

Stellar Stays: Terms and Conditions

1. General Terms

- These Terms and Conditions govern the use of the Stellar Stays website and the booking of villa rentals offered by Stellar Stays. By making a booking, you agree to comply with these Terms.
- The terms “we,” “us,” “our,” and “Stellar Stays” refer to the business entity.
- The terms “guest,” “you,” and “your” refer to the person making the booking and/or staying at the villa.

2. Booking Policy

- **Booking Confirmation:** Bookings are confirmed only upon receipt of a 50% advance payment. The remaining balance is due upon check-in.
- **Payment Methods:** We accept payments via bank transfer, UPI, credit card, or payment gateway (e.g., Razor pay).
- **Cancellation Policy:** Cancellations made:
 - More than 30 days before check-in: Full refund.
 - 15 days before check-in: 50% refund.
 - Less than 15 days before check-in: No refund.
- **Modification Policy:** Date changes are subject to availability and must be requested at least 15 days in advance.

3. Check-in/Check-out Policy

- **Check-in Time:** 1:00 PM
- **Check-out Time:** 10:30 AM
- Early check-in and late check-out are subject to availability and may incur additional charges.

- Identification: All guests are required to present a valid government-issued ID at check-in (e.g., Aadhar Card, Passport).

4. Security Deposit

- A refundable security deposit of ₹5,000 (or specified amount) is required at check-in. This deposit will be refunded within 48 hours after check-out, provided there is no damage to the property or its contents.
- Any damages or missing items will be deducted from the security deposit, and if the cost exceeds the deposit, the guest is liable to pay the difference.

5. House Rules

- The maximum number of guests allowed per villa is specified at the time of booking.
- No Smoking Policy: Smoking is strictly prohibited inside the villa. A designated smoking area is available outside.
- No Pets Policy: Pets are not allowed in any of our properties.
- Noise Policy: Please respect our neighbours. Excessive noise or disturbances may result in eviction without a refund.
- Guests are responsible for the behaviour of their visitors.

6. Villa Usage

- Guests agree to use the villa only for the purpose of accommodation and not for commercial activities, parties, or events without prior approval.
- The use of illegal substances or activities is strictly prohibited and will result in immediate eviction and reporting to authorities.
- Guests are responsible for the safety of their belongings. Stellar Stays is not liable for any loss or damage to personal items.

7. Force Majeure

- Stellar Stays is not liable for any cancellations or changes due to circumstances beyond our control, such as natural disasters, pandemics, government restrictions, or other unforeseen events.

8. Liability and Indemnity

- Stellar Stays is not liable for any injuries, accidents, or damages occurring during your stay, except in cases of gross negligence or willful misconduct.
- Guests agree to indemnify and hold Stellar Stays harmless from any claims arising from their stay.

9. Privacy Policy

- We collect personal information (e.g., names, contact details) solely for the purpose of processing bookings and providing our services.
- We do not share or sell your data to third parties without your consent, except as required by law. Please refer to our Privacy Policy for more details.

10. Amendments to Terms and Conditions

- Stellar Stays reserves the right to amend these Terms and Conditions at any time without prior notice. The latest version will always be available on our website.
- Continued use of our services constitutes acceptance of any changes.

11. Governing Law

- These Terms and Conditions are governed by the laws of the Republic of India.
- Any disputes arising from the use of our services shall be subject to the exclusive jurisdiction of the courts in Kolkata, West Bengal.

12. Contact Information

If you have any questions or concerns regarding these Terms and Conditions, please contact us at:

- Email: info@stellarstays.com
- Phone: +91 9123029719