



BANGALORE TOUR AND TRAVEL

One stop for all your travel desires

Dear Sir/Madam,
Greeting from Bangalore Tour and Travel

Terms and Conditions for Bangalore Tour and Travel – Hotel Reservation Services

By making a hotel reservation through Bangalore Tour and Travel, you agree to the following terms and conditions. These terms outline the responsibilities and obligations of both the customer and Bangalore Tour and Travel in relation to hotel bookings.

1. Booking and Confirmation

- 1 All hotel reservations made through Bangalore Tour and Travel are subject to room availability at the time of booking.
- 2 A reservation is confirmed only after full or partial payment is received and a booking confirmation is sent to the customer.
- 3 The details of the hotel, including check-in and check-out times, room type, and any additional services included, will be provided upon confirmation of the booking.

2. Payment Terms

- 1 The total cost of the hotel stays, including taxes and service charges, must be paid at the time of booking or as per the payment schedule communicated during the booking process.
- 2 Bangalore Tour and Travel accepts various forms of payment, including credit/debit cards, UPI, net banking, and other available options.
- 3 Any additional charges incurred during the stay, such as room service, minibar, or other hotel services, must be paid directly to the hotel by the customer.

3. Cancellation and Refunds

- 1 Cancellation by the Customer may incur a cancellation fee, as per the hotel's policy.
- 2 Cancellation by the Hotel
 - In the rare event that the hotel cancels the booking, Bangalore Tour and Travel will make every effort to arrange alternative accommodations of similar quality. If no alternative is available, a full refund will be issued.
- 3 Refund Processing
- 4 Refunds will be processed using the original payment method and may take several business days, depending on the bank or payment provider.

4. Changes and Amendments

1. Any changes to the booking, including but not limited to check-in/check-out dates, room type, or the number of guests, are subject to availability and approval by the hotel.
2. Any amendments requested after confirmation may result in additional charges, which will be communicated at the time of the request.

5. Hotel Policies

1. The customer must adhere to the specific policies of the hotel regarding check-in/check-out times, occupancy limits, smoking, and pet policies.



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2. Early check-in or late check-out requests are subject to the hotel's policy and availability, and additional fees may apply.
3. Any damage to the hotel property caused by the customer during their stay will be the responsibility of the customer, and the hotel may charge for repairs or replacements.

6. Room Allocation

- 1 Room preferences such as views, bedding arrangements, or specific room numbers are subject to availability and cannot be guaranteed.
- 2 The hotel reserves the right to assign rooms based on availability at the time of check-in.

7. Customer Identification and Documentation

- 1 Guests must present valid identification upon check-in, as required by the hotel. This may include government-issued ID, a passport, or other identification documents.
- 2 International guests may be required to present a valid visa or other travel documentation as per local regulations.

8. No-Show Policy

- 1 If the customer fails to check in on the reserved date without prior notification, the booking will be treated as a no-show, and the reservation may be canceled. In such cases, no refund will be issued.

9. Special Requests

- 1 Any special requests made by the customer (e.g., late check-in, special room arrangements, dietary requirements, etc.) must be communicated at the time of booking. While Bangalore Tour and Travel will make every effort to accommodate these requests, they cannot be guaranteed and are subject to availability.

10. Force Majeure

- 1 Bangalore Tour and Travel is not liable for any failure or delay in providing services due to events beyond our control, including but not limited to natural disasters, strikes, civil unrest, or government actions.
- 2 In such cases, we will work with the hotel to provide reasonable alternatives, but refunds or compensation may be subject to the hotel's policies.

11. Liability

- 1 Bangalore Tour and Travel acts as a booking agent for hotel reservations and is not responsible for the operation, safety, or quality of the services provided by the hotel.
- 2 Any issues or disputes regarding the quality of the hotel services, facilities, or accommodations should be directed to the hotel management. Bangalore Tour and Travel will assist in resolving disputes to the extent possible.
- 3 Bangalore Tour and Travel is not responsible for any loss, damage, or injury sustained by the customer during their stay at the hotel.





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12. Travel Insurance

- 1 Bangalore Tour and Travel strongly recommends that customers obtain travel insurance to cover any unforeseen circumstances, including trip cancellations, medical emergencies, or loss of property during their stay.

13. Governing Law

- 1 These terms and conditions are governed by the laws of India, and any disputes arising from these terms will be subject to the exclusive jurisdiction of the courts in Bangalore.

14. Dispute Resolution

- 1 Any disputes between the customer and the hotel regarding the booking or stay will be addressed first through the hotel's internal complaint resolution system. If the issue cannot be resolved, Bangalore Tour and Travel will make reasonable efforts to mediate the dispute.

By making a hotel reservation with Bangalore Tour and Travel, you acknowledge that you have read, understood, and agree to these terms and conditions.



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