
Terms & Conditions – Zenia Hospitality

Welcome to Zenia Hospitality. By accessing, browsing, or making a reservation through our website or partner platforms, you agree to comply with and be bound by the following Terms and Conditions. These Terms, along with our Privacy Policy and Cancellation & Refund Policy, govern your use of our services and outline the responsibilities of both Zenia Hospitality and our guests.

1. General Terms

- Zenia Hospitality operates serviced apartments, villas, and rental accommodations across different locations.
 - By booking with us, you confirm that you are at least 18 years of age and legally capable of entering into a binding contract.
 - Guests are required to provide accurate and complete details during the booking process. Any false information may result in cancellation without refund.
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2. Booking & Reservations

- All reservations are subject to availability and confirmation from Zenia Hospitality.
 - A valid government-issued photo ID (Aadhaar, Passport, or Driving License) must be presented at the time of check-in.
 - Reservations will be considered confirmed only after successful payment of the advance booking amount.
 - Zenia Hospitality reserves the right to decline or cancel bookings that do not meet our terms.
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3. Check-in & Check-out Policy

- Standard **check-in time**: 2:00 PM | **Check-out time**: 11:00 AM.
 - Early check-in and late check-out are subject to availability and may attract additional charges.
 - Failure to vacate the property on time may result in extra charges equivalent to one additional night's stay.
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4. Payment Terms

- Payment can be made via approved online payment gateways, UPI, bank transfers, or cards.
 - Full payment or advance deposit may be required at the time of booking, depending on the property.
 - Any outstanding balance must be cleared before check-out.
 - All rates are exclusive of applicable taxes unless specified otherwise.
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5. Guest Responsibilities

- Guests must maintain decorum and respect local laws and community guidelines.
 - Any damage to property, furniture, appliances, or facilities caused by the guest will be charged at actual repair/replacement cost.
 - Illegal activities, unlawful gatherings, or any behavior disturbing neighbors or other guests will not be tolerated and may result in immediate eviction without refund.
 - Smoking is strictly prohibited inside the premises unless a designated smoking area is provided.
 - Pets are allowed only in properties where explicitly mentioned; additional charges may apply.
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6. Use of Property

- Accommodation is provided solely for residential purposes. Commercial use, parties, or events are not permitted unless prior approval has been obtained.
 - Maximum occupancy limits must be strictly followed as per the booking. Extra guests may attract additional charges or denial of stay.
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7. Cancellation & Refund

- All cancellations and refunds will be governed by Zenia Hospitality's **Cancellation & Refund Policy** available on the website.
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8. Liability & Disclaimer

- Zenia Hospitality is not responsible for loss, theft, or damage to guests' personal belongings. Guests are advised to take care of their valuables.
 - Zenia Hospitality shall not be liable for delays, interruptions, or cancellations due to circumstances beyond our control, including but not limited to natural disasters, government restrictions, strikes, or technical failures.
 - Guests agree to use the property and services at their own risk.
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9. Privacy & Data Protection

- Zenia Hospitality values your privacy and ensures that personal information collected during bookings is protected.
 - We do not share or sell guest information to third parties, except as required for providing services or by law.
 - For more details, please refer to our **Privacy Policy**.
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10. Termination of Stay

- Zenia Hospitality reserves the right to terminate a guest's stay without refund in case of:
 - Violation of these Terms & Conditions
 - Misconduct, illegal activity, or damage to property
 - Non-payment of dues
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11. Governing Law & Jurisdiction

- These Terms & Conditions shall be governed by and interpreted in accordance with the laws of India.
 - Any disputes shall fall under the jurisdiction of the courts in **Mumbai, Maharashtra**.
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12. Amendments

- Zenia Hospitality reserves the right to modify, amend, or update these Terms & Conditions at any time without prior notice. Guests are encouraged to review this page periodically.
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 *By making a reservation with Zenia Hospitality, you acknowledge that you have read, understood, and agreed to abide by these Terms & Conditions.*