

Terms & Conditions

Welcome to City Nest! By using our website (citynest.co.in) and booking our service apartments, you agree to comply with the following terms and conditions. Please read them carefully before making a reservation.

1. Booking & Payment

- 1.1. A valid government-issued ID is required at the time of check-in for all guests.
- 1.2. Full payment must be made at the time of booking unless otherwise agreed.
- 1.3. An advance payment is required to confirm the booking. The amount will be communicated at the time of reservation.
- 1.4. We accept payments through credit/debit cards, UPI, net banking, and other approved methods. (Please note, currently we're having issues with card payments)
- 1.5. Any outstanding dues must be cleared before check-out.

2. Check-in & Check-out

- 2.1. Check-in time: 1:00 pm | Check-out time: 10:00 am
- 2.2. Early check-in and late check-out are subject to availability and may incur additional charges.
- 2.3. Guests must notify us of any changes to their arrival time at least 24 hours in advance.
- 2.4. Flat details will be provided upon arrival at the location.
- 2.6. The lockbox code will be shared only after payment confirmation.
- 2.6. Check-out Procedure: Guests must securely store keys in the lockbox to prevent lockouts.

3. Cancellation & Refund Policy

- 3.1. Cancellations made 7 days before check-in are eligible for a full/partial refund.
- 3.2. No refunds will be provided for last-minute cancellations or no-shows.
- 3.3. Refunds will be processed within 7 business days after cancellation confirmation.

4. Guest Responsibilities

- 4.1. Guests must follow all house rules and maintain decorum within the premises.
- 4.2. Any damage caused to the property, furniture, or appliances will be charged to the guest.
- 4.3. Smoking is strictly prohibited inside the apartments. Anyone found smoking inside the apartment will be subject to a fine of ₹1,000/-.
- 4.4. Parties, loud music, or any disruptive behavior is not allowed.
- 4.5. Any illegal activity on the premises will result in immediate eviction without a refund.
- 4.6. The maximum number of guests allowed per apartment is 4, including the registered guest. Visitors must also be counted within this limit.
- 4.7. Guests must not move furniture without prior consent from the host. Any damage caused due to moving furniture will be charged to the guest.
- 4.8. If any damage occurs during the stay, guests must inform the host immediately. Any repair or replacement costs must be covered by the guest.
- 4.9. Extra guest charges apply at ₹500 per night.
- 4.10. An additional mattress can be provided for ₹1,000 (subject to availability).

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5. Housekeeping & Maintenance

- 5.1. Housekeeping services are provided at scheduled intervals. Additional housekeeping services may be available at an extra cost.
- 5.2. Guests must inform us immediately of any maintenance issues to ensure timely resolution.
- 5.3. Use of personal electrical appliances (such as hot plates, heaters, etc.) is prohibited unless permitted by management.
- 5.4. Linens will be changed after every 4 days.

6. Pet Policy

- 6.1. Pets are allowed with prior approval and are subject to additional charges.
- 6.2. Guests are responsible for cleaning up after their pets.
- 6.3. Any damage caused by pets must be paid for by the guest.
- 6.4. Pets must not create a nuisance for other residents in the society. Continuous barking, aggressive behavior, or roaming in common areas without supervision is not allowed.
- 6.5. Pets are not allowed in shared building amenities such as the gym, swimming pool, or clubhouse.
- 6.6. Guests must ensure their pets do not disturb or inconvenience other residents.

7. Security & Surveillance

- 7.1. CCTV surveillance is active in common areas for the safety of guests and residents.
- 7.2. No surveillance is conducted inside apartments to ensure guest privacy.
- 7.3. Security personnel may conduct routine checks to ensure compliance with society regulations.
- 7.4. Guests must cooperate with residential society security and follow all society rules.

8. Liability & Disclaimer

- 8.1. City Nest is not responsible for loss, theft, or damage to personal belongings. Guests are advised to use the provided safety lockers.
- 8.2. We are not liable for any accidents, injuries, or illnesses that occur during the stay.
- 8.3. In case of unforeseen circumstances (such as natural disasters, government restrictions, etc.), we reserve the right to cancel bookings and offer an alternative stay or refund.

9. Privacy Policy

- 9.1. Guest information is collected solely for booking and operational purposes.
- 9.2. We do not share personal data with third parties except as required by law.

10. Amendments

- 10.1. City Nest reserves the right to update or modify these Terms & Conditions at any time.
- 10.2. Continued use of our services after changes implies acceptance of the updated terms.

For any inquiries, please contact us at: citynest.apts@gmail.com | +91 8169876798

By proceeding with your booking, you acknowledge that you have read, understood, and agreed to abide by these Terms & Conditions.