

Policies & Guidelines for Guests

Reservation Policy

- **Payment and Confirmation:**
 - All reservations must be confirmed with full payment in advance. We accept various payment methods including UPI, and debit/credit cards. We DO NOT accept cheques.
 - Cash payment: Cash payment is only accepted at the reception during check-in. Guests must be physically present and pay the entire amount of their reservation in cash. This policy applies to all reservations made through any channel.
- Rates: Rates are only amendable as per the cancellation policy. Rates, packages, promotions, and room availability may change without prior notice.
- Foreign guests cannot be currently hosted at goSTOPS Palampur, goSTOPS Alleppey, goSTOPS Dalhousie, and goSTOPS Goa Vagator as we are awaiting requisite licenses. If you have a reservation, please contact us at hello@gostops.com.
- Age Restrictions: We host guests who are 18 years of age or older. For minors, kindly refer to the minor's check-in policy.
- Cancellation and Amendments: If you need to make changes to your reservation, please refer to our Cancellation/Amendments Policy.
- Check-In: Our check-in procedures are governed by our Check-In Policy.
- Tariff Changes: Our tariff is subject to change without prior notice.
- **Taxes:**
 - GST will be charged to guests as per government guidelines, subject to change without notice.
 - Please note: GST percentage may vary based on facilities and services consumed, as per government instructions.
- Advance Reservation: We accept advance reservations with full payment.
- For event reservations, please contact hello@gostops.com.
- Admission Rights:
 - The admission rights to our properties are reserved by goSTOPS.
 - Please note: goSTOPS reserves the right to cancel faulty, unwanted, or fake reservations made through any channel without prior notice, and without issuing refunds.

- Error in Reservation: In the event of an error in your reservation, please note that the reservation may be canceled and is non-refundable (as per the cancellation policy)

Check-in Policy

- Check-In and Check-Out: Our standard check-in time is 1300 hrs and check-out time is 1000 hrs. Early check-in and late check-out may be available based on the prevailing rate & availability.
- Photo ID Verification: All guests are required to carry a valid government photo ID in its original form for verification purposes. Please note that PAN card and local ID are not accepted.
- Access Restrictions: Non-resident guests are allowed till the common areas
Breakfast and Amenities: In-room breakfast or buffet, as well as amenities, are not provided.
- **Wi-Fi:**
Free Wi-Fi is available at all our destinations (up to 1.5GB per user per day).
For any additional data, please contact reception.

Check-in Policy for Foreign Nationals

- Document Requirements: All foreign guests must produce a valid physical passport with a visa upon check-in. Guests without the required documents will not be allowed to check in and the reservation will be non-refundable.
Please note: Pakistani citizens must also present a residence permit letter from the High Commission of India, Islamabad.

Check-in Policy for minors

- Age Restriction: Minors below the age of 18 are allowed to check in with their legal guardians in a private room or when their legal guardians have reserved the entire dorm unit.
- Accommodation for Minors: Minors below the age of 18 are allowed to check in private rooms with their legal guardians. When reserving a private room, guests must ensure that all occupants meet the age requirement of 18 years or older.
- Extra bed: INR 500 excl. of applicable GST will be charged for an extra bed/mattress for a minor above the age of 3.

Early Check-in & late check-out Policy

- Early Check-In: Early check-in may be available subject to availability. Guests who wish to check in before the standard check-in time of 1300 hrs will be charged as follows:
 - 0600 hrs to 0900 hrs: 50% of the reserved rate
 - 0900 hrs to 1300 hrs: No additional charges

Please note: Early check-in availability may be limited and not guaranteed. The property reserves the right to decline early check-in requests if necessary.

- Late Check-Out: Our standard check-out time is 1000 hrs. If you require a late check-out, it will be subject to availability. Additional charges will apply as follows:
 - 1000 hrs to 1500 hrs: 50% of the reserved rate
 - Post-1500 hrs: 100% of the reserved rate.

No-show & Early Departure Policy

- In the event of a no-show on the scheduled arrival date, we will hold the reservation until 2359 hrs of the same day. Subsequently, the reservation will be considered a No-Show, and 100% of the total reservation cost will be charged.
- Early Departures are non-refundable.

Cancellation/ Modification Policy

- Guests have the option to cancel or modify their reservation free of charge up to 7 Days / 168 hours prior to the check-in time. (Check-in time will be considered as 1300 hrs on the check-in date)
- To cancel your reservation, you can reply to your reservation confirmation email or send an email to hello@gostops.com from your registered email ID.
- No amendments, refunds, or future adjustments will be honored in case of reservation errors.

General Policy

We are committed to reducing our carbon footprint and enforcing energy-saving "**green hours**" with non-AC conditions from 1200 Hours to 2000 Hours in dorms.

- "**Silent hours**" from 2200 Hours to 0800 Hours are observed, and guests are asked to refrain from making loud noises, playing music, etc.

- Any additional guest services such as laundry, airport and railway transfers, bike rentals, car hire, sightseeing, and mini-meals are available for an extra fee.
- Self-service is encouraged wherever possible.
Alcohol consumption is only permitted in common areas. It is not allowed in Pushkar and Rishikesh (Lakshman Jhula) hostels.
- Unlawful activities like gambling, prostitution, illegal goods, drugs, etc. are strictly prohibited on the hostel premises.
- Eating inside dorms and private rooms is not allowed.
Parking availability is subject to change, please contact the hostel reception for more information.
- Some destinations have seasonal swimming pool facilities, which are accessible at the guest's own risk.
- Common areas and gadgets are for entertainment purposes only and cannot be restricted by any guest or group. Premises are for accommodation only.
- Rate reservations cannot be combined with ongoing offers or packages during the stay. Promotional activities are available for guest participation and may have associated charges (ex: Bonfire, Evening entertainment, Snacks/Buffer, etc).
- Limited amenities available for minors and senior citizens. Please bring the necessary items for their comfort.

Pet Policy

- Pets are allowed at goSTOPS, at a fee that will be paid directly as per the prevailing rates.
- The guests are fully responsible for their pets and goSTOPS does not take any responsibility for them.
- To ensure the comfort of all guests, pets should not be allowed to roam freely.

Guest belongings policy

- Guests are responsible for their own belongings stored in the lockers.
- The hostel is not responsible for any lost or damaged items stored in the lockers.
- The penalty for loss of locker keys will be at the hostel's discretion and will be communicated to the guest at the time of check-in.
- goSTOPS does not take responsibility for the safety of vehicles or belongings inside the vehicles.

Hazardous Goods Policy

The possession, trade, or storage of any kind of flammable or dangerous substances is strictly prohibited on the premises.

Damage to Property Policy

The guest will be held responsible and charged for any physical damage caused to the property or facilities by them or their pets.

Management Rights Policy

- The hostel management reserves the right to immediately evict any guest whose behavior is deemed inappropriate or disruptive to the hostel, its guests, or its staff.
- In the event of such termination, the guest will be required to vacate the room immediately, and any unused portion of the stay will be forfeited.
- The guest agrees to follow the rules and regulations of the hostel and to comply with the requests of the hostel staff.

COVID Guidelines

- Guests must follow government COVID-19 safety guidelines during their stay.
- Please bring and use masks and hand sanitizers at all times.
- goSTOPS is not responsible for any legal action due to a violation of COVID-19 safety protocols. Stay safe and healthy.

Relations between management and guests

The above policy states that the guests do not have any right to occupy the hostel premises and are only there for a temporary stay. The management has the right to request a guest to vacate their room at any time without prior notice and without giving any reason. The guests do not create any tenancy or sub-tenancy rights in the hostel and the management is always in full and absolute possession of the entire hostel premises.

Government rules & regulations and application of laws

Guests must comply with all applicable laws, regulations, and policies, including those related to safety and security while staying at the hostel. The guest must also respect the rules and regulations of the hostel and behave in a manner that does not cause disturbance or annoyance to other guests or the hostel staff.

Photographs and videos policy

Guests are not permitted to use any photographs or videos taken in the hostel for commercial or public purposes, as this is a violation of copyright laws and may result in prosecution.

Beware of scammers

Beware of scams by cab drivers or transport agents at railway stations and airports who may misguide you about your reservation. If in doubt, please contact us at **+917428882828** or **hello@gostops.com**.