

CIARAN'S

Telephone 00-91-832-2643477
Email us: hello@ciarans.com

Bookings Policy

Please read the following terms and conditions carefully. Payment of deposit will be taken as confirmation of your acceptance of these conditions of booking.

Check-in/Check-out

Check-in is from 12pm and check-out from 10am

Booking

- No bookings can be accepted without payment of a deposit paid to our Paypal account which is hello@ciarans.com
- If you are resident in India and can't access Paypal, you can send a draft – please contact us for details.
- The deposit amount varies but shall be around 50% of the entire booking total.
- The deposit will be paid in UK Sterling only. The exchange rate will be calculated on the day the deposit is requested.
- The balance of the deposit payment is due on departure and can be paid in cash in Indian Rupees, UK Sterling, Euro or US Dollars. The exchange rate will be advised on the day of departure.
- The balance can also be paid by Paypal in UK Sterling but must be paid 4 working days before departure.

Confirmation of booking

- We will email you confirmation of your deposit payment and your reservation details.
- It is your responsibility to check the confirmation for accurate dates, amounts and room types and advise us of any errors or omissions.

Cancellation before arrival

- If you cancel 28 days or more before your arrival date, you will receive 100% of your deposit back minus an administration fee equivalent to one day's stay at your room rate.

- If you cancel 14 days or more before your arrival date, you will receive 50% of your deposit back.
- If you cancel 14 days or less before your arrival date, your full deposit will be retained by Ciaran's.

No show

- If you do not turn up and do not advise us of a delay, we will hold your room for 24 hours before letting it to other guests.
- You will not receive a refund of your deposit if you fail to show without advising us.

Change of dates

- We will do our best to accommodate date changes however it is not always possible. Please try to give us as much notice as possible. We are generally able to accommodate date changes with 14 days or more notice, except at peak times, eg Xmas, Easter etc.

Cancellation/early departure

- If you decide to check out early, we require 48 hours notice.
- If you only give between 48 and 24 hours notice you will be required to pay for an extra day.
- If you give us less than 24 hours notice, you will be required to pay for an extra 2 days.