



Hillon Resorts,
Munnar, Kerala 685618

RESORT POLICY/HOUSE RULES

We strive to provide our guests with an exceptionally clean, safe, and friendly resort experience. The following Resort Policy/House Rules have been established based on industry standards, management and operational procedures, and our personal experience of owning and operating the Hillon Resorts. These Resort Policy/House Rules are considered a part of our reservation agreement with you. As our resort guest, by reading and signing your resort registration you are agreeing to abide by all of our Resort Policy/House Rules, terms and conditions, and procedures. These Resort Policy/House Rules are presented here to help promote our guests' safety and enjoyment and to ensure that each guest is aware of the understandings between the Hillon Resorts and the guest. Our Resort Policy/House Rules may change from time to time, so please check back often.

100% SMOKE-FREE

Hillon Resorts has been 100% Smoke-Free. For safety and to assure that our facility is not exposed to items or actions that create an odour which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, and furniture. We do not permit smoking tobacco, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, hookahs, incense, cooking, cigars, candle burning, the use or diffusing of patchouli oil or other strong-smelling plant-based essential oils or synthetic products in our facility.

Guests are encouraged to notify Front Desk staff immediately if they smell cigarette, marijuana, or other objectionable odours. This policy is not intended to stop people from smoking, but to regulate where they smoke and how it affects others. A Designated Smoking Area is provided outside and away from the building.

CANDLE, INCENSE, ESSENTIAL OILS:

Candle, incense, essential oils (*diffusing, vaporizing, etc.*) are prohibited. These items and activities will be treated as smoking, a fine assessed, and the guest may be evicted with no refunds.

NO-COOKING, COOKING APPLIANCES, COMBUSTIBLES, OR FIREWORKS:

The safety of our guests, staff, and this facility is extremely important to us. Except for the microwave and refrigerator units that the resort provides, preparation of food in guest rooms by any type of cooking appliances is prohibited. A minimum fee of ₹10000.00 will be charged for cooking in a room, including, but not limited to coffee makers, hot plates, toaster ovens, water heaters, rice cookers, combustible, open



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flame, barbecue grill, burners, heating appliance, or any other item intended for cooking. Open fires, flames or cooking grills, either charcoal or gas, and fireworks are not allowed anywhere on resort property. A microwave is available 24 hours for all registered guests to use in our breakfast area. Coffee is also available twenty-four (24) hours in the breakfast area.

GUARANTEED RESERVATIONS:

All reservations must be guaranteed with a valid major Debit/ Credit Card. Guests must be 18 years and older. We accept Visa, Master Card and American Express. We do not charge your Debit/ Credit Card at the time you make your reservations. Your Debit/ Credit Card guarantees your reservations. Please make sure to receive a reservation confirmation number when you make a reservation. Reservations must be cancelled Forty-eight (48 hours), resort time, prior to your arrival date, in order to avoid a one (1) room night, plus tax cancellation fee. Reservations will be held until 11:00 a.m. the morning following your scheduled arrival date. If you have not checked in by that time, a NO-SHOW charge of one room night, plus tax will be charged to your Debit/ Credit Card and the balance of your reservations will be cancelled. Hillon Resorts is not responsible for weather conditions, personal emergencies, or schedule changes.

CHECK-IN TIME: 1:00 p.m.

EARLY CHECK-IN/PRE-REGISTRATION:

Early check-in is offered based on availability. If you require a guaranteed check-in for arrival prior to 1 p.m. then Pre-Registration and payment may be required. Please contact Front Desk staff directly to make reservations and complete a Debit/ Credit Card authorization form prior to your arrival.

CHECK-IN REQUIREMENTS:

Guests must be at least 18 years of age to check in at Hillon Resorts. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification (*Aadhar card, passport, etc.*) at check-in. A valid, signed, and pre-approved Debit/ Credit Card in the name of the guest registration is also required. It is your responsibility to fully understand the manner in which your bank processes pre-authorizations and



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charges to your credit/debit card. Some banks hold pending authorizations for up to 30 business days.

PRE-AUTHORIZATION AT CHECK-IN:

We have required pre-authorized of Credit cards/debit cards at check-in. A pre-authorization is a temporary hold of a specific amount of your available credit limit balance placed on your credit/debit card for the full amount of your intended stay, plus tax. All credit/debit cards are pre-authorized at check-in. Pre-authorization is not a charge to your account, it is a hold on those funds. Once your actual charge is posted at check-out it can take anywhere from 24 hours to 30 days for the original pre-authorization to be removed by your bank. Generally, most banks release the hold within 3-5 days. It is your responsibility to be aware of how your bank handles all of your transactions, including pre-authorizations. We are unable to remove pre-authorizations directly through our resort.

GUEST REGISTRATION:

We require valid contact information from the guest making the reservations including first and last name, address, phone number, and signature. The names of all guests occupying the room must be registered. Information regarding your license plate/car description is also gathered at check-in for security.

CHECK-OUT TIME: Room rental period expires at 11:00 a.m. Additional day charge, plus tax may apply for late checkout.

CHECK-OUT PROCEDURE:

Check-out time is 11 a.m. Please check-out with Front Desk so that housekeeping may begin cleaning your room as soon as possible. If you require a later check-out, please contact Front Desk prior to the day of your departure and we will do our best to accommodate your request. A charge may apply for late check-out.

EARLY DEPARTURE:

Guests who check out of the resort after 11:00 a.m. and prior to their scheduled departure date are subject to an early departure fee of one night, plus tax.

SPECIAL REQUESTS:



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We will make every effort to honour special requests such as a specific floor or room number, adjoining rooms, roll-away beds, refrigerator/microwaves, etc. upon your arrival. All special requests are noted on reservations and we will do our best to accommodate. However, the availability of these items cannot be guaranteed in advance.

MICROWAVE/REFRIGERATOR:

Except for the microwave and refrigerator units that the resort provides, preparation of food in guest rooms by any type of cooking appliances is prohibited. Not all rooms have a microwave and refrigerator unit. These units are provided on a first-come, first-served basis. Use of the breakfast area microwave is provided to all registered guests 24 hours a day. A limited number of Styrofoam ice-chests are available for your use free of charge. We ask that you refrain from microwaving any pungent food as the odour is difficult to remove from fabric, a cleaning fee may be assessed. Most commercially prepared food intended for the microwave has not previously caused a problem, so we suggest that option. Microwaving your fresh caught trout will be an issue.

ADA/HANDICAPPED ROOMS

We don't have a ADA/handicapped guest rooms, but, we have a good staff to support you within our confine; please contact the resort directly prior to your booking.

PAYMENT: All reservations and registration must be guaranteed with a valid major Debit/ Credit Card. We accept Visa, Master Card and American Express. Pursuant to Debit/ Credit Card agreements, Debit/ Credit Cards are not valid unless signed by the cardholder. Debit/ Credit Cards must be signed. Cash (INR) payment is welcomed with a signed and pre-authorized Debit/ Credit Card. All guests are required to present a valid major Debit/ Credit Card and government issued photo identification even if guests are planning on paying in cash upon check-out. Checks and foreign currency not accepted.

CHECKS AND CHECK CASHING:

We do not accept checks. We do not provide check cashing services.



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DEBIT CARD/CREDIT CARD HOLDERS

Your Debit/Credit Card is not valid unless signed. We will refuse an unsigned card. Your Debit or Credit Card will be pre-authorized at check-in for the full amount of your stay. The pre-authorization will HOLD the funds until check-out, at which time the amount actually incurred during your stay will be charged. If you change your method of payment at check-out or change the length of your stay, your bank may not post the changes to your account immediately. Hillon Resorts has no control over the policies of your bank and will not be held liable for any “insufficient funds” penalties or any other resulting fees or charges. It is your responsibility to fully understand the manner in which your bank processes pre-authorizations and charges to your debit or credit card.

DEPOSITS AND GUARANTEES:

There is no deposit required to make an individual room reservation. However, a major debit/credit card is required at the time of booking to guarantee the room and secure the reservation period.

RESERVATION AND PAYMENT FOR GUESTS BY PRIVATE THIRD PARTIES:

Generally, third party payment is not permitted. In the case of paying for a family member if you will not be physically present at the resort, we require prior completion and approval of a debit/credit card Authorization form including a copy of your identification (*Aadhar card, passport, etc.*) and the front and back of your signed debit/credit card. You will be responsible for any and all damages and loss. We reserve the right to refuse reservation at any time for any reason.

RATES:

All rates are quoted in Indian currency, plus tax. Rates may increase without notice. Rates as advertised on the Hillon Resorts website or any other website or promotional material are subject to change at any time and may increase or decrease at the resort's discretion. Rates are based on standard room (1-4 occupancy), suite (1-2 occupancy) and extra-large suite (1-4 occupancy) are subject to availability.

RIGHT TO REFUSE SERVICE: Hillon Resorts is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s) that



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does not violate Central or State laws. Hillon Resorts has a zero-tolerance policy in which we will refuse to admit or refuse service or accommodation in our resort or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by the State of Kerala and the owners for the operation and management of the resort. Hillon Resorts will refuse service or evict a guest: for refusal or failure to pay for accommodations, is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests or is not in compliance with state liquor laws; acts in a disorderly fashion as to disturb the peace of other guests; is unable to properly supervise their children at all times, seeks to use the resort for an unlawful purpose; seeks to bring into the resort: something, including an explosive or hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons; destroys, damages, defaces, or threatens harm to resort property or guests; causes or permits persons to exceed the maximum allowable occupancy of room, refuses to abide by the reasonable standards or policies established by Hillon Resorts for the operation and management of our resort.

QUIET HOURS: 10:00 p.m. to 9 a.m. If you become aware of a disruptive guest, please contact Front Desk staff immediately by room phone or in person.

Televisions, voices, or other devices must be kept at a respectful low level at all times. Doors should be opened and closed quietly. No congregating or running in halls.

VISITORS: No visitors after 10:00 p.m. Visitors must notify Front Desk upon their arrival. Visitors must be accompanied by the registered guest at all times. Visitors are not allowed to use guest amenities including the Swimming Pool, continental breakfast, or Wi-Fi. As a registered guest, you are responsible for your visitor at all times.

CONTINENTAL BREAKFAST:

Our Continental Breakfast is free to registered guests only. Visitors may not join a registered guest for a free breakfast. Visitors may pay ₹250.00 per person at the Front Desk. If you desire a full hot breakfast, Front Desk staff is happy to provide you for an additional charge from our restaurant from our limited hot breakfast menu.



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CONNECTING ROOM POLICY:

Connecting rooms are subject to availability and can only be booked directly through the resort. Please call the resort directly to discuss available configurations.

DISCOUNTS:

We do not offer discounted room rates for participation or employment in organizations

CANCELLATION:

Hillon Resorts is not responsible for weather conditions, personal emergencies, or schedule changes. Reservations must be cancelled forty-eight (48 hours) resort time, prior to your arrival date, in order to avoid a one (1) night full room cancellation fee. If reservations are cancelled less than 48 hours before the arrival date, your Debit/Credit Card may be charged the full room charge plus taxes. If you are staying more than one (1) night, only the first night and taxes will be charged. If you cancel any reservation, you must obtain and save the cancellation number for your records. Reservations names/dates cannot be changed.

NO SHOW CHARGES:

Failure to check in on the scheduled arrival date for a reservation guaranteed with a Debit/Credit Card will result in a No-Show fee being charged to your Debit/Credit Card. You will only be charged the first night, one (1) night's full room rate plus taxes and the balance of the reservation will be cancelled.

GROUP RESERVATIONS:

For any group reservation, please contact our front desk via email or telephone and we could arrange a special rate. Large group/Block reservations must be cancelled eight (8) weeks prior to arrival date. Reservations cancelled after that date may be charged one (1) full room charge plus tax for each room reserved and the balance of their reservations cancelled.

HOUSE RULES: Groups, School groups, sports/ski teams, weddings, special events, etc.

Please contact resort directly for current House Rules. Schools, sport teams are



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directed to also review their specific school or sport organization Code of Conduct.

DO-NOT DISTURB AND ACCESS TO ROOMS:

To provide all of our guests with an exceptionally clean and safe resort experience, we reserve the right to enter your guestroom for reasonable purposes, such as for housekeeping, maintenance, verify that the room, its furnishings, and mechanical equipment are intact, or to address or prevent a violation of our Resort Policy/House Rules. Resort staff will normally knock and announce themselves before entering your guestroom, unless we believe that exigent circumstances exist. Please contact Front Desk if you are a “*Day Sleeper*” or you are staying in the room due to illness. Management reserves the right to enter a room with a known status of “Do Not Disturb” in the event of an emergency, suspected illegal activity taking place, disturbing other guests, or damage being done to resort property. In the event of suspected illegal activity, management reserves the right to summon law enforcement to aid in eviction. The right to privacy ends when a Resort Policy/House Rule is broken. Law enforcement will be granted immediate access.

CHILDREN: Well behaved children of all ages are welcomed. Children aged 8 and under stay for free when sharing a room with one or more paying adult(s), using existing bedding. As the parents, guardians, or chaperones of children you are personally and legally responsible for and must supervise them at all times. For safety reasons, please do not leave children unattended in guest rooms or allow them to roam the resort property unsupervised. Children under the age of 13 are not allowed in the Swimming Pool area without being accompanied and supervised by their parent/guardian/chaperone.

ADDITIONAL BEDDING:

A limited number of rollaway beds are available upon request. Availability is on a first-come, first-served basis for a King room or Suite only with additional charge, plus tax per night.

MAXIMUM OCCUPANCY:

Room occupancy requirements are based on fire code/fire safety restrictions. Standard Room maximum occupancy is 4, Suite maximum occupancy is 6, and cottage maximum occupancy is 6. If you exceed the maximum number of



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guests allowed, you will be asked to rent another guestroom for proper accommodations or vacate the resort.

ROOM KEYS:

Room keys are issued to the registered guest(s). No room keys will be issued to youth under 18 at any time. I.D. is required if you have lost your key and require a duplicate. Please return room keys to Front Desk at Check-out.

HOUSEKEEPING/ROOM INSPECTION:

Housekeeping is provided daily between the hours of 9 a.m.-2 p.m. Housekeeping may start as early as 6 a.m. during peak season. This is a 100 % NON-SMOKING resort. Rooms are cleaned and inspected daily and a detailed log is maintained on each room and linen. Rooms are rented to guests in appropriate condition without any prohibited odour. Housekeeping and Front Desk staff are trained and skilled in identifying the odours from prohibited items. If our investigation concludes that you have smoked in your room, cooked, or brought a prohibited item into our facility, you will be fined, and evicted without any refund.

LINEN CHANGING:

Your comfort is very important to us. For guests staying multiples nights, bed linen is changed on a rotation schedule. Used towels are exchanged for fresh towels daily. If Housekeeping is unable to change a bed due to personal items left on a bed, a note will be left. Housekeeping will be happy to change your bed linens and make your beds each day if all personal items are removed. Please contact our Front Desk staff if you have any additional questions or concerns.

LOST & FOUND POLICY:

Hillon Resorts assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings. If you discover that you have left behind something of value to you, please call us immediately and we will try to assist you in locating your lost item.

FOUND ITEMS:

Hillon Resorts is not responsible for any item left behind by a guest. However, any item, with the exception of perishable items, left behind by our guests and found after departure by Housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to fourteen (14) days. Records of Lost & Found



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items are retained for five years. Reasonable effort will be made to notify the guest that an item has found. Perishable items, underwear, and miscellaneous toiletries are discarded.

RETURN:

We would be happy to return your lost item(s) to you by an Indian courier Service. Sorry, no UPS or FED EX deliveries. Your Debit/Credit Card will be charged for packaging and postage, plus a ₹300.00 handling fee. A separate receipt will be mailed to you. Hillon Resorts is not responsible for any item lost or misdirected during shipment by the Courier company.

UNCLAIMED ITEMS/NO CONTACT: Lost & Found items are held for fourteen (14) days while we attempt to contact the guest. If guest contact information is incorrect or cell phone mailbox is full and we are unable to contact the guest during the fourteen (14) day holding period, the unclaimed item(s) are thrown away, given to local organizations, or disposed of accordingly by Hillon Resorts.

Swimming Pool:

Our Swimming Pool is available for registered guest only. Visitors are not permitted in the Swimming Pool or Swimming Pool area. The Swimming Pool is located on the ground floor and is open from 10:00 a.m. to 10:00 p.m. For the safety of our guests and staff the Swimming Pool is closed if the outside temperature drops below 10 degrees Celsius. Adult supervision is required for all children under the age of 13. No children under the age of five or pregnant women permitted. No life guard on duty. No dogs, food, drinks, or smoking is allowed in the Swimming Pool area. Please refer to the posted rules at the Swimming Pool for more use guidelines and rules-these guidelines and rules are considered a part of our Resort Policy/House Rules

ALCOHOL POLICY:

Registered guests of legal age who choose to bring their own alcoholic beverages must consume those in their room. Alcohol is not allowed in public areas such as the lobby, Swimming Pool, halls, etc. Alcohol consumed during special events served by a licensed caterer with permit to serve/sale alcohol is restricted to those



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18 years old or older (valid photo identification required) and can only be consumed at that event venue.

BICYCLES/HOVER BOARDS/ROLLER BLADES:

Bicycles, Hover boards, and roller blades are not permitted in guest rooms. Depending on available space, Front Desk staff will be happy to secure these items in our mechanical room. We assume no liability for theft, loss, and/or damage, and you waive any and all such liability.

IN CASE OF EMERGENCY OR FIRE:

Please notify Front Desk in the event of a fire or other emergency. A map that shows emergency exits can be found on the back of your room door and in the Guest Information Notebook located in each guest room.

FIRE SAFETY POLICY:

Fire safety information in Guest Room Notebook, and emergency evacuation plans on the door of each guest room. Please review this important information.

NO IN-ROOM PARTY:

Hillon Resorts enforces a No In-Room Party Policy to ensure we can protect the resort and our guests at all times. No parties, loud disturbances and/or noise-nuisance are allowed or tolerated on these premises. In the event of a disturbance, one polite request (warning) will be given to reduce the noise. If our request is not followed, the guest will be asked to leave the resort without refund. Registered guest(s) is responsible for all persons visiting. Non-Registered visitors are only permitted until 10:00 P.M. If found with more “people” not listed on the Guest Registration Form after 10:00 P.M. your stay will be considered a party. You will be ordered to vacate the premises without refund and may be access Guest Compensation Disturbance Fee.

FREE WiFi ACCESS:

Access to our WiFi is free for our registered guests. The resort WiFi access code is subject to change without notice. WiFi signals are subject to change without notice depending on the room’s location, the status of our WiFi-equipment, and interference



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from other local wireless signals. Hillon Resorts assumes no liability for guest use.

ENFORCEMENT:

All staff is trained and required to respond to potential violations of our Resort Policy/House Rules. Guests who refuse to abide by the reasonable standards and policies established by Hillon Resorts for safety of all guests, staff, owners, property, and the operation and management of the resort will be evicted, with no refund. In addition to the room charge, a minimum ₹5000.00 cleaning fee per room will be charged for infraction(s) of our Resort Policy/House Rules.

TERMS & CONDITIONS:

Hillon Resorts makes its best efforts to ensure that all the information that appears on its website is accurate. However, no warranty, expressed or implied, is given that the information provided on this website is error free. Hillon Resorts does not accept liability for any errors and/or omissions, and reserves the right to change the information published at any time and without notice.

LINKS:

The links provided on the Hillon Resorts website are for the convenience of site visitors and are provided in good faith. Hillon Resorts does not accept liability for the contents or links provided on such websites, nor does it accept liability for any indirect or consequential loss arising out of the use or connected with its website.

ILLNESS AND EPIDEMICS:

Hillon Resorts reserves the right to refuse accommodations to a guest arriving with a contagious disease. In cases where sickness occurs during the stay, please notify the Front Desk staff. In the case of serious sickness, you may be requested to receive appropriate health care from a nearby healthcare facility. During epidemics, we are entitled to employ precautionary measures within our judgment or as required by local authorities. We may charge you a room cleaning fee as we deem appropriate under the circumstances.

INFESTATION:

The cleanliness of our rooms is extremely important to our guests. If you bring any



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infestation into your room or onto our resort premises, we may charge you for any and all costs and expenses, including immediate or urgent response requirements and loss of room revenue, that we deem necessary to address the infestation.

PARKING AT OWN RISK:

All vehicle(s) must be listed on the registration at check-in. Parking for registered guest(s) is free. All vehicles are parked at the risk of the owner. All Seasons Inn and Suites shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the resort property. If a vehicle is left in the resort parking lot after the guest has departed without the written consent of the resort, the resort reserves the right to have the vehicle towed at the owner's expense. No vehicle repairs on resort premises.

DAMAGE AND/OR THEFT OF RESORT PROPERTY

You are liable for any damage howsoever caused (whether by the deliberate, negligent, or reckless act) to the room (s), resort's premises or property caused by you or any person in your party whether or not staying at the resort during your stay. Hillon Resorts reserves the right to retain your Credit Card and/or debit card details as presented at registration and charge or debit the credit /debit card such amounts as it shall in its sole discretion deem necessary to compensate or make good the cost or expenses incurred or suffered by Hillon Resorts as a result of the aforesaid. Should this damage come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Resort property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally prior to contracting specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

DAMAGE DISCOVERED AFTER CHECK-OUT:

Guest Rooms found with waste strewn around, in complete disorder, and/or "trashed" will be subject to maintenance deep cleaning fee, administration fee and/or third party fees.

DAMAGE TO ROOM: Damage to rooms, fixtures, furnishing and equipment



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including the removal of electronic equipment, towels, art work, etc. will be charge at 120% of full and new replacement value plus any shipping and handling charges. Any damage to resort property, whether accidental or wilful, is the responsibility of the registered guest for each particular room. Any costs associated with repairs and/or replacement will be charged to the Debit/Credit Card of the registered guest. In extreme cases, criminal charges will be pursued.

DAMAGE TO MATTRESSES AND BEDDING:

Damage to mattresses and linen including; towels, mattress pads, sheets, bedspreads, blankets resulting from the use of body oils, make-up, shoe-polish, etc. will result in a charge for the special cleaning, repair or replacement of the damaged article.

DAMAGE OR TAMPERING WITH FIRE DETECTION SYSTEMS/FIRE-FIGHTING EQUIPMENT:

Hillon Resorts reserve the right to take action against any guest or visitor found to have tampered or interfered with any detection equipment throughout the resort, including detector heads in public areas, guest rooms, break glass points and fire extinguishers. Guests or visitors found to have tampered with any fire detection or fire-fighting equipment will be charged with any costs incurred by the resort due to their actions and will be evicted from the resort. Depending on the severity of the guest actions, law enforcement may become involved at the resort's discretion. Should the fact that fire-fighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Resort property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc.

CHANGES OR MODIFICATION TO THE RESORT POLICY/HOUSE RULES:

Hillon Resorts reserves the right to amend, modify, change, cancel, vary or add to these Resort Policies/House Rules or the arrangements and content featured on our Resort website at any time without prior notice. Please check our website regularly for updates to Resort Policy/House Rules. Any modification to these Resort Policy/House Rules that occurs before your departure is considered a part of your



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reservations agreement with us. A copy of these Resort Policy/House Rules is located on our website, in the Guest Room Notebook, and available from Front Desk staff upon request.

BUSINESS CENTER: Photocopies and faxes are provided for a fee. The Business Centre computer is provided for the registered guest(s) to check their email, print airline tickets, etc. like activities. Children are not allowed on the computer, nor is it intended for gaming, movies, etc.

TELEPHONE CHARGES:

Phones charges are computed and assigned to your room folio at the end of each telephone transaction.