



Homestay Policy

Last Updated: August 2026

1. Introduction

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

This Homestay Policy explains the terms and conditions applicable to homestay listings, bookings, guest responsibilities, host responsibilities, cancellations, and related services available through our website and mobile application.

By booking or listing a Homestay through Susneh, you agree to this Policy.

2. Homestay Booking

Customers can browse, compare, and book available homestays listed on the Susneh platform.

All bookings are subject to:

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

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

3. Check-in & Check-out

Check-in and check-out times are determined by the respective Homestay.

Guests are requested to follow the timings communicated during booking.

Early check-in or late check-out may be available only upon approval by the Homestay and may involve additional charges.

4. Guest Responsibilities

Guests agree to:

- Provide accurate booking information.
- Carry valid government-issued identification when required.
- Respect the Homestay property and its facilities.
- Maintain cleanliness during the stay.
- Avoid disturbing neighbours or other guests.
- Follow all house rules communicated by the Homestay.

Guests are responsible for any damage caused by them during their stay.

5. Host Responsibilities

Homestay Hosts are expected to:

- Provide accurate property information.
- Display correct pricing and availability.
- Maintain hygiene and cleanliness.
- Honour confirmed bookings.
- Provide the amenities listed on the platform.
- Ensure a safe environment for guests.

Failure to meet these standards may result in suspension or removal from the platform.

6. Booking Cancellation

Cancellation policies may vary depending on the individual Homestay.

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

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

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 depend on the applicable cancellation policy of the Homestay.

8. Property Damage

Guests are responsible for any loss or damage caused to the Homestay property due to negligence or intentional misconduct.

The Host may seek compensation in accordance with applicable law and platform policies.

9. Prohibited Activities

The following activities are not permitted:

- Illegal activities.
- Use of prohibited substances.
- Damage to property.
- Excessive noise or disturbance.
- Any activity that violates applicable laws or the Homestay's rules.

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

10. Limitation of Liability

Susneh Home Products acts as a technology platform connecting Guests with independent Homestay Hosts.

Except where required by applicable law, Susneh is not responsible for disputes, property conditions, acts or omissions of Hosts or Guests, or losses arising directly from the Homestay stay.

11. Changes to This Policy

We may update this Homestay Policy from time to time.

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

12. Contact Us

Susneh Home Products

Website:

<https://www.susnehhomestay.com>

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