



GOMTI - HOUSE RULES

CHECK-IN & CHECK-OUT

- Check-in: 2PM, Check-out: 11AM
- Early check in or late check out would be chargeable and it is subject to availability. It is advised that you discuss it with team Lohono prior.
- Guests, who are not checked-in or registered as guests of Lohono Stays or visitors are not allowed to sleep or stay overnight in the villa. Please note that the visitors are required to take approval
- Photo IDs are to be shared with the Guest Relations Team via WhatsApp before check in.
- Large gatherings at one point of time is prohibited at the villa, only Lohono checked- in guests are allowed at the property.

HOUSE RULES:

- Breakfast is complimentary. Breakfast ends at 10 am. Please let your attendant know what time you would like the service to begin.
- Villa attendants and housekeeping staff are available to serve you from 8 am until 10 pm. Female attendants/staff retire to their chambers at 7 pm. Male attendants can be requested to stay back post 10 pm (until 2 am) at an additional charge.
- Additional services or activities should be requested at least 24 hours in advance.
- The Maximum capacity of rooms are 2 adults and 1 child below 10 years. Provision for extra beds in the rooms are not available.
- Separate staff accommodation is available in staff quarters at additional charges.
- It is encouraged that the loud music should be stopped after 11 pm keeping in mind the neighborhood surroundings.
- Smoking is prohibited in the villa. We recommend you smoke at designated areas only. While smoking, kindly use the ashtray to dispose of cigarette buds, and take all necessary precautions to prevent a fire. A penalty of INR 10,000 will be charged if found smoking inside the villa.
- Alcohol should be consumed responsibly. Guests under the age of 18 may not possess or consume alcohol at any time while on the property. Consumption or possession of illegal drugs is forbidden. Consumption Of Hookah should be outdoors only
- All rooms are equipped with a geyser, kindly allow 30 mins for the water to turn hot and wait for a few minutes till you start receiving hot water in the taps as the water in the pipeline will be cold.

- Pets are allowed with permissions at an additional charges of INR 15,000 plus taxes per stay.
- Guests are requested to handle all items present at the villa with utmost care and breakage to any of the items will be liable to penalty.
- Our in-house cook is available to cater to all your food requirements as per the curated menu which comprises healthy home-style meals and local delicacies. Kindly place your orders 24hrs in advance. Outside cooks are not permitted.
- The swimming pool is operational until 10:00 pm. Children under the age of 12 years must be supervised by an adult. Please note that there is no lifeguard on duty.
- Only Plastic glasses to be used in Swimming Pool.
- Guest bedrooms not to use for massage and no full body massage.
- Please note that Lohono shall not assume liability for any accidents or injuries that may occur during the stay.
- Electricity and water conservation should be respected. Appliances such as ACs, heaters, etc. should only be switched on when they need to be used. Please ask for assistance if required.
- Errand run charges are applicable for procurement, pick-up, delivery, etc., of any kind. Our procurement team is available from 9 am until 5 pm.
- Guests are responsible for their personal belongings and valuables. Kindly store your valuables in safety lockers available in the rooms. Management will not be responsible for any kind of theft.
- Lost & Found items are held for 14 days while we attempt to contact the guest. If guest contact information is incorrect or cell phone mailbox is full and we are unable to contact the guest during the 14-day holding period, the unclaimed item(s) are thrown away, given to local organisations, or disposed of as deemed fit by the management.

We request guests to comply with the house rules and help us ensure a comfortable and pleasureable stay for you.

Team Lohono