



## **JOYS PALACE THRISSUR**

### **Reservation Policy**

- ❖ Early check-In or Late-Check out is subjected to room availability on the relevant day, the availability has to be reconfirmed with the front desk staff.
- ❖ A levy is chargeable for early check-in from 0600 to 1000 hours and late check-out from 1600 to 1800 hours.
- ❖ A full room rate will be chargeable for all check ins happening before 0600 hours or check out after 1800 hours.
- ❖ Room reservation is allowed to modify/cancel online on your own before 48 hours prior to the arrival date and without any cancellation fees.
- ❖ All guests must produce a valid passport upon Check-in: For any early Check-out, there will be one night early check-out penalty to be imposed. In an event of a guest No Show, a fee of one night's rate will be charged.

### **Cancellation/No Show Policy**

- ❖ For cancelling a confirmed reservation, a notification email has to be sent at least 2 days (48 hours) before arrival for FIT bookings and 2 weeks before arrival for Group bookings. Failure to notify the hotel will attract a cancellation fee of one night room charge.
- ❖ Room not occupied by 2200 hours will be seen as No Show, unless prior arrangement has been made. Such reservations will attract 100% of the total room charges as a No Show charge.