

#### **4 Entry to Holiday Home/Touring officers Hostel**

Without production/submission of confirmation slip and displaying of valid Identity card viz. Aadhar Card /Pan Card and Employer Identity Card to caretaker, entry to holiday home/touring officers hostel will not be allowed. the applicants are advised to take print out of the online generated booking confirmation slip for submission to caretaker of holiday home/touring officers hostel at the time of occupation of rooms/suits of holiday home/touring officers hostel.

#### **5 Cancellation of booking and Refund Policy**

There is no provision for cancellation of confirmation booking and request for refund of booking charges including transaction/Service charges, etc. will not be entertained in any circumstances. Any types of charge back will not be considered by the bank except in the case of failed transaction which will be settled solely by the bank with the applicants/customers.

#### **6 Failed and Fraudulent Transaction**

Directorate of Estates/Booking Agency will have no role in failed transactions and fraudulent use of card/net banking in any manner. Application are advised to use their own debit/credit card/net banking. Users/Applicants will be solely responsible for using debit/credit card & net banking of booking charges.

7 Maximum five nights booking is permitted for a holiday home/touring officers hostel while maximum three nights is permitted for holiday home at Goa and Musoorie.

8 Only one room is allowed for booking for an applicant and his family. Booking for additional room, if any, will be available as per booking charges applicable to private persons. Booking charges are only for rent of room and does not include any meal/breakfast/snacks/washing /Laundry charges which charges will have to be paid separately by the applicant at the time of occupation of room if such services are availed. charges for catering facility will also be settled by guests directly with the catering staff whereas charges for washing/laundry will be paid to the caretaker.

9 Any fraudulent booking/attempt will attract action as per service rules and relevant section of Indian Penal Code(IPC). Applicants having improper details will not be

allowed entry to holiday home/touring officer s hostels and booking charges will be forfeited .

10 Address of holiday homes/touring officer hostels are available on the website of holiday home and applicants/visitors are advised to have full details of address from the website.

11 Booking is not transferable.

12 Entry to holiday home/touring officer s hostel will be allowed only after depositing/submission of valid booking confirmation slip/authority slip/application form and duly verified personal details appearing thereon by the concerned administrative office or booking agency and production of valid Identity Card as mentioned at point no.4 above.

**13 Debit/Credit card /Net banking details:**

The applicant has to ensure that the debit/credit card /net banking details provided by him/her for use of the Payment Gateway/Internet Banking will be correct and accurate and the applicant shall not use a debit/credit card /Net Banking which is not lawfully owned by him/her. The user/applicant further agree and undertakes to provide correct and valid debit/credit card / Net Banking details. In default of the above conditions, Payment Gateway Service Provider shall be entitled to recover the amount of transaction from the user against whom the credit/debit card/Net banking has been used. Further , Payment Gateway service provider also reserves the right to initiate any legal action for recovery of cost / penalty or any other punitive measure, as it may deem fit .

14 For other/detailed terms \$ condition and booking charges , please refer to O.M. No. D-11016/71/2014-Region dated 25.11.2014 and O.M. No. D-11028/23/82 - Regions (Vol. II) dated 10th July, 2012 respectively which are available in circular portion on the website of holiday home i.e. [www.holidayhomes.nic.in](http://www.holidayhomes.nic.in)