



## Serenity Villa

By



RH

R a D h a H o s p i t a l i t y

### 5 BHK Villa in Lonavala

1. Private Swimming Pool (25x15x4.5ft)
2. 5AC bedrooms with attached Washroom.
3. Portable Music system, Free Wi-Fi
4. TV in living room
5. Indoor Games (Pool Table, Foos Ball )
6. Basic Kitchen (Fridge, Aqua Guard)
7. Inverter Backup Up to 2 hours
8. Terrace with Mountain views.
10. Huge Lawn Area
11. Caretaker available 9:00 am to 9:00 pm.

**For Bookings : 9867363252 | 7977401366**



































# Terms & Conditions

## Payment Policy :

- 50% adv is compulsory to block the dates.

## Cancellation Policy-

- Advance Payment will be strictly non-refundable

## Relocation Policy:

Relocation is not permitted, once a booking is confirmed

## Food Package:

- **Deluxe Menu**

Veg : 1000 per Head

(Min 10 person required to confirm food package)

## House Rules

1. Check in: 2.00 PM & Checkout 11.00 AM. We don't allow early check in and late checkout strictly.
2. If a guest does not check out after 11:00 AM, the management has the right to deduct ₹2000 per hour from the security deposit.
3. ID Cards of all members need to be submitted at check in only. (Pan Cards Not Allowed.)
4. Balance Payment, security deposit 5000/- and check in form with all guest details need to submit at check in. The guest will be held responsible for any loss or damage to the property may result in additional charges.
5. Guests are particularly requested to lock the door of their rooms when going out. The Management will not in any way whatsoever be responsible for any loss/or damage to the guest(s) belongings from the Villa for any cause whatsoever including theft or pilferage.
6. The guest(s) are prohibited from bringing or storing combustible or hazardous goods, raw or exposed cinema films, prohibited goods, or objectionable items. The guest(s) are solely responsible for any financial loss or damage caused by such articles or due to their negligence and failure to follow instructions.
7. Children below 18 years are not allowed / only allowed with family.
8. Bachelor groups & stag parties are not allowed strictly.
9. No music allowed in outdoors after 9.30 pm, can be played indoor at low volume.
10. Outside DJ System not allowed in any villa.
11. Swimming Pool Time: 2.00 PM - 9.30PM. Children
12. (Pool is strictly not allowed on checkout date & we don't allow 24x7 Pool Access.)
13. The pool does not have a lifeguard, so kids should always be assisted by adults in or by the poolside. Any accidents incurred at the property/pool is not a liability of RaDha Hospitality

## House Rules

14. Drinking and eating inside the pool is strictly prohibited.
15. During the rainy season, frogs may be common in swimming pool & surroundings. guest being informed to the caretaker will remove that out.
16. Basic Kitchen is available at all the villas where guest can make tea, coffee, Maggie. Heavy cooking is not allowed in any villa,
17. Pets are not allowed at any villa.
18. Electricity blackouts are frequent in Lonavala & Karjat. We have an inverter in the property, which backs up electricity for up to 2 hours (depending on the usage). Inverters shall back up lights and fans only. No monetary compensation shall be honored in case of electricity blackouts situations
19. The Management will not in any way whatsoever be responsible for any loss/or damage to the guest(s) belongings from the Villa for any cause whatsoever including theft
20. Gambling, contraband, prostitution, weapons, explosives, flammable objects, poisons, drugs, and pungent food are strictly prohibited on the premises.
21. The villa management may not be held liable for any accidents, injuries, or losses that occur during the guests' stay.
22. For Wifi & Tata Sky no monetary compensation shall be honored if the issue is from service operator.
23. Failure of Electronics like AC, TV, Geyser, Fridge, Microwave, Speakers is not in our hand. However, our ground team on being informed by the guests will reach out to the technician to fix the issue as soon as possible. No monetary compensation shall be honored in case of this situations.
24. Guest need to pay 500/- per night extra to the caretaker for cleaning the utensils of the kitchen. In case guest is ready to clean it by their self then no need to pay any charges.

## **House Rules**

25. Smoking is not permitted inside the villa. Guests are requested to smoke only in designated outdoor areas
26. Commercial photography, film, or videography is not allowed at any property without permission.
27. Making any change, modification, alteration, or addition whatsoever to the property or its contents (including moving furniture around) is not allowed at any property
28. If guest is not following above rules and regulations of the property and creating unnecessary nuisance or annoyance within the premises then the Management has the right to remove the guest from the Villa.
29. Guest will be completely responsible for any police related complaints or fines.

## **Point of Contact :**

1. Once you reach at villa your dedicated point of contact will be caretaker of your villa. He shall do your check in along with other formalities as well as payment collection
2. If there are some issues that you are facing during your stay then please reach out to manager, we will be sharing his number one day prior check in date.
3. In case of any issue management and ground level staff will coordinate & listen only to the person whose name is mentioned in booking confirmation to avoid confusion