



## House Rules

Hello and welcome. The Dolina Retreat is located at a place that is off-beat, making it an experience different from any other property around. We expect our guests to understand that we are a homestay aimed at giving an amazing experience. Thus to maintain this purpose, we request our guests to follow and abide by some house rules that will provide clarity regarding any services and facilities at our property.

**Wifi:** Wifi Services are free. Please feel free to ask Housekeeping for the Wifi Password.

### 1. Check In/Out -

**Check-In :** 1 pm onwards (no check-in post 4pm) **Check Out :** 11 am.

- The approach to The Dolina is off-road. We provide a shuttle service by our property's 4x4 vehicle (Isuzu).
- No guest vehicles allowed beyond the designated parking area.
- Last shuttle service is at 10 PM, unless there is a medical emergency.
- Parking area is available for all vehicles.

## 2. Meals -

Guests are requested to kindly cooperate with the staff members to ensure that the meal timings are adhered to.

**Breakfast** : 8:30 am - 9:30 am

**Lunch timings** are flexible depending on day activities/treks

**Dinner** : 8:30 pm - 9:30 pm

- Meals for your stay are to be ordered at a minimum of **48 hours in advance** of your arrival for us to organise and stock proper provisions for the same.
- Please note that a group must chose one cuisine for the same meal. Meals once booked cannot be cancelled or refunded.
- Snacks can be purchased or ordered as per the list provided in the menu. Timings are between 8 am and 9 pm.

## 3. Cleanliness -

- We aim to **reduce our carbon footprint** and maintain the ecological balance around the property.
- All guests are requested not to litter. Kindly use the garbage bins provided on the property.

#### **4. Fire Safety -**

- **No smoking is allowed inside The Walnut Grove Tree-House.** Guests can smoke in the balcony.
- After spending the evening around the bonfire and before retiring to your cottages please extinguish the embers with water.
- No open fires are to be lit at any other location in or around the property.
- Do not light candles in the cottages. We have backup inverters and a generator as well as torches in all rooms.
- In case of a fire, electrical or otherwise, please use the fire extinguishers provided in each cottage. Instructions for their use are clearly marked on it.
- Please keep room heaters away from your clothes or furniture to avoid any accidents.
- Please keep the room heaters away from your clothes or furniture to avoid any accidents.

**For any assistance or information please contact housekeeping.**

## **5. Water -**

- All our water in taps is drinking water as the source is natural spring water. The water has been tested and is completely safe for consumption. However, guests are advised to can carry their own bottled water if you feel a need for the same.
- **Please don't waste water as water is precious to all.**

## **6. Housekeeping rules :**

- Please ring the bell located on the left hand side switch-board as you enter the cottage to call for our staff. The kitchen and staff rooms are 5 minutes away from the cottages so please allow time for response accordingly.

- You may also use the intercom provided in the rooms.

House Keeping - 601

Kitchen - 602

Walnut Cottage - 603

Walnut Grove Tree House - 604

The Oak Cottage - 605

The Mistletoe Cottage - 606

Driver - 607

Dining Room - 608

### **Important Contact numbers:**

1. Virender (Chef) - 81910 35031
2. Sunil (House keeping) - 78950 63366
3. Rakesh (Property driver) - 79068 26718

## **7. Miscellaneous -**

- No Alcohol/Cigarettes are served or sold at the property.
- Please be advised not to boil anything other than water in the electric kettle. The microwave can be used only to warm food and milk for children and adults. Please note, we do not provide any utensils for the pantry.
- Loud music is discouraged to respect nature, surroundings and other guests.
- Children below 12 years are not charged extra. Please ensure you provide an identity card of the child, lest there are confusions regarding the same.
- There is an ice-machine in the dining room that can be availed of.
- Do not let your pet wander into the forest or be left unattended after day-light hours.

## **8. Medical -**

- We have a medical kit in case of emergencies and we also keep a specific set of medicines at the property for general symptoms like headache and stomach ache. Please ask housekeeping for the medicine chest.
- For medical emergencies please call 108 and the ambulance usually arrives at the base of our road in 15-20 minutes.
- Be rest assured we have all network signals available at your cottages.

## 9. Damage to Property:

- Please note that any damages caused to the property will be charged to/and settled by the guest before check out.
- In addition to the booking amount, **a charge of Rs 3000/- is added as a security deposit** which is **refundable** at the time of check-out. This security amount is taken in the rare case of any property damage or emergency medical assistance if required.

## 10. Spa Rules -

### Jacuzzi

- We require a minimum of 3 hours notice to prepare the jacuzzi.
- Only two persons can use the Jacuzzi at one time in the allocated positions.
- Please shower before getting into the Jacuzzi. Do not put any soap, shampoo or bath salts in the Jacuzzi.
- To protect your phone from getting wet there is a chamber for storing your phone.

- Please do not attempt to add any water to the Jacuzzi as it is filled to an exact level via a filter.
- When the Jacuzzi is not in use, please ask house keeping to cover the Jacuzzi with the insulated cover as it maintains the water temperature in the Jacuzzi.
- To prevent risk of drowning, never leave children unattended in the Jacuzzi and never fall asleep while using the massage functions.

### **Sauna**

- The sauna can be used at any time. Set the required temperature and timer on the control panel. Please ask house keeping to switch on the main power supply to Sauna room.
- A bucket and ladle with water is for dousing the rocks to increase steam and humidity as per your requirement. A humidity and temperature instrument is on the wall as well as an hour glass with a 15 minute timer.
- Do not wear any metallic objects in the sauna room, e.g. watches, rings chains, etc.

**WISHING YOU A PLEASANT AND PEACEFUL STAY !**