

RESERVATIONS, CANCELLATIONS & STAY DETAILS

A gentle guide to planning your time at arthvilas

Reservation & Booking Policy

BOOKING GUARANTEE

To reserve your dates at arthvilas, a 25% advance deposit of the total stay value is requested at the time of booking. This allows us to thoughtfully hold and prepare the retreat for your arrival, confirms your dates and begins the booking process.

CONFIRMATION

Reservations are confirmed upon receipt of the advance deposit. If the deposit is not received within 48 hours, the dates may be released to accommodate other enquiries.

PAYMENT METHODS

We accept major credit and debit cards for all payments. Prices are quoted in Indian Rupees and exclude government taxes (GST) and service charges. Any card transaction fees are borne by the guest.

CURRENCY AND TAXES

All rates exclude applicable taxes. Guests will see the final price (including taxes) before payment is processed.

INSURANCE RECOMMENDATION

We strongly recommend guests obtain travel/cancellation insurance to cover unforeseen events. As industry guidance notes, purchasing insurance protects your financial liability if you must cancel or change your stay.

Cancellation & Refund Policy

CANCELLATION DEADLINES

Cancellations made 14 or more days before the scheduled arrival incur no penalty and a full refund of any amounts paid (minus a small transaction fee). Cancellations made 7–13 days before arrival will receive a partial refund (e.g. 50% of the deposit). Cancellations within 7 days of arrival (including no-shows) are non-refundable. These cut-offs and percentages will be clearly stated at booking. As one hotel guide advises, all deadlines and fees must be explicitly communicated so guests understand when and how much they will be refunded.

BOOKING CHANGES

Requests to change dates or room allocations are welcome if made at least 14 days in advance, subject to availability and follow the same guidelines as cancellations.

PARTIAL STAYS

In the event of an early departure, refunds for unused nights are guided by the above cancellation timelines. Nights missed without prior notice are not eligible for refund.

FORCE MAJEURE

In the event of natural disasters, government restrictions, or other major events beyond our control, the villa is not liable for cancellations. Guests in such situations may choose to reschedule or receive a credit valid for 12 months from the original arrival date. We recommend insurance to cover such risks.

Payment & Deposit Terms

PAYMENT & DEPOSIT TERMS

As noted, a 25% deposit is required to confirm the booking. This deposit is non-refundable if cancellation occurs within 7 days of arrival.

BALANCE DUE

The remaining 75% of the booking total is due 7 days before check-in. The exact due date will be noted on your booking confirmation. If full payment is not received by this time, the reservation may be released, with the advance deposit retained.

LATE PAYMENTS

Should a payment be delayed, we will make every effort to notify guests before any action is taken. However, failure to pay the balance on time may result in automatic cancellation.

SECURITY DEPOSIT

A separate refundable security deposit may be collected at check-in to cover any incidental damages. This deposit will be returned within 7–14 days after departure, less any deductions for damages or extra charges incurred.

NO DISCOUNTS

arthvilas follows a fixed-pricing philosophy. No additional promotional discounts or pre-issued coupons can be applied during high-demand periods or festivals. Discounted packages, if any, must be selected at the time of booking; these will not be applied retroactively without villa approval.

Room Occupancy & Check-In/Check-Out

ROOM CONFIGURATION

The villa has three rooms: one suite (ideal for 2 adults), two executive rooms (each sleeps 2 adults), and one standard children's room (base occupancy 2 children under 13). Each executive room can accommodate up to two extra rollaway beds, if needed. The children's room can fit up to 4 children (ages ≤12) using two additional beds. Maximum occupancy per room and total guests must not exceed these limits for safety. Extra-bed charges apply and must be requested at least 3 days in advance.

CHECK-IN AND CHECK-OUT

Standard check-in time is 2:00 PM. Early check-in may be accommodated subject to availability and applicable charges. Check-out time is 10:00 AM. Late check-out may be granted (for a fee) if the room is available. Unapproved late departures may incur extra charges.

AGE REQUIREMENTS

Guests must be 18 or older to book the villa (unless part of a family stay). Children are welcome in accordance with the room policies above, but must be supervised by adults at all times.

Add-Ons & Packages

WELLNESS PACKAGES

Guests may add wellness packages (including meals, therapies and diagnostic services) to their bookings. All-inclusive packages must be selected at the time of reservation for the duration of stay. If a guest initially books room-only, they may contact us to add packages at least 7 days before arrival, subject to availability.

SEPARATE CHARGES

Any additional services (spa treatments, special dietary plans, excursions, etc.) are charged separately based on the menu prices. Detailed menus and therapy lists are provided on request. Gratuities for staff and therapists are appreciated but not included in base rates.

NO COUPON STACKING

Pre-booked coupons or site promotions cannot be applied to any packages or therapies, especially during peak seasons. All packages are final at booking, and cannot be combined with future vouchers or discounts.

Our policies are designed to be clear, fair and respectful of both your plans and the quiet preparation that goes into each stay. By confirming a reservation, guests acknowledge and accept these terms with mutual understanding.