

AGREEMENT TERMS

PAYMENT TERMS

- a) Ivorysands will raise the invoices on weekly basis.
- b) 10 Units of electricity is allowed to use per day per bedroom for the above given tariffs. For extra usage ₹6.50 will be charged per unit.

FACILITIES & SERVICES

- a) The prices quoted for all rooms and/or suites include water, Wi-Fi internet, Cable TV and standard use electricity.
- b) Usage of all linen and towels are included in the tariff and changed every day. Any extra charges are at the sole discretion of the Ivorysands.
- c) The Client shall be liable to pay all the costs as decided by Ivorysands.
- d) At least 24 hours notice has to be provided for the extra rooms. Confirmations are subject to availability only.

Please note: No items must be removed from the property during the stay.

NUMBER OF OCCUPANTS

- a) Only the maximum number of guests as agreed on your Reservation Confirmation can stay at any one time.
- b) Only those persons listed on the Reservation Form may occupy the apartment. Under no circumstances may more than the maximum number of persons specified in the room/suite description occupy the apartment except by prior written agreement with Ivorysands.
- c) The rooms and suites cannot be re-let/sublet to any other group/party without the written approval of Ivorysands.
- d) The number of persons permitted to occupy the apartment is limited to the number of beds available.
- e) Ivorysands reserves the right to refuse admittance to the property to the hirer and their party if they are in breach of this condition.
- f) Names of ALL guests must be confirmed during the time of reservation.

CHECK-IN & CHECK-OUT

- a) The rules for check-in and check-out are set by the Company which is 24 hours normally unless specified otherwise in writing by the Ivorysands.
- b) Any stay beyond the 24 hour period is chargeable.
- c) Early Check-ins and Late Check-outs are subject to availability and are not guaranteed.

ARRIVALS & DEPARTURES

- a) All guests are requested to call Ivorysands atleast an hour in advance of their arrival, so that 'meet & greet' can be arranged at the premises.
- b) All guests are requested to inform the Reception of their departure time.

DAMAGE TO PROPERTY & ITS CONTENT

- a) The Guest is responsible for taking all reasonable care of the property and its furniture's & fixtures. The property and all equipment, utensils, furniture, etc.
- b) For extended stays, the property must be left clean and tidy at the end of the hired period. Except in the case of normal wear and tear the Client is responsible for making good any damage to the apartment or its furniture's & fixtures which has occurred due to negligence, willful damage or irresponsible behavior on the part of those occupying the apartment or their guests. Such damage must be reported, without delay, to the Company staff/local representatives. The cost of the repair or replacement as decided by the Company must be paid to the Company by the Guest.
- c) The Guest is responsible for booking and undertakes that no person will suffer anything to be done which would endanger the policy of Company's insurers in respect of the apartment and its furniture's & fixtures which might make the same void or voidable.

FORCE MAJEURE

- a) The Company shall not be liable for any of the acts falling under the Force Majeure clause as defined under the Contract Act.

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LIABILITY

- a) Ivorysands is not liable and cannot be held responsible for the actions of other property dwellers or owners providers of transport of any other suppliers during the stay.
- b) Ivorysands is not responsible for loss of goods or personal belongings at the accommodation.

LAW & JURISDICTION

The conditions and terms of contract and all matters arising therefore are subject to the law of Andhra Pradesh and in the event of dispute; the courts at Hyderabad shall have exclusive jurisdiction to try and decide the matters of the courts of Andhra Pradesh.

TERMINATION

The Company, Ivorysands has the right to terminate a booking at any time on the grounds of abuse to staff or other guests, mistreatment of the property or criminal activity on the part of those occupying the property or their guests. In such circumstances, the Company is not obliged to provide or locate alternative accommodation.

INJURY OR LOSS

The Company cannot be held responsible for any personal injury, loss or damage to personal effects howsoever arising at the accommodation. Neither the Company nor its representatives, can be held responsible for any circumstances beyond the control of the Company including, but not limited to, mechanical breakdown, illness or failure of any public service supply.

RIGHTS OF ACCESS

Representatives of the Company or their subcontractors have the right of access to the property at any time, with due regard to the convenience of the Company and its guests, for the purpose of inspection of the property and to carry out any essential repair or maintenance work.

INFORMATION

All information supplied by the Company, is given in good faith and is based on information available at that time. All reasonable measures have been taken to ensure the accuracy of any statement made either in writing or

otherwise, but the Company is not liable for any variation however caused.

COMPLAINTS

The Client should notify any complaint as soon as possible to the Ivorysands Infrastructure & Hospitality Pvt. Ltd, H.No. 1-11-254 & 255, Srinivas Naik Estates, Near Old Airport, Begumpet, Hyderabad, Andhra Pradesh, India or by emailing to Info@ivorysands.com. This e-mail address is being protected from spam bots, you need one need JavaScript enabled to view it. The Company will take all reasonable steps to settle the problem. The Company shall not have any liability for any complaint submitted after the completion of the rental period.

SMOKING, CONSUMPTION OF ALCOHOL & PROHIBITED SUBSTANCES

Smoking, Consumption of Alcohol & other Prohibited Substances are not allowed in the property.

USAGE OF PROPERTY & NUISANCE BEHAVIOUR

The property cannot under any circumstances be used for partying, playing loud music or general nuisance behavior. Guests must have regard for other occupants in the building. The Company management reserves the right to terminate the stay and contract if they deem such behavior has occurred.

SECURITY OF TENURE

As the property is used as serviced accommodation they are exempt from security of tenure under the Rent Act. The Company reserves the right to access the apartment at any time without prior notice if it deems necessary.

CANCELLATION POLICY

If under any circumstances a booking has to be cancelled, then following charges will be applicable:

- a) Before 1 week from the date of check in – Nil.
- b) 1 week from the date of check in – 50% of the booking amount will be refunded.
- c) 24 hours from the date of check in – No refund

ACCEPTANCE OF TERMS & CONDITIONS/CONTRACT OF HIRE

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All bookings are subject to these terms and conditions that are deemed to have been accepted in full by the hirer and all persons in the party. Payment of advance also indicates acceptance of these terms and conditions.

PHOTO IDENTIFICATION & PROOF OF ADDRESS

Due to national security measures ALL guests must provide a copy the following:

- (1) A Photo Identification
- (2) A valid proof of address
- Valid Photo Identification includes any one of the following in ORIGINAL:

- a) Passport
- b) Pan Card
- c) Credit Card with photo
- d) Corporate ID
- e) Driving License
- f) Voter ID

- Valid Address proof includes any one of the following in ORIGINAL:

- a) Bank Statement
- b) Telephone, Electricity or Water Bill
- c) Voter ID
- d) Drivers License

In the case of minors, a digital photograph will be taken on our system at the reception.

AGREEMENT PERIOD

- a) This agreement contract is valid from <Date> to <Date>

SIGNING AUTHORITIES

I accept the Terms & Conditions set out in this agreement.

<i>Client's Booking/Relationship Representative</i>
Signature
Full Name
Designation
Date of Signature

I understand & accept the Payment Terms in this agreement.

<i>Client's Payment Authority & Representative</i>
Signature
Full Name
Designation
Date of Signature

We agree to provide the services the Client

<i>Ivorysands Representative</i>
Signature
Full Name
Designation
Date of Signature