



BLDG NO: 31/903- 3  
CONVENT ROAD, PONNURUNNI  
VYTYILA P.O, KOCHI- 682- 019  
ERNAKULAM, PH:2301171

## Hotel Policies

Thank you for choosing to stay with us at JJ Inn. Below are hotel policies and procedures; read them carefully. As our hotel guests, by reading and signing your hotel registration card at check-in or by booking a reservation on our website, you are agreeing to abide by our hotel policies and procedures.

### Check-In

Check-in time is any time after 12 Noon (not guaranteed for unreserved customers due to high volume of occupancy).

Guests checking in before 6am will be charged the full room rate for the previous night. Arrivals between 6am and noon will be charged 50% of the room rate. Early arrivals will be accommodated subject to availability. Advance notification is suggested.

If you arrive earlier then we will be pleased to store your luggage at free of cost until your room is ready.

Guests must be 18 years or older to check in without a parent or legal guardian.

All Guests are requested to produce the Government Approved photo identity card for Indian Nationals and Valid Passport and Visa for Foreign Nationals upon arrival and a copy of it will be retained on file.

JJ Inn will make every effort to honour special requests (such as a specific floor or room number, adjoining rooms, roll-away beds, etc.) upon your arrival. However, the availability of these items cannot be guaranteed in advance. The hotel reserves all rights to refuse service to any guests of the hotel who do not follow or comply with hotel policies.

### Check-Out

Check-out is at 12.00 Noon.

Guests are requested to settle their bills directly at the time of check out.

If you require a later check-out, please contact us before 8 am on the day of departure, and we will do our best to accommodate your request. Late checkouts before 6pm (subject to availability) incur a half-day charge. Late checkouts after 6pm incur a full-day charge.

Early departure fees are applicable if you depart prior to your confirmed departure date. To avoid any penalty, contact the front desk at least 24 hours prior to the confirmed departure date for arrangements.

## **Tariff**

The tariff is for the room only and government taxes will be extra. Meals and other services are available at extra cost. To know your room tariff, please refer <http://www.jjinn.in/rooms-tariff.asp> page of the website..

Your reservation/Tariff includes complimentary wireless internet and parking space for a single car.

## **Accepted Method of Payment**

If you wish to settle your account with a credit card you will be required to present the card at check-in where a pre-authorization for the total cost of accommodation plus a security deposit will be processed.

If you choose to use your debit card at check-in the hotel will place a hold of the full anticipated amount of your stay through your departure date, as well as an estimated hold for incidentals. Remaining funds due back to your debited account will be released upon check-out.

If you prefer to settle your account with cash, you will be required to pay the total cost of accommodation plus a security deposit to cover all incidentals at the time of check-in.

JJ Inn does not accept personal or company cheques as a method of payment, unless pre-payment is made 15 business days prior to arrival

**Currency fluctuations:** Rates confirmed in INR are guaranteed in INR when paid in as Indian rupees or traveller's checks. Payments made by credit cards at the hotel will be charged in the local currency equivalent based on the daily exchange rate used by the hotel. Currency conversions by banks or credit card companies in processing payments are not within the control of the hotel and are subject to exchange rate fluctuations.

**Refunds:** Remaining funds and security deposit collected will be refunded at the time of checkout as cash for cash payments. In case of card payments, remaining funds due back to your debited account will be released upon check-out, which may take 4-15 business days to process. Additionally, your financial institution may have a contracted amount of time before the funds are released back to you, which can take up to 15 business days.

## **Cancellation Policy**

All hotel room guaranteed reservations have a 48-hour cancellation policy unless otherwise noted. Any changes on packages or rates to your reservation must be done 48 hours prior to your arrival date. Reservations that are not cancelled within 48 hours are subject to a charge of one night's stay plus tax.

You will appreciate that the hotel reserves the right to cancel non guaranteed reservations after 12 30 hours on the day of arrival.

## **Maximum Room Occupancy:**

Each room can accommodate a maximum of two adults and two children up to 5 years of age.

Extra person allowed only in AC Deluxe and above @ Rs.250/- + tax without any additional facilities. A maximum of one adult rollaway bed is also available per room for an additional fee of 500 INR plus taxes. Extra beds are subject to availability.

## **Parking**

Parking is available at the Hotel premises. Your reservation/Tariff includes parking space for a single car subjected to the availability.

## **Unacceptable Policy**

The following are not acceptable and allowed by the management,

- Bringing goods and / or storing of prohibited goods, inflammable materials, explosives, weapons, hazardous and toxic materials in the hotel rooms and premises.
- Gambling, contraband, prostitution, public meeting, in room party on hotel premises.
- Animals (pets) and pungent food on hotel premises.
- Smoking in all public areas of the hotel and in rooms.
- Alcohol in public areas. (Alcohol purchased outside of the hotel may be consumed only in the privacy of a guest room. "Dry days," as determined by local law, are observed by the hotel.)
- Using obscene dress code. (JJ Inn allows only smart casual or formal wear while on hotel premises).
- Guests are asked not to gather in the hallways as this often creates excessive noise which disturbs other guests.
- Keep guest room doors closed at all times to avoid noise disturbances.
- Each room is limited to the number of guests registered in the room at the time of check in.
- The entire hotel is non-smoking. Bedrooms that have been smoked in, or smell of smoke, will be assessed and charged a minimum cleaning fee of Rs 500/-
- Preparation of food in guest rooms by any type of cooking appliances, barbeques, or burners is strictly prohibited.
- Should housekeeping find any rooms damaged, in any way, the hotel will charge the credit card responsible for the room for all damages and/or cleanup fees.
- Pets are not permitted on hotel property

## **Guest Acceptance Policy**

It is agreed that the guest will conduct him/ herself in a respectable manner and will not cause any nuisance or annoyance within the hotel premise.

The Guest shall be solely liable and responsible to the management, its other guests , invitees visitors, agents and servants for all loss financial or otherwise and damage that may be caused by such articles or as a result of the guest's own negligence and non-observance of any / instructions.

The Management will not in any way whatsoever be responsible for any loss / or damage to the Guest's belongings or any other property from either the hotel room or the locker or any other part of the hotel for any cause whatsoever including theft of pilferage. (Guests are particularly requested to lock the door of their rooms when going out going to bed. )

Guest are requested to observe, abide by confirm to and be bound by all applicable acts and laws and Government rules and regulations in force from time to time .

## **Management's Rights**

The Management has the right to request any guest to vacate his/her room or other areas of the hotel forthwith , Without previous notice and without assigning any reason whatsoever, and the guest shall be bound to vacate when requested to do so. In case of the default the Management has the right to remove the Guest luggage and belongings from the room occupied by him / her.

Management reserve the right to cancel or modify reservations where it appears that a customer has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that the reservations contain or resulted from a mistake or error.

JJ Inn enforces a NO IN-ROOM PARTY POLICY to ensure we can protect the hotel and our guests at all times. In the event of a disturbance one warning will be given to reduce noise. If this warning is not followed, the guest will forfeit all fees and must leave the hotel immediately.

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