four (4) weeks.
- In case the reservation is not confirmed, we will not charge you anything on your credit card and release the whole amount if any that was held on it.

11. Non-arrival (No Show):

- If you fail to arrive at the hotel on the arrival date the entire reservation will be cancelled automatically by the hotels and will be charged for the entire reservation.
- If you fail to check in on the first date but still continue your travel plan to stay at the hotel, please, urgently, contact us to keep the room for you for the rest of the nights. Otherwise as mentioned above, the entire reservation will be auto-cancelled and no refund admissible.

12. Special request:

- The request for airport/railway station/bus stop pick-up (on chargeable basis) requires intimation to the reservation at the time of the room(s) booking.

- The request for birthday/anniversary celebration (on chargeable basis) requires intimation to the reservation at the time of the room(s) booking.

13. Guest Conduct

- Guests are expected to behave respectfully and lawfully on the premises.
- **Nuisance, unlawful activities, or property damage** may lead to immediate eviction without refund.
- Guests are liable for any damage caused to hotel property during their stay.

14. Smoking Policy

- Smoking is **prohibited** in all indoor areas, except designated smoking zones.
- A cleaning fee may be charged for violations.

15. Pets Policy

- Pets are allowed under specific conditions, for further clarification please contact reservation team

16. Visitors Policy

- Visitors must register at the front desk and are not allowed in guest rooms after 09:00 PM.
- ID proof of the visitor may be required.

17. Governing Law

- These policies are governed by the laws of India. Any disputes shall be subject to the jurisdiction of courts in Dehradun, Uttarakhand.

18. Privacy Policy

Sidus Galaxy resort and spa respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit or use our services.

a. Information We Collect

We may collect the following types of information:

i. Personal Information

- Name
- Contact information (email address, phone number, postal address)
- Identity proof (e.g., Aadhaar, passport, PAN, etc.)
- Payment details (credit/debit card or other payment method)
- Vehicle information (if applicable)
- Date of birth, nationality

ii. Booking and Stay Information

- Check-in and check-out dates
- Room preferences and special requests
- Hotel service usage (e.g., spa, restaurant)

iii. Automatically Collected Data

- IP address
- Browser type and version
- Device information
- Cookies and usage data

b. How We Use Your Information

We use your personal information to:

- Process and confirm hotel reservations
- Provide services during your stay
- Maintain guest records as per regulatory requirements
- Communicate promotions, offers, and updates
- Improve hotel services and customer experience
- Ensure safety and security on the premises

c. Sharing of Information

We may share your information with:

- Service providers and vendors (for payment processing, IT services, etc.)
- Law enforcement or government authorities when required under applicable law
- Business partners with whom we may collaborate, with your consent

We do not sell your personal data to third parties.

d. Data Security

We implement appropriate technical and organizational measures to safeguard your personal data from unauthorized access, disclosure, alteration, or destruction.

e. Retention of Data

Your information is retained only for as long as necessary for the purposes stated above or as required by law.

f. Cookies and Tracking

We may use cookies and similar technologies to enhance your experience on our website. You can manage your cookie preferences through your browser settings.

g. Third-Party Links

Our website or services may contain links to third-party websites. We are not responsible for the privacy practices of those websites.

h. Policy Updates

We may update this Privacy Policy from time to time. Any changes will be posted on this page.

19. Driver Policy

Keeping in mind the privacy and comfort for all our guests and to maintain a tranquil atmosphere, we don't offer onsite driver's accommodation. However accommodation for drivers is available at just 2 KMs from our resort, on nominal charges.

Contact Us

For any questions or concerns regarding Policies, please contact Sidus Galaxy resort and spa.