



"The Roambay Code: Chill, Respect, Repeat"

You bring the spirit of adventure. We bring the space. Here's how we keep it awesome for all:

TERMS & CONDITIONS

1.

Reservation & Payment Policy

All bookings are subject to availability.

A reservation is confirmed only upon receiving a booking confirmation via email or SMS.

100% payment is required prior to check-in for all reservations.

Accepted modes of payment:

UPI – No additional charges

Cash – Accepted at the property

Card payments (credit/debit) – 2% processing fee applies

Forex services are available on request and may be subject to service partner availability and current rates.

2.

Check-In & Check-Out

Check-in: From 1:00 PM

Check-out: By 11:00 AM

Early check-in or late check-out is subject to availability and may incur an extra charge.

3.

Identification

All guests must present a valid government-issued photo ID (passport for international guests).

The name on the reservation must match the ID provided at check-in.

4.

Age & Occupancy

Guests must be 18 years or older to stay in dormitories.

Guests under 18 must be accompanied by a parent or legal guardian and are allowed only in private rooms.

5.

Guest Responsibility & Locker Policy

Guests are responsible for their belongings.

Lockers are provided in dorms—please use them to secure valuables.

Locker keys must be returned at the time of checkout. A replacement fee may be charged for lost keys.

6.

Damage, Liability & Conduct

Guests will be charged for any intentional or negligent damage to the property.

Management reserves the right to evict any guest without refund for:

Harassment, misconduct, or illegal activities

Breach of house rules or terms

7.

Use of Facilities

Shared areas such as kitchens, lounges, and co-working spaces must be kept clean.

Misuse of facilities may result in restricted access.

HOUSE RULES

 **Noise**

Quiet hours: 10:00 PM to 8:00 AM

Use headphones and avoid loud conversations or media in dormitories and common areas.

Smoking, Alcohol, Drugs

Smoking is permitted only in designated outdoor areas.

Alcohol is allowed only in permitted zones and must comply with local regulations.

Drug use is strictly prohibited.

Cleanliness

Maintain cleanliness in shared spaces and bathrooms.

Guests must clean up after themselves, especially in kitchens and lounges.

Dormitory Etiquette

No use of dorm lights or loud noise after 10:00 PM.

Use only your assigned bed and locker.

Food is not allowed in dormitories/any rooms.

Security & Locker Use

Lockers are available for storing valuables.

Locker keys must be returned at checkout—a charge may apply for lost keys.

Management is not liable for lost/stolen items not kept in lockers.

Visitors

Visitors are permitted only in common areas, with prior approval from staff.

No outside visitors allowed in dorms or private rooms.

Footwear

Remove shoes before entering rooms and indoor lounge areas.

Indoor slippers are recommended.

Pets

Pets are allowed only in designated pet-friendly accommodations, if listed.

CANCELLATION & REFUND POLICY

1.

Standard Cancellations

Free cancellation up to 7 days before check-in: Full refund.

Within 7 days of check-in: 100% cancellation fee applies.

2.

Force Majeure

Full refund in the event of:

Government-declared pandemic or lockdown

Natural disasters or regional calamities

Regional travel bans or political unrest

(Documentary proof may be required)

3.

No-Show

Full booking amount is forfeited.

4.

Modifications

Date changes allowed up to 7 days before check-in, subject to availability.

Tariff differences may apply.

5.

Refund Process

All refunds are processed within 7–10 working days to the original payment method.

GUEST SEGMENTS & SPECIAL CONDITIONS



Long Stays (7+ Nights)

Weekly housekeeping.

Additional ID checks and local registration (as per city/state law).

Advance rent required for extended stays.



Corporate Guests

Custom billing and GST invoices available.

Flexible timings subject to prior agreement.



Location-Specific Adjustments

Religious/tourist zones may have special restrictions (e.g., no alcohol).

Coastal areas may follow municipal quiet hours and special safety guidelines.



OTA vs. Direct Booking

OTA guests may be subject to the platform's cancellation and refund rules.

Direct bookings via our website/app enjoy:

Flexible date changes

No platform commissions

Priority room allocation

Exclusive discounts & upgrades

Additional Terms & Guest Conduct Policy



No Refund After Check-In

Once the check-in process is completed, no refunds will be issued, regardless of early check-out, personal reasons, or dissatisfaction unless covered under the Force Majeure clause.



Damage to Property

Any damage to bed linens, furnishings, equipment, or other Roambay property (intentional or due to negligence) will be charged to the guest's account. This includes:

Stains or tears in bedsheets, duvets, pillows

Damage to electronic devices, lighting, or décor

Misuse of plumbing or kitchen equipment



Code of Conduct & Staff Respect

Guests are expected to maintain respectful and courteous behavior towards all Roambay staff and fellow travelers.

Disrespectful or abusive behavior toward any member of the Roambay team will result in:

Immediate warning or eviction (at management's discretion)

No refund of reservation amount

Possible reporting to authorities if deemed necessary



Zero Tolerance for Anti-Social Activities

Any form of anti-social behavior, including but not limited to:

Harassment, physical or verbal abuse

Use or possession of illegal substances

Theft, vandalism, or disorderly conduct

...will result in immediate eviction without refund, and if required, legal action.



Vehicle Parking Disclaimer

Parking is at the vehicle owner's risk. Roambay does not assume responsibility for any damage, theft, or loss incurred to vehicles parked in or around the premises.



Late Night Check-In

Guests expecting to arrive after 11:00 PM must inform the property in advance to ensure a smooth and secure check-in process. Failure to do so may result in delayed or denied entry.



Respect Our Neighbors

Roambay properties are located in peaceful, community-oriented neighborhoods. Guests are expected to:

Maintain low noise levels, especially at night

Avoid loud music, shouting, or gatherings outside the premises

Not engage in behavior that could disturb local residents

Violations may lead to warnings, eviction, or local police involvement if required.



Website Usage & Policy Acceptance

By completing a reservation on our website or through any affiliated booking platform, guests confirm that they have read, understood, and agreed to all the above Terms & Conditions, including these conduct and policy clauses.