

GOA TOURISM DEVELOPMENT CORPORATION LTD.
PANAJI-GOA

No: 2/5/10-588/2025/GT/HE/ 3218

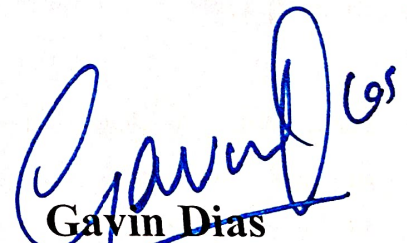
Date: 04.11.2025

C I R C U L A R

GTDC has revised house rules to ensure a safe, comfortable and well managed environment for both guest and staff to outline conduct, protect the hotel's reputation by standardizing operations like check-in/out procedures, liability, and the enforcement of rules. It also establishes rules about prohibited activities to prevent potential harm and liability for damages and the hotel's right to remove disruptive guests and providing a safer environment for everyone.

In view of the above, all the Managers/ Asst. Managers and Receptionist of the residencies are hereby directed to take a note of the above for bookings at all GTDC residencies with immediate effect.

The details of house rules for all GTDC residencies are attached herewith for reference. This issues with the approval of Managing Director. For Strict Compliance.


Gavin Dias

General Manager (Hotels)

Copy to:

1. P.A to Chairman and P. A to MD
2. All GM's and Dy. GM's
3. All Residency Managers
4. Office Copy

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General Hotel Policies and House Rules at GTDC Residencies as follows:

1. Check-in time 2:00 PM and Check-out time 11:00 AM.
2. The minimum age for check-in is 18 years old.
3. It is mandatory for all Guests and their visitors guests to share or present their valid Photo ID for e.g. Passport, Aadhaar Card, Driving License, Voters ID etc.) upon check-in. Foreign Nationals are required to present their passport and valid visa.
4. Accommodation will be provided to guests whose details are registered with hotel reception.
5. Guest will be provided with a room key only upon arrival and after completing the registration at the hotels reception desk.
6. The check-in and Key collection take place at the hotel reception only.
7. Tariff- subject to change without prior notice.
8. We do not allow Pets in the hotel.
9. Gambling, Smoking, contraband/smuggled goods, prostitution, weapons, explosives, flammables objects, poisons, drugs, animals are all strictly prohibited in the hotel premises.
10. Goods of objectionable nature is strictly prohibited in the hotel. The guest/customer can store luggage in the luggage/store room subject to availability of the storage space and their own sole risk as to loss or damage from any cause, luggage may not be stored for a period of over 24 hours.
11. For any Damage done to the hotel amenities, articles, furniture, property etc., by or due to guests themselves or their visitors or any other person for whom they are responsible, guest will be held responsible and must make up to pay and settle for such loss and damage in full as deemed appropriate by the management.
12. Visitors entry to the guest's rooms strictly prohibited, however in case of exceptional circumstances the management may allow visitor to guest room only after having photo Identity proof documents and register entry at reception. Also customers signed approval and mandatory registration at the reception desk (leaving an identity card and personal details).

13. The hotel may deny further accommodation to a guest who does not prove to be decent and comply with the hotel policy and rules. It is not allowed to cause any disturbance to other guests nor cause any nuisance or annoyance in the hotel premises. It is agreeably anticipated that guest will conduct themselves in a respectable, civilized and decent manner.

14. For any damage done to the hotel amenities, items or property, guests are liable to make up for the charges in full and for the amount as seen appropriate by the management.

15. The Management will not in any way whatsoever be responsible for any loss/or damage to the guest's belongings for any cause whatsoever. The guest shall be solely liable and responsible to the management, its other customers guests, invitees visitors, agents and servants for all loss financial or otherwise and damage that may be caused as a result of the guests own negligence and non-observance of any hotel rules policy or instructions.

16. The Management has the right to request any guest to vacate his/her room or other areas of the hotel forthwith, without previous notice and without assigning any reason whatsoever, and the guest shall be bound to vacate when requested to do so. In case of the default, the Management has the right to remove the guest luggage and belongings from the room occupied by him/her.

17. The hotel expects guests to conduct themselves in a respectful manner and not disturb other guest. The guests are requested to observe, abide by confirming to and be bound by all applicable acts and laws and Government rules and regulations in force from time to time.

18. The Management reserves the right to add or alter or amend any of the above policy, terms, conditions and rules at any point of time without prior notice and all disputes are subject to Goa Jurisdiction.

19. Cancellation Policy of the Hotel:- During the peak season from 23rd December to 1st January, there will be 100% cancellation charges on all days of the booking undertaken (Non refundable) as against one day's cancellation for other period of season/off season.

The cancellation charges will be debited against one days advance only except curtailment period of stay in hotel and group bookings as follows:

25% when intimation is received 30 days or more in advance.

50% when intimation is received more than 3 days (72 hours) or more but less than 30 days in advance.

100% when intimation is received less than 3 days (72 hours) in advance.

Extra person charges are fixed at 25% of the room tariff for 12 years and above and in case of child between 3-11 years Rs.200/-per child.

20. Our website: www.goa-tourism.com may be refer for more information and booking of accommodation at GTDC residencies.