

IDrooms Guest Policies

Hotels & Homes in India

1. General Booking Guidelines

- Travel guidelines may vary by destination and season. Guests must comply with all applicable laws and regulations.
- Policies may differ between properties and will be communicated at the time of booking or check-in.
- References to IDrooms include our affiliates, staff, and representatives. Hotel refers to the property booked via IDrooms.

Booking Assistance (24/7)

9912123564

Changes/Cancellations

9912123564

support@idrooms.in

2. Check-In Policy

- Main guest must be **18 years or older**.
- Standard check-in time: **12:00 PM**. Guests may check in anytime after this, subject to reservation validity.
- Valid government-issued photo ID is mandatory for all guests above 18.

✓ Acceptable IDs:

Aadhar, Driving License, Voter ID, Passport

✗ PAN cards are not accepted

In case of check-in issues unresolved by the hotel, IDrooms will:

- Attempt accommodation at the same hotel.
- Offer alternate IDrooms property if available.
- Provide a full refund if no suitable alternative is accepted.

Note: Compensation beyond booking amount is not applicable. IDrooms is not responsible for unavailability due to natural disasters, government restrictions, or other events beyond control.

3. Early Check-In & Late Check-Out

Early Check-In

Check-in Time	Charges
Before 6 AM	100% of previous day's room rate
6 AM – 10 AM	0-30% of previous day's room rate (hotel-specific)
10 AM – 12 PM	Complimentary

Note: Complimentary breakfast is not available for early check-in days.

Late Check-Out

Check-out Time	Charges
11 AM – 1 PM	Complimentary
1 PM – 5 PM	Up to 30% of room rate (hotel-specific)
After 5 PM	100% of room rate

4. Booking Extension

Extensions are subject to room availability and **current rates** not the original booking rate.

5. Cancellation Guidelines

- Bookings can be cancelled via the IDrooms app or website.
- Refunds are processed in **7-14 working days**. IDrooms may debit from your IDrooms Wallet if applicable.
- Cancellation policy details are provided with the booking voucher.
- Corporate bookings follow the contract-specific cancellation terms.

⚠ Refund Restrictions

Some hotels have restrictions (e.g., unmarried couples, local ID required). Guests denied check-in under such policies are not eligible for refunds.

Hotels may deny check-in without valid ID, for unaccompanied minors, or suspicious activity.

Refunds are not guaranteed.

Long Stay Bookings

For stays over 7 nights, payments must be settled weekly. Accommodation depends on clearing outstanding dues.

6. Occupancy Policy

Triple Occupancy: Some hotels allow triple occupancy with an extra mattress for a third guest; extra beds are usually not provided.

7. Visitors Policy

- Confirm visitor rules with the hotel before your stay.
- Visitors may meet guests during the day; overnight stays are usually not allowed.
- All visitors must present government-approved photo ID at the front desk.

8. Child Policy

- One child **up to 5 years old** may stay free without an extra bed.
- Breakfast charges may apply for children depending on hotel policy.

9. Pet Policy

(Select Properties Only)

- Pets must be vaccinated with certificate at check-in.
- Pets must be leashed at all times.
- Only **dogs and cats** are allowed, max one pet per room.
- Pets cannot use beds, pools, or restaurants.
- Ensure pets do not disturb other guests.
- Additional cleaning fees may apply for damages.
- Guests should bring poop bags & muzzles.
- Pet food is not provided on site.

10. Service On-Time Guarantee

Hotels with the **Service On-Time** tag promise issue resolution within **1 hour**.

If unresolved, guests may be offered a room change or relocation to another property.

Available in select cities.

Contact for Assistance

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11. Code of Conduct

Illegal activities are strictly prohibited.

Hotels may refuse service or evict guests for:

- Non-payment or refusal to pay
- Disturbing other guests
- Damaging property
- Any conduct deemed inappropriate

Guests are responsible for room hygiene and may be charged for damages beyond normal wear.

Smoking, Drugs & Alcohol

- Smoking may be restricted in rooms; check locally.
- Illegal substances are strictly prohibited.
- Alcohol is only allowed in rooms, reflecting hotel rules and other guests.

12. Safety & Emergency

- Follow fire safety and emergency instructions from hotel staff.
- IDrooms is not responsible for lost, stolen, or damaged belongings.
- Use the **SOS button** in the IDrooms app for emergencies.

13. Contact & Fraud Prevention

- IDrooms may contact you to confirm arrival. Non-response may lead to booking hold or cancellation.
- Feedback and promotional messages may be sent.

⚠ Fraud Prevention Alert

Only IDrooms or authorized OTA gateways are accepted for payment. **Avoid unauthorized payment links.**

Grievances

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