

Terms of Use

Last updated: 14/08/2025

These Terms of Use constitute a legally binding agreement between users ("User(s)", "you", "your") and IDrooms PS Software Solutions, including its subsidiaries and affiliates ("IDrooms", "we", "us", "our"). These Terms govern access to and use of the IDrooms website, mobile applications, call centers, and related platforms (collectively, the "IDrooms Platform"), and the services offered through them ("Services").

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1. Scope of Services

IDrooms markets and facilitates bookings for IDrooms-branded properties owned and/or managed by third-party operators or by IDrooms itself.

2. Eligibility to Use

Users must be at least 18 years old and legally capable of entering into binding contracts.

3. Using the IDrooms Platform: Account Registration and Use

Users are responsible for maintaining confidentiality of account credentials.

4. IDrooms Services

IDrooms facilitates accommodation services and guest support.

5. Term & Termination

IDrooms may suspend or terminate access for violations.

6. Terms Specifically Applicable to Customers

Customers must provide accurate information and comply with booking rules.

7. Usage Terms

Platform is provided on an "as-is" basis.

8. Prohibited Content

Unlawful or abusive activities are prohibited.

9. Communications

Users consent to electronic communications.

10. Third Party Links

IDrooms is not responsible for third-party content.

11. IDrooms Stay & Travel Support Program

Support programs may apply under separate terms.

12. Intellectual Property

All IP belongs to IDrooms.

13. Privacy

Governed by the Privacy Policy.

14. Indemnification

Users agree to indemnify IDrooms.

15. No Warranty

Services provided without warranties.

16. Limitation of Liability

Liability limited to amount paid.

17. Refund Claim Period

Claims within 7 days of checkout.

18. Modification of These Terms

Terms may be updated.

19. General Provisions

Governed by laws of India. Courts at Delhi.

20. Pay at Hotel Bookings

Payment to be made at property where applicable.

21. Use of Rooms by Operator Staff

Staff usage without approval is prohibited.

22. CCTV

CCTV may be used in common areas.

23. Operator Responsibility

Operators must maintain standards.

24. For Reference

Guidelines are informational.

25. Guest Billing Compliance

Valid invoices must be issued.

26. Audit Access and Denial Penalty

Audit denial may lead to penalties.

27. Walk-in Requirement

Walk-ins must be logged in system.

28. Unauthorized QR Code Display

Unauthorized payment QR codes prohibited.

29. CCTV Operation

CCTV must remain operational.

30. Early Check-In

Subject to availability and charges.

31. Late Check-Out

Subject to availability and charges.

