



Hotel Booking Policy

Last Updated: August 2026

1. Introduction

Welcome to **Susneh Home Products** ("Susneh", "we", "our", or "us").

This Hotel Booking Policy explains the terms and conditions applicable to hotel listings, room reservations, guest responsibilities, cancellations, payments, and related services offered through our website and mobile application.

By booking a hotel through Susneh, you agree to this Policy.

2. Hotel Booking

Customers can search, compare, and book hotels available on the Susneh platform.

All bookings are subject to:

- Room Availability
- Hotel Confirmation (where applicable)
- Successful Payment (for prepaid bookings)
- Verification Requirements

Booking confirmation may be sent through the website, mobile application, email, SMS, or WhatsApp, where available.

3. Check-in & Check-out

Hotel check-in and check-out timings are determined by the respective hotel.

Guests must follow the timings specified by the hotel.

Early check-in or late check-out is subject to hotel availability and may incur additional charges.

4. Guest Responsibilities

Guests agree to:

- Provide accurate booking information.
- Carry valid government-issued identification, if required.
- Follow hotel rules and regulations.
- Respect hotel staff, property, and other guests.
- Avoid causing damage to hotel property.
- Comply with applicable laws during their stay.

Guests may be held responsible for any damage caused to hotel property during their stay.

5. Hotel Responsibilities

Hotels listed on the Susneh platform are expected to:

- Provide accurate room information.
- Display correct pricing and availability.
- Honour confirmed bookings.
- Maintain cleanliness, hygiene, and safety standards.
- Provide the amenities advertised in the listing.
- Comply with applicable hospitality laws and regulations.

Failure to comply may result in suspension or removal from the platform.

6. Booking Cancellation

Cancellation policies may vary depending on the individual hotel.

The applicable cancellation terms will be displayed during the booking process.

Refund eligibility depends on the cancellation policy of the respective hotel.

7. No-Show Policy

If a guest fails to check in without prior notice, the booking may be treated as a **No-Show**.

Refunds for No-Show bookings, if any, will be subject to the hotel's cancellation policy.

8. Hotel Property Damage

Guests are responsible for any damage caused to hotel property due to negligence or intentional misconduct.

The hotel may recover compensation for such damage in accordance with applicable law and hotel policies.

9. Prohibited Activities

The following activities are not permitted:

- Illegal or unlawful activities.
- Possession or use of prohibited substances.
- Damage to hotel property.
- Excessive noise or disturbance.
- Behaviour that threatens the safety or comfort of other guests or staff.
- Any activity prohibited by applicable laws or hotel policies.

Violation of these rules may result in cancellation of the booking, removal from the hotel, suspension of the user account, or other appropriate action.

10. Limitation of Liability

Susneh Home Products operates as a technology platform connecting customers with independent hotels.

Except where required by applicable law, Susneh is not responsible for disputes, hotel services, property conditions, acts or omissions of hotel operators, or losses arising directly from hotel stays.

11. Changes to This Policy

We may update this Hotel Booking Policy from time to time.

The latest version will always be available on our website and mobile application.

12. Contact Us

Susneh Home Products

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