

Reservation Terms & Condition

- The Goods & Service tax (GST) is applicable as per the Government rule will be charged extra.
- The Goods & Service Tax (GST) as applicable will be charged extra on gross Bill per day which includes Room Tariff & Extra Guest Charges.
- Room tariff from Rs. 1.00 to Rs. 7500.00 per room per day - 5% (On Transaction Value)
- Room tariff from Rs. 7501.00 and above per room per day - 18% (On Transaction Value)
- Room tariff for Conference Hall/Auditorium/ Lawn/Open Air Restaurant/Sports Complex Restaurant are subject to - 18% (On Transaction Value)
- Restaurant - The Goods & Service tax (GST) will be charged @ 5% on services provided in Air-Conditioned Restaurant and Non-Air-Conditioned Restaurants. VAT is applicable on Alcoholic Beverages.
- Under exceptional circumstance MTDC may cancel booking done by tourist / Agent or online however the guest will be given full refund amount by MTDC.
- For any kind of suggestion and complaint regarding Booking please contact us on email reservation@maharashtratourism.gov.in
- In case of failure of Booking, if you do not receive confirmation your amount will be refunded to your mentioned account.
- We give discount 20% to Senior Citizen, School Students Picnic, Ex Servicemen, Handicapped Person, 10% to NRI, 10% Maharashtra Government Employee & Central Government employee for season and 20% for Off season. 25 % LTC (Leave Travel Concession) discount for Maharashtra Government Employee & Central Government employee. 25% to Brihan Maharashtra Mandal,
- Two children below 12 years FREE, if sharing bed with parents.
- **Tariff is subject to revision as and when required.**
- **Pets are not allowed.**
- In case of failure of Air-condition unit, the tariff will be considered as non A.C. rooms tariff. In that case No Full Refund would be given. Only Rs.500/- will be returned to the tourist for Failure of A.C.
- Intercom & Cable connection with colour T.V. is a additional facility provided to the tourists. In case of failure, no refund would be given.
- The tourists with advance booking/walk-in tourists should pay full occupancy charges, extra guest charges and luxury tax for number of days for which he requires accommodation and makes all necessary entry (in his own hand writing) in the occupancy register before taking possession of the room.

- Online Resort/Hotel Reservation tourists should carry a printout of booking receipt / Email copy or SMS & copy of photo I.D. proof and produce it to the Resort/Hotel Manager at the time of check-in.
- A refundable deposit of Rs.200/- (Rupees Two Hundred Only) per room will be collected from the tourist by the Resort Manager before occupying the room. The said deposit will be refunded to the tourist in full at the time of departure after he settles all the bills and signs the occupancy register.
- MTDC has the right to change the tariff
- For selected resort complimentary breakfast is included in the room Tariff under CP (Continental Plan)
- European Plan at Elephanta /Chikhaldara/Tadoba/Bodhalkasa/Sillari Wardha Ganpatipule/Velneshwar /
- The Continental Plan (CP) will not be applicable for Conference Hall/Banquet /Lawn/ Auditorium Hall/Exhibition Hall/

Cancellation Policy: -

- **Currently Partial cancellation is not available. (Partial - Room /Date / Extra Guest)**
- 5% GST is applicable on cancellation fees on room tariff 1-7500 Rupees
- 18% GST is applicable on cancellation fees on room tariff above 7501 Rupees.
- **If you cancel within 0-3 days prior to the arrival date you will be charged 100% of your booking amount as the cancellation charges.**
- **If you cancel within 4-7 days prior to the arrival date you will be charged 25% of your booking amount as the cancellation charges.**
- **If you cancel more than 8 days prior to the arrival date you will be charged 10% of your booking amount as the cancellation charges.**
- In case of cancellation of booking booked through Credit/Debit Card, Net Banking/UPI/QR/IMPS /RTGS etc the refund will be made of in the name of Account Holder's Bank only.
- In case of cancellation of booking made through Cash / D.D. or any other mode of payment, the refund will be made through cross cheque / RTGS / NEFT only.
- In case of booking made through M.T.D.C.'s travel agents, the cancellation / refund will be made by the concerned travel agents only.
- Restaurant attached at selected Resorts and Hotel; hence cooking is not allowed in rooms and in resort premises.
- Due to load shedding of electricity supply, MTDC would operate Generator Sets partly in some of the Resorts. However, this would not substitute 24 hrs. electricity supply for operation of A.C. units, Geysers etc. In that case NO REFUND would be given.