



## **THE INTERNATIONAL CENTRE GOA**

### **Booking Rules & Cancellation Policy – Residential Rooms**

#### **1. Room Booking**

- a) All bookings will be accepted on the basis of “*first come first serve*”.
- b) The booking will be confirmed after receiving the duly signed “booking confirmation form” at least 30 days prior to check-in date or while confirming the booking if the booking is done less than 30 days in advance by surface mail or fax.
- c) Individual Members can book up to a maximum of 04 rooms at the Member’s room tariff, subject to availability and on payment of necessary advance. Members willing to book rooms for their guests could ask for the prescribed form “Room Reservation Request” from the Reservation Department. Such form duly filled in and signed by the Member himself / herself must reach the Reservation Department at least 15 days prior to check-in date by surface mail or fax failing which the rooms will be charged at non-member’s room tariff. Any additional rooms will be charged at the Non-Member’s room tariff.
- d) All guests including Members should produce their Membership card or any other proof of identity with photograph at the time of check in.
- e) The rooms must be used for residential purpose only. No arrangements for press conferences, meetings, parties etc. shall be allowed in the rooms.

#### **2. Advance Policy**

- a) All bookings will be confirmed on the receipt of an advance of 50% of the total estimated bill from Members (Individual/ Institution) and an advance of 90% of the total estimated bill from Non-Members.
- b) The advance will be readjusted upon further confirmation of additional booking of rooms/ number of days.
- c) Advance may be paid by cash, Credit / Debit Card, DD/ Cheque, at par, in favour of "The International Centre Goa" payable at Panjim Goa. The advance payment can also be made via Wire Transfer/ RTGS (Real Time Gross Settlement) and the proof of such deposit should be submitted to the Reservations Dept to enable them to confirm the booking. However, ICG Reservations may allow time up to three days for making such payment at their own discretion.
- d) Non-Members who are checking as Walk in have to pay 100% of the total estimated bill at the time of check-in, in cash / Credit or Debit Card.

#### **3. Confirmation of booking**

- a) Room bookings will be confirmed within 2 working days of the receipt of the advance, by fax/ email/ letter from the Reservations Department.
- b) Verbal requests from Members/ Non-Members for booking rooms shall be considered as tentative. Confirmation of bookings shall be effected only on receipt of written communication by fax/ email/ letter from the authorized person/ official within 3 days of the tentative booking. Failing which, the tentative booking will be cancelled.
- c) All bookings made by Institutional Members will be confirmed upon receipt of “request letter” from the authorized person of the respective Institution and only if there is no payment outstanding for the period beyond 2 months.

#### **4. Cancellation Policy - Residential Rooms**

"Cancellations of confirmed bookings leave The International Centre Goa in a difficult position to sell valuable space. In the event of cancellation of the residential rooms post confirmation, deposit/s received by The International Centre Goa is subject to the following cancellation fee.

The following cancellation fee will be payable in full by Client to The International Centre Goa on the total expected billing in the event of cancellation.

All cancellations must be notified in writing. Please note, that the initial advance deposit paid at the time of signing the contract, is non-refundable and forfeited in the event of cancellation.

#### **Notification of Cancellation**

<b>Period Prior to Expected Arrival</b>	<b>Cancellation Fee</b>
Before 30 days	25 % of the Guaranteed Revenue (Except F&B)
Between 30 - 15 days	50 % of the Guaranteed Revenue (Except F&B)
Between 15 - 7 days	90 % of the Guaranteed Revenue (Except F&B)
Between 7 days and arrival	100 % of the Guaranteed Revenue (No Exit Policy)

The retention charges for cancellation of rooms and event are charged, irrespective of the re-sellable value.

These amounts shall constitute full settlement of any and all obligations arising out of the non-performance of this agreement.

**IMPORTANT: REFUND WILL NOT BE APPLICABLE TO ANY CANCELLATION OF VENUE/ROOMS BETWEEN 15th DECEMBER TO 15th JANUARY.**

#### **5. Extension of stay**

- a) Guest can request to extend the stay at ICG for any number of days, subject to availability, by filling a “Stay Extension Request” form at the Reception and making necessary payments.
- b) The guest will have to vacate the room in case rooms are not available. In the event of failure to vacate, a penalty amounting to 03 times the room rent will be levied.

#### **6. Billing**

- a) All bills (credit/ cash) for bookings made by Institutional Member will be issued in the name of the respective Institutional Member only.
- b) Individual Members/ guest of Members have to make direct payment at the time of check-in/ check-out.
- c) All demand drafts or cheques (at par) should be drawn in favour of “The International Centre, Goa”.
- d) Any discrepancy, whatsoever, in the bill will lapse unless raised in writing within 7 days from the receipt of the bill. In the event of any dispute, same will be subject to Jurisdiction of Goa.
- e) All credit bills should be settled within 15 days from the date of the bill, failing which an interest of 18% p.a. will be charged.

#### **7. Procedures for refund**

- a) Intimation of canceling the booking should be given in writing along with the original receipt of advance payment.
- b) The amount will be refunded as per the cancellation policy within 15 working days from the date of receipt of any such intimation/ cancellation letter.

#### **8. Charges for Early check in / Late check out (Check-in: 1 pm/ Check-out: 12 pm)**

- a) Full room rent will be charged for any prior check-ins or post check-outs
- b) Early check-in/ late check-out will be allowed subject to the availability of rooms.

#### **9. Tax deducted at Source (TDS)**

- a) The member or client has to express the intention of deducting tax at source and submit the TDS certificate before 30 April of each year.

#### **10. Extra Person - Adult/ Child**

- a) Only one extra person (adult/ child) is allowed per double occupancy room on chargeable basis and will be provided with sofa cum bed and breakfast coupon.
- b) Extra Person: Adult – above 11 years of age and Child – between 6 and 11 years of age.
- c) Child below 6 years of age will be considered as extra person if sofa cum bed and breakfast coupon is provided.

#### **INTERPRETATION**

- “ICG” shall mean The International Centre, Goa.
- “Member” shall mean Individual or Institutional Member of The International Centre, Goa.
- “Client” shall mean the person or organization identified in the Confirmation Letter as the person or organization contracting for the function and shall include that person’s or organization’s employees or contractors.
- “Advance” shall mean the deposit payable as set out in the Confirmation Letter.
- “Agreement” shall mean the Confirmation Letter and the Banquet & Conference sales: Terms and Conditions.