

REST_INN POLICIES WEB CONTENT:

Hotel Policies & Guest Information

Identification Requirements

To ensure the safety and legal compliance of all our guests, the following identification policies apply:

- All guests must present a valid government-issued photo ID at the time of check-in.
 - **Foreign nationals** are required to provide a **valid passport and visa**.
 - Guests with an **OCI or PIO card** must also present a valid passport.
 - **Indian nationals** may provide one of the following IDs: Passport, Driving License, Voter ID, or Aadhaar Card.
Note: PAN Card is not accepted as a valid form of identification.
 - The hotel reserves the right to deny check-in if proper documentation is not provided.
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Terms & Conditions

Check-in / Check-out Policy

- **Check-in Time:** 2:00 PM
- **Check-out Time:** 12:00 noon
Early check-in and late check-out are subject to availability and may incur additional charges.

Tariff and Taxes

- Room rates and applicable taxes are subject to change without prior notice.

Room Allocation

- Room types (Double or Twin Bed) are allocated based on availability at the time of check-in.

Code of Conduct

- Gambling and any unlawful activity are strictly prohibited within the hotel premises.

Liability Disclaimer

- The hotel is not responsible for the loss of valuables from guest rooms or public/common areas.
 - Parking is available at no cost, but at the **owner's risk** and liability
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Cancellation & No-Show Policy

General Cancellation

- Cancellations made at least **24 hours prior** to the check-in time are eligible for a **100% refund**.
- Cancellations made **within 15 days** will apply 100% retention charges.

No-Show Policy

- In case of a **no-show**, the full booking amount will be charged.

Non-Guaranteed Reservations

- Reservations without arrival details will be held until **3:00 PM on the day of check-in**. After that time, the hotel reserves the right to release the room.
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Relocation Policy

In the rare event that the hotel is unable to accommodate a guest with a **confirmed reservation**, we will make every reasonable effort to arrange alternative accommodation of **comparable standards**, subject to availability.

Complimentary Guest Amenities

Enjoy the following complimentary services during your stay:

- High-speed **Wi-Fi**
 - **Breakfast** (as per the meal plan selected)
 - **In-room tea/coffee maker**
 - Two bottles of **drinking water** per day
 - **On-site parking**
 - **Mini-fridge** with snacks and beverages (chargeable)
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Hotel Facilities

Our property offers a wide range of facilities to make your stay comfortable and productive:

- **Standard and Deluxe Rooms, Club Rooms, and Suites**
 - **24x7 in-room dining and chargeable mini bar**
 - **Direct dialing, digital safe, and Wi-Fi** in all rooms
 - **In-house laundry – Self service**
 - **Travel desk and business center**
 - **Fitness center**
 - **Banquet and conference halls**
 - Boardroom access is available for meetings with **prior reservation** and applicable charges.
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Payment & Billing

- All reservations must be **guaranteed with advance payment** to confirm the booking.
 - For companies with approved credit arrangements, written **‘Bill to Company’** instructions must be submitted in advance via email, including all billing details.
 - In the event the company fails to settle the payment, **the guest will be personally responsible** for clearing all dues before check-out.
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Data Privacy Policy

Effective Date: 1st May 2025

Last Updated: 1st May 2025

At **REST INN BY SUBLIME**, we are committed to safeguarding your personal data in strict compliance with the data protection laws of India. This Privacy Policy outlines how we collect, use, disclose, store, and protect your information, in accordance with the **Digital Personal Data Protection Act, 2023**, the **Information Technology Act, 2000**, and the associated **Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011**.

This policy reflects our adherence to the frameworks prescribed by the **Ministry of Electronics and Information Technology (MeitY)**.

1. Applicability

This Privacy Policy applies to:

- All guests who interact with **REST INN by SUBLIME** in any manner (in-person, online, through third-party channels)
 - Users of our website, mobile applications, and digital platforms
 - All data collected during reservation, check-in, stay, and use of hotel services
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2. Legal Framework

This policy is governed by the following Indian legal instruments:

- **Digital Personal Data Protection Act, 2023 (DPDP Act)**
- **Information Technology Act, 2000 (IT Act)**
- **IT (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011**

These laws regulate the collection, processing, storage, and transfer of personal and sensitive personal data in India.

3. Data We Collect

Depending on your interaction with us, we may collect:

- **Identification data:** Name, date of birth, gender, nationality
- **Verification documents:** Passport, Aadhaar, Driving License, Visa, OCI/PIO Card (for foreign nationals)
- **Contact information:** Email, phone number, postal address
- **Reservation data:** Dates of stay, room preferences, payment details
- **Usage data:** Browsing activity on our Wi-Fi network, device IP, and location within hotel premises
- **Service data:** Food and beverage preferences, wellness requirements, loyalty program data

4. Purpose of Data Collection

Your personal data is collected and processed for:

- Booking and confirming reservations
- Guest verification, including regulatory compliance (e.g., C-Form submission for foreigners)
- Providing services including accommodation, dining, internet access, and other amenities
- Enhancing guest experience and personalizing services
- Fulfilling legal and tax obligations
- Marketing (only with your consent)

5. Consent and Legal Basis

- Personal data is collected with **free, informed, and explicit consent** as defined under the **DPDP Act, 2023**
- In some cases, processing is necessary to fulfil **contractual obligations**, comply with **legal mandates**, or meet **legitimate business interests**, balanced with guest rights

6. Data Storage and Security

- Your data is stored in secure environments using **reasonable security practices and procedures** as defined by MeitY (e.g., ISO/IEC 27001 certification or equivalent frameworks)
- Access to data is restricted to authorized personnel only
- Data is retained only as long as necessary for the purpose for which it was collected, or as mandated by law

7. Data Sharing and Disclosure

We do **not sell or rent** your data. We may disclose data only under the following conditions:

- To government authorities for regulatory compliance (e.g., police, immigration, tax authorities)
 - To authorized third-party service providers under binding confidentiality agreements (e.g., payment gateways, booking engines)
 - In response to legal processes, court orders, or law enforcement requests
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8. Data Transfer Outside India

- If your data needs to be transferred outside India, such transfer will occur only to jurisdictions with **comparable data protection safeguards**, as permitted under the **DPDP Act** and future MeitY guidelines.
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9. Your Rights

As a data principal, you have the following rights under the DPDP Act:

- **Right to Access:** Obtain details of your personal data held by us
 - **Right to Correction and Erasure:** Request rectification or deletion of inaccurate or obsolete data
 - **Right to Consent Withdrawal:** Withdraw your consent at any time
 - **Right to Grievance Redressal:** Raise concerns through our Data Protection Officer (DPO)
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10. Use of Cookies

Our website may use cookies to improve functionality, analyze user traffic, and enhance your experience. You may choose to accept or decline cookies via your browser settings.

11. Policy Review and Updates

This policy is subject to periodic review to ensure compliance with evolving legal standards and technological practices. Updates will be posted on our official website with the revised date.

12. Contact Information

For privacy-related concerns, data access, or grievances, please contact:

REST INN

Email : resv.restinn@sublimeservices.in

Address: 27/E, Telephone Exchange Road, Electronic City Phase 1, Bangalore – 560100