

Terms of Use

Last updated: 03 January 2026

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. Account Registration and Use

Users are responsible for maintaining the confidentiality of account credentials and for all activities conducted through their account.

4. IDrooms Services

IDrooms facilitates accommodation services, booking management, and guest support.

5. Term & Termination

IDrooms may suspend or terminate access to the Platform for violations of these Terms or applicable laws.

6. Customer-Specific Terms

Customers must provide accurate information, comply with booking rules, and adhere to property policies.

7. Usage Terms

The Platform is provided on an "as-is" and "as-available" basis.

8. Prohibited Content

Unlawful, abusive, misleading, or harmful activities are strictly prohibited.

9. Communications

Users consent to receive electronic communications related to services and promotions.

10. Third-Party Links

IDrooms is not responsible for the content or practices of third-party websites.

11. Stay & Travel Support Program

Any support programs are subject to separate terms and conditions.

12. Intellectual Property

All intellectual property rights related to the Platform belong exclusively to IDrooms.

13. Privacy

User data is handled in accordance with the IDrooms Privacy Policy.

14. Indemnification

Users agree to indemnify and hold harmless IDrooms from claims arising from misuse of the Platform.

15. No Warranty

Services are provided without warranties of any kind, express or implied.

16. Limitation of Liability

IDrooms' liability is limited to the amount paid by the user for the relevant service.

17. Refund Claim Period

Refund claims must be raised within 7 days from the date of checkout.

18. Modification of Terms

IDrooms reserves the right to update or modify these Terms at any time.

19. General Provisions

These Terms are governed by the laws of India, with courts in Delhi having exclusive jurisdiction.

20. Pay at Hotel Bookings

For eligible bookings, payment must be made directly at the property.

21. Use of Rooms by Operator Staff

Use of guest rooms by operator staff without authorization is prohibited.

22. CCTV Usage

CCTV surveillance may be used in common areas for safety and security purposes.

23. Operator Responsibility

Operators are responsible for maintaining service quality and compliance standards.

24. Reference Guidelines

Certain guidelines are provided for reference purposes only.

25. Guest Billing Compliance

Valid tax-compliant invoices must be issued to guests.

26. Audit Access and Penalty

Denial of audit access may result in penalties or suspension.

27. Walk-in Requirement

All walk-in guests must be recorded in the system.

28. Unauthorized QR Codes

Displaying unauthorized payment QR codes is strictly prohibited.

29. CCTV Operation

CCTV systems must remain operational at all times.

30. Early Check-In

Early check-in is subject to availability and additional charges.

31. Late Check-Out

Late check-out is subject to availability and applicable fees.