

# Terms and Conditions

1. General Check-in / Check-out Policy is as per below (this may vary for certain hotels):
  - a) General Check-in time is 12 noon and check-out time is 11:00 am
  - b) Subject to availability, early check-in and late check-out will be considered. Charges as applicable
2. In case of cancellation of booking prior to arrival, the cancellation decision is the sole discretion of hotel management.
3. Amendment of bookings is not allowed.
4. Please note that the above timeline and cancellation may vary depending on the hotel where the booking is made in accordance with the concerned hotel policy. The Customer is therefore advised to check with the respective hotels in relation to the cancellation charges and timeline.
5. Booking rates as offered is based on Government approved policy and any cancellation or refund is solely with Hotel Management. The Customer is therefore advised to check the room description carefully prior to making a booking. The platform offering this solutions shall not be liable to cancel or refund any monies or alter any bookings if booking are made under such special offers.
6. If the hotel management agrees for cancellation of booking, the refund of the booking amount will be initiated. The refund amount as per hotel management (post any charges and taxes, as applicable), will be credited into the account of the Customer using the same payment mode (i.e. debit card/ credit card) by which the booking was made by the Customer. The refund process may take 10-15 business days.
7. In case the booking amount is paid using credit card, the refund will be processed on the credit card.
8. In keeping with our heightened security procedures, we request you to provide your photo-identity proof while checking-in. Indian Nationals can present any of the following which is mandatory: Passport, Driving License, Voter ID Card, Pan Card. Foreign Nationals are required to present their passport and valid visa.

## Other Terms

Though all efforts have been made to ensure the accuracy and authenticity of the content on this website, the same should not be construed as a statement of law or used for any legal purposes. In case of any ambiguity or doubts, users are advised to verify/check the information with the Department(s) and/or other source(s), and to obtain appropriate professional advice.

Under no circumstances this Department will be liable for any expense, loss or damage including, without limitation, indirect or consequential loss or damage, or any expense, loss or damage whatsoever arising from use, or loss of use, of data, arising out of or in connection with the use of this payment page. These terms and conditions shall be governed by and construed in accordance with the Indian Laws. Any dispute arising under these terms and conditions shall be subject to the jurisdiction of the courts of Punjab.

The information posted on this payment page could include hypertext links or pointers for information created and maintained by non-Government/private organizations. Punjab Government does not guarantee that linked websites comply with Guidelines for Indian Government Websites.

### **Privacy Policy**

We do collect some technical information when you visit our website, to make your visit seamless. The section below explains how we handle and collect technical information when you visit our website.

### **Information collected and stored automatically**

When you browse, read pages, or download information from this website, we automatically gather and store certain technical information about your visit. This information never identifies who you are. The information we collect and store about your visit is listed below:

The type of browser (such as Chrome, Firefox, Netscape, or Internet Explorer) and operating system (Windows, Unix) used to access our site.

The date and time you accessed our site. The pages/URLs you have visited. If you access this website from another website, the address of that referring website shall also be collected.

This information is only used to help us make the site more useful for you. With this data, we learn about the number of visitors to our site and the types of technology our visitors are using. We never track or record information about individuals and their visits.

### **Cookies**

When you visit some websites, they may download small pieces of software on your computer/browsing device known as cookies. Some cookies collect information to recognize your computer in the future. We only use non-persistent cookies or “per-session cookies”. Per-session cookies serve technical purposes, like providing seamless navigation through this website. These cookies do not collect personal information of users and they are deleted as soon as you leave our website.

The cookies do not permanently record data and they are not stored on your computer's hard drive. The cookies are stored in memory and are only available during an active browser session. Again, once you close your browser, the cookie disappears.

### **Email management - Collection of Personal Information**

Your email address will only be recorded if you choose to send a message. It will only be used for the purpose for which you have provided it and will not be added to a mailing list. Your email address will not be used for any other purpose, and will not be disclosed, without your consent.

If you are asked for any other Personal Information, then you will be informed how it will be used if you choose to give it. If at any time you believe the principles referred to in this privacy statement have not been followed, or have any other comments on these principles, please notify the webmaster through the contact us page. Note: The use of the term "Personal Information" in this privacy statement refers to any information from which your identity is apparent or can be reasonably ascertained.

Our payment page never collects information or creates individual profiles for commercial marketing. While you must provide an e-mail address for a localized response to any incoming questions or comments to us, we recommend that you do NOT include any other personal information.

### **Site Security**

Except for authorized law enforcement investigations, no other attempts are made to identify individual users or their usage habits. Raw data logs are used for no other purposes and are scheduled for regular deletion.