All Drawing & Disbursing Officers,
Haryana Tourism Corporation Ltd.,
in the field.

No. HTC-2014/AM-III/3617-3688
Dated Chandigarh, the
30-9-2014

SUBJECT:- REVISED RULES/POLICY FOR BOOKING, CANCELLATION AND REFUND OF ACCOMMODATION / ROOMS, CONFERENCE HALLS, BANQUET HALLS, MULTI PURPOSE HALLS, CONVENTION HALLS, LAWNS, PORTA CABIN AND DISCOUNT POLICY OF HARYANA TOURISM CORPORATION

Reference subject cited above.

The matter regarding revision of booking and cancellation rules and refund policy of i) Rooms ii) Conference Halls, Banquet Halls, Multipurpose Halls, Convention Halls, Committee Rooms, Porta Cabins and Lawn etc. and Discount Policies at Tourist Complexes of Haryana Tourism Corporation was under consideration for quite some time.

The Board of Directors, of Haryana Tourism Corporation in its 156th meeting held on 14th August, 2014 vide agenda item No. 160.07 (minutes circulated on 26.8.2014) has approved the re-framed / revised booking and cancellation rules and refund policy of i) Rooms ii) Conference Halls, Banquet Halls, Multipurpose Halls, Convention Halls, Committee Rooms, Porta Cabins and Lawn etc. and Discount Policies for implementation at the Tourist Complexes of Haryana Tourism Corporation. Accordingly, a copy of the same is enclosed as under for taking necessary action :-

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Please take action accordingly.

Endst. No. HTC-2014/AM-III/8689 - 36 99  
Dated: 30-9-2014

A copy is forwarded to the following for information and necessary action:

1. Dy. Director O/o Director General Tourism, Haryana.
2. All Officers/ Branch Incharges, HTC, Head Office, Chandigarh.
3. Divisional Manager, Haryana Tourism, New Delhi.

General Manager (M),  
For Managing Director.
A) Check-in/Out time : 12.00 HRS.

B) Mode of Booking : Reservation can be done by the guest through the following modes:
   a) Reservation can be done On-Line through Debit/Credit Card of Master/Visa/Maestro. 
      The Bank charges will be borne by Haryana Tourism Corporation
   b) Authorized Travel Agents of the Haryana Tourism Corporation
   c) Authorized Web Agents of Haryana Tourism Corporation
   d) At the Front Office of all Tourist Resorts of Haryana Tourism Corporation
   e) At Tourist Information Bureau of Haryana Tourism at Janpath, Chanderlok Building, New Delhi.

C) Cancellation and Refund Policy

| On Notice of Cancellation Upto 24 hours before Check-in Date / Time | 20% refund on Tariff |
| On Notice of Cancellation Beyond 24 hours and upto 72 hours before the Check-in Date / Time | 30% refund on Tariff |
| On Notice of Cancellation Beyond 72 hours before Check-in Date / Time | 60% refund on Tariff |

Note: Reservation cannot be cancelled after Check-in/Date in any case.

AMENDMENT and part cancellation of existing booking for rooms is permissible as per the Cancellation and Refund Policy (mentioned at e).

No show is treated as cancelled and no refund will be made.

The reservation can be upgraded to Higher Room Category before Check-in Date/Check-in Time in at the front office/reception of Tourist resort only subject to availability of Higher Category rooms. The difference in amount of Room Tariff + Taxes as applicable will be paid by the guest before check-in at Front Office in Tourist Resort.

No refund in any case would be allowed on account of sudden break down of electricity, failure of A.C. Heater / Geyser etc. after the guest check-in.

Once the entry for room booking is made in the booking register and the customer checks-in, no refund would be allowed if the customer decides not to use the room on any account whatsoever.

D) Mode of Refund : Booking can be cancelled from the same mode which has been used for booking and will be as under:

   a) For Credit/Debit Card Reservation : The amount of Refund will be reversed to the Debit/credit card after deducting the cancellation charges + Bank Transaction Charge + Taxes as applicable.

   b) Booking done at Counters of Tourist Resort, Tourist Information Bureau of Haryana Tourism at New Delhi : The amount of Refund will be sent by Account Pay Cheque only on the address of the guest.

   c) For booking done from authorized Travel/Web Agents of the HTC: Refund will be given by the Travel/Web agents.

E) Partial Cancellation

   Partial Cancellation is allowed only for One Time subject to
Refund/Cancellation Policy as mentioned above (After one time Partial Cancellation no further Cancellation will be allowed).

I). Full Preponement / Postponement

Full Preponement / Postponement is allowed only for One Time subject to availability and the reservation done more than Two Days (48 hours) in advance of the Check-in Date / Time.

A reservation once modified (preponed / postponed / partially cancelled) cannot be further modified or allowed for further cancellation/preponement or postponement. Discounted Reservations cannot be preponed / postponed/partially cancelled.

G) Child Policy

i) Two Adults will be allowed to stay in a Room.

ii) Two children upto-12 years of age can stay in same room with their family/parents without an Extra Bedding. In Case of Extra Bedding/Mattress is required the same would be charged at an 25% extra cost of applicable Tariff + taxes subject to availability of Mattresses/Bedding.

iii) Children between 12 to 18 years of age accompanied with parents/family will be allowed at 35% of applicable Tariff + taxes per child subject to availability of Mattresses/Bedding.

iv) Maximum of one extra Bedding/Mattresses would be permitted per room subject to availability of Mattresses/Bedding.

H) Pet Policy: Pets are not allowed.

I). Occupancy Policy

a) Booking shall be accepted for any number of Days in advance prior to check-in date.

b) The Guest shall make an entry in the Guest Entry Register available at the Reception Counter with his/her own hand and submit his/her Identity Proof as mentioned at c) before check-in. Guests booking the Rooms HTC Online/Web Agents/Travel Agents should submit confirmed Confirmation/Booking Slip.

c) Guests are required to submit photo copy of any of the following as proof of identity at the time of check-in:

iv) Voter ID/Passport (In case of Foreign Guests Passport is mandatory.)

v) Driving License

vi) Aadhaar card

d) The visiting guest of the occupant will not be allowed access to the room. The occupant can entertain his guest in the restaurant or bar or lobby-lounge of the Tourist Resort.

e) The occupants are required to take care of their belongings. The Office Incharge of the Tourist Resort/Hotel shall not be responsible for loss caused during the period of stay unless it is directly attributable to the Haryana Tourism Corporation.

f) Tariff is subject to change from time to time without prior notice. In case of revision of rates, if any, the booking already confirmed after having paid 100% amount will be charged at old rates for that booking.

g) The cooking of own food will not be allowed in any case in the room except in case of attached kitchen with the room.

h) If the customer wants to remain in the complex 2-3 hours after the check-out time, he can be allowed to use only the lobby or lounge of the complex and the luggage for safe custody can be handed over at the reception at his own risk and responsibility till he vacates the complex. The same
would be applicable when the customer reaches the complex 2-3 hours before the check-in-time i.e. 12.00 hrs.

i) Reservation made would not be transferable.

j) The accommodation cannot be claimed as a matter of right even if available at the particular time.

k) In extraordinary and unavoidable circumstances, the Management can cancel advance bookings and even get the suites/rooms vacated. In such circumstances guests may be accommodated in the nearby resort in the same category booked or the room rent may be refunded.

l) The loss or damage caused to the Corporation property would be made good by the occupant. The occupant in their own interest should inform the official on duty at the reception before the check-out of the room and make proper entry to this effect in the booking register kept at the reception of the Tourist Resort.

m) Payment of the Service Tax, Luxury Tax and other taxes applicable as imposed by Central/State Government from time to time will have to be paid extra.

n) The Management reserves the right to make any amendments/changes/alteration in the occupancy rules at any time without assigning any reason for the same.

o) 100% of the total tariff + applicable Taxes has to be paid as advance at the time of Booking.

p) The dispute are subject to the jurisdiction of District Court in which the Tourist Resort situated.

Managing Director, Haryana Tourism Corporation is competent for any relaxation of the rules in public interest by seeing the merits of the case in case of Cancellation and Refund Policy.
General Terms of Conditions

i) The Booking is not transferable

ii) The Party less than 25 PAX will not be treated as Banquet Party.

iii) The rates for Banquet Booking are subject to change from time to time. In case of the revision of the rates, if any, the booking will be charged at old rates for that bookings already confirmed after having made full payment.

iv) Sound Proof Generator Set for Electricity will be arranged by the party for the extra load.

v) In case of Marriage Functions/Ring Ceremony/Banquet Parties and in exceptional case more than two persons may be allowed in a room for change of dress etc. during the day time only.

a) Payment Terms

a) 25% of the minimum Net guaranteed Business (excluding Taxes) will be payable as 1st installment in advance at the time of Booking of Banquet Party.

b) 50% of the Net guaranteed business (excluding Taxes) will be payable before the start of the party i.e. at least One day (24 hours) before.

c) The balance amount will be settled and deposited as the party is over.

Payment of the Service Tax, Luxury Tax, VAT and other taxes as imposed by Central/State Govt. from time to time will be paid extra.

b) Discounts on Banquet Parties: In order to encourage Banquet Party, 10% discount can be given by local offices and 20% discount in total can be extended by M.D in various complexes except Red Bishop and Hotel Raj Hans DDO of Red Bishop, Panchkula and DDO of Hotel Rajans, Surajkund can give 5% (Five percent) discount in total and MD can give 10% (Ten percent) discount in total on banquet/party rates.

This discount will not be applicable/allowed on MRP items.

In addition to above Discount, the Complimentary room will be allowed on Banquet parties as per details given below:

| If Total Guaranteed Food Bill is more than Rs. 50,000/- (Rupees Fifty Thousand) | One Room (Except Suite) would be given complimentary for one night in case of Banquet party function. |
| If Total Guaranteed Food Bill is more than Rs. 1,00,000/- (Rupees One Lac) | Two rooms (Except Suites) would be given complimentary for night in case of Banquet party. |

Note: There will be no discount on Liquor served in the Parties

c) Preponement / Postponement:

Banquet party can be Fre-poned/Postponed with a prior notice of more than 10 days before the party and for the same request will be given in writing to Officer Incharge
in Tourist Resort. The Preponement / Postponement is allowed only once with the payment of Preponement/Postponement charges Rs. 5000/- Taxes (Taxes as applicable) but is subject to availability of the Preponed/Postponed date. Once the Preponement / Postponement is made no further cancellation is allowed.

d) Cancellation and Refund Policy:

In case of cancellation of Banquet party the Cancellation request should be given 1 month (30 days) in advance of the party to the concerned Officer Incharge of Tourist Resort in writing.

50% of 1st installment will be refunded only and remaining amount will be forfeited. The refund will be made through Account payee cheque only.

Managing Director, Hafiyana Tourism Corporation is competent for any relaxation of the rules in public interest by seeing the merits of the case in case of Cancellation and Refund Policy.
A. General Terms and Conditions,

1) The booking will be non-transferable.
2) The Booking will be on first come first serve basis and subject to the availability.
3) In case of Banquet Halls, Convention Halls, Multipurpose Halls, Conference Halls, Committee Rooms and Porta Cabins the day will be from morning to night.
4) Any damage caused to the building, interiors, exterior/lawns, electric fittings etc. would be at the cost of the party.
5) The usage of landour, furnace, bhatti etc. and washing of utensils, crockery, cutlery has to be in the attached kitchen, open area and not inside the Hall and in case of Lawns temporary space in the corner for kitchen will be provided/earmarked by the Officer Incharge for the purpose.
6) The damage to the property will be charged extra on cost price basis.
7) Sound Proof Generator Set for Electricity will be arranged by the party for the extra load.
8) The rates for Booking are subject to change from time to time. In case of the revision of the rates, if any, the booking will be charged at the rates for that bookings already confirmed after having made full payment.

B. Payment Terms:

100% of the total tariff + applicable Taxes has to be paid as advance at the time of Booking. Service Tax, VAT and other taxes as applicable from time to time will have to be paid in addition to the rental/tariff.

C. Complimentary Rooms allowed on Booking of Lawns:

| Lawn charges @ Rs.0.76 Lacs to Rs. 1.00 Lacs | Three rooms be provided on complimentary basis subject to the availability of rooms |
| Lawn charges @ Rs.0.51 Lacs to Rs. 0.75 Lacs | Two rooms be provided on complimentary basis subject to the availability of rooms |
| Lawn charges @ Rs.0.25 Lacs to Rs. 0.50 Lacs | One room be provided on complimentary basis subject to the availability of room |

D. Preponement /Postponement

One Opportunity will be given for Preponement /postponement with a prior notice of more than one month before the party and for the same request will be given in writing to the Office Incharge of Tourist Resort. The Preponement / Postponement is allowed only once with the payment of Preponement/ Postponement charges Rs.
E. Cancellation and Refund Policy.

50% refund of Tariff will be made if the booking is cancelled One month before the date of Booking

Managing Director, Haryana Tourism Corporation is competent for any relaxation of the rules in public interest by seeing the merits of the case in case of Cancellation and Refund Policy.
IV) Rules for Promotional Schemes on Room Booking Online/offline Customers and Web Agents of Haryana Tourism Corporation.

a. Online Booking by HTC: 10% discount may be offered on Online Room Booking by HTC for specific period/specific occasion like Festivals, Haryana Tourism Day, World Tourism day.

b. Web Agents: 10% discount may be offered on Room Booking by Authorized Web Agents of HTC for specific period only. Such discounts availed by the Web Agents to be passed to Guests.

c. For Group Bookings of Rooms the Discount will be as under:

On Bookings of minimum 5 Rooms or 1 Room for 5 nights continuously, 10% discount will be offered on Tariff only. In case food is taken on a la carte' 10% discount shall be allowed to the occupant of booked rooms. DDO of the unit will exercise this power.

For individual and larger groups giving good/repeated business field DDOs /Incharges will send proposal and MO. HTC will decide about allowing a discount keeping in view the power delegated by the Board of Director to the Managing Director, HTC in its meeting held on 11th August, 2004 vide Agenda item No. 121.14 and meeting held on 12th Jan, 2005 vide Agenda item No. 123.12. The power delegated to the Managing Director is as under:

i) Engaging Local Tour and Travel Agents/GSA on 20% commission basis.

ii) Giving discount/commission to local Tour and Travel Agents up to 20%

iii) Giving 15% discount/commission to Sales Force and others in line of Business

iv) Giving of discount/commission upto 40% on boarding/lodging in case of group bookings, depending on volume.

Note: At a time only one type of above Discount is applicable.
V. Rules of Booking of Rooms for Serving Officers/Officials of Haryana Government
Departments, Corporations, and Boards as well as retired employees of Haryana Government for Bookings of Room/Accommodation:

20% Discount on accommodation to the serving officers' employees as well as retired employees of Haryana State on private visit only subject to the condition that each Officer/Official can avail this discount on One Room at any Tourist resort/Hotel per day.

Note: The Authenticated Employee ID with Photograph is required on Check-in to avail the above discount.

1. At a time only one type of Discount is applicable.
   1) Any type of discount will not be applicable during 24-31 Dec., Fairs & Festivals, any specified date and place of Fairs & Festivals period.
   2) The discount is permitted on production of Identification card or any appropriate proof of their official institution at respective Tourist resort/hotel.

2. The Rules for Bookings of Rooms/Accommodation at Tourist Resorts/Hotels of Haryana Tourism Corporation will also be applicable.
In order to give facility, Managing Director of the Corporation can give discount of 30% (Thirty percent) for booking of Rooms (maximum upto 5 rooms), Banquet Hall, Convention Halls, Multipurpose Halls, Conference Hall, Committee Rooms, Lawns and Porta Cabins and on Food and Beverages (except MRP Items and Liquor) on the prevailing rates, as applicable from time to time for the booking made by the officers/officials of the Corporation. This would be subject to the following :-

1. The discount on Food, room rent and booking of Convention Hall/Banquet Hall/ Multipurpose Hall/Lawns and Porta Cabins will be available only for the marriage of sons, daughters and dependent sisters (if the parents are not working and are dependent upon the employee concerned) and if the sister getting married is not employed. The discount will not be admissible for the marriages of nephews/niece or any of the relatives.

2. The discount will not be available for other parties like birthdays/retirement parties/ anniversaries etc.

3. However, the rules of Booking, Refund/Cancellation, Preponement/Postponement as well as Payments terms will be applicable.

However, Staff of Haryana Tourism Corporation residing in staff quarters, may avail marriage function of their children free of cost in vacant / spare land / lawn of HTC near staff quarters which are not usable for commercial purpose on the day of wedding celebration of the children of the staff. The cleanliness of the area shall be done / ensured by the concerned HTC official holding the marriage function of his child / children at his own expenses immediately after the function.

The above rules / policies / instructions from I to VI at page 1 to 10 will be in supersession of all previous letters / correspondence.

VII. Decision regarding levy of 5% Service charges on Catering Service provided by Haryana Tourism Corporation for party bookings which is to be distributed among the employees of the respective complex.

The Board further deliberated and decided that 5% Service Charge be levied on Catering Service provided by Haryana Tourism Corporation for party bookings. This service charge be distributed among the employees of the respective complex in the same manner as the service charge on room service is distributed.

In addition to above, the following existing rules/instructions/policy will
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<td>1.</td>
<td>Instruction for issuing Ex-Employee Discount Card of Haryana Tourism</td>
<td>HTC/99/AM-II/49162-49247 dated 7.10.99</td>
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<td>2.</td>
<td>Instruction regarding discount on F&amp;B items besides staff meal to the officers of HTC of the rank of MCA and above while on Tour</td>
<td>HTC-05/AM-II/5656-5720 dated 8.8.2005</td>
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<td>3.</td>
<td>Concessional Booking of Accommodation for His Excellency, Governor of Haryana, Hon'ble Chief Minister Haryana, Hon'ble Judges of Punjab and Haryana High Court, Sitting MPs and MLA of Haryana State and other class of Officers entitled for concessional Booking (except Haryana Tourism and Tourism Department Officers/Officials)</td>
<td>Endsl No. HTC-08/AM-II/4934-99 dated 27.11.2008</td>
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<td>4.</td>
<td>Entitlement of concessional accommodation and charges thereof for the employees of HTC as well as Directorate of Tourism, Haryana while on Duty and while not on duty and after retirement</td>
<td>No. HTC-2013/AM-II/3255-3318 dated 7.10.2013</td>
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