



## House Rules

Hello and welcome! We are located at an off-beat location making it an experience different from any other property around. We expect our guests to understand that we aim to provide a rejuvenating stay experience provided our house rules & policies are followed.

### 1. Check In/Out :

**Check-In :** 2 to 6pm

**Check Out :** 11am

- The approach to the property is off-road. We provide shuttle service by our property's Isuzu (4x4 jeep) till 6pm, unless there is a medical emergency.
- Open parking area is available for all vehicles.

### 2. Meals :

**Breakfast :** 8:30 am - 10:30 am.

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

**Dinner :** 8:30 pm - 10:00 pm.

- Meals once booked cannot be cancelled or refunded.
- Buffet is available only for large group bookings.
- **Service hours** are between **8am and 10pm.**

### 3. Housekeeping rules :

- The kitchen and staff rooms are 5 minutes away from the cottages. Please allow time for response accordingly.
- You may use the intercom provided in the rooms. A directory is placed right next to it.

### **• Important Contact numbers -**

**1. Virender (Chef) - 8191035031**

**2. Rakesh (Property Driver) - 7906826718**

#### 4. Cleanliness :

- We aim to reduce our carbon footprints and maintain an ecological balance around the property.
- All guests are requested not to litter. Kindly use the garbage bins provided in the rooms and around the property.

#### 5. Fire Safety :

- No smoking is allowed inside The Walnut Grove Tree-House or Walnut Cottage, guests may smoke at the balcony or outdoors.
- After finishing your bonfire it is important to extinguish the embers with water.
- No open fires are to be lit at any other location in/around the property.
- Do not light candles, hookahs or other inflammable objects inside the cottages.
- We have electricity backup as well as torch lights in all rooms.
- Fire extinguishers are provided in each cottage. Instructions for the use are marked on it.
- Please keep room heaters away from your clothes or furniture to avoid any accidents.  
**For any assistance or information please contact our housekeeping.**

#### 6. Water :

- **Please don't waste water** as water is precious to all.
- Water in our taps is natural alkaline spring water. It has been tested consumption and tapped at its source within the mountain. With a TDS of approx. 130ppm, this water also consists of healthy minerals.

#### 7. Miscellaneous :

- No Alcohol/Cigarettes is served or sold at the property.
- We do not provide any utensils for the pantry.
- Loud music is discouraged to respect nature, surroundings and other guests (if any).
- Children below 12 years are not charged extra. Please bring an identity card of the child lest there be any confusion.
- There is an ice-machine in the dining room that can be availed of.

## **8. Medical :**

- We keep a first aid kit as well as a specific set of medicines for general symptoms. Please ask our housekeeping for the medicine chest when required.
- 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 our cottages.

## **9. Damage to Property :**

- Please note that any damages caused to the property, movable or immovable, will be charged to/and settled by the guest before check out.
- Guests are responsible for their own belongings.

## **10. Pets :**

- We are a pet friendly property. Do inform us in advance in case you are traveling with any pets.
- Please do not let your pets ruin our couches or beds.
- It is strongly recommended not to let your pet wander off unattended after sunset.
- We can cater for pet-food.

## **11. Spa Rules :**

### **Jacuzzi**

- We require 3 hours notice to prepare the jacuzzi.
- Only two persons can use the Jacuzzi at one time.
- Jacuzzi can only be used for 2 hours in a day.
- Do not put any soap, shampoo or bath salts in the Jacuzzi. The water is purified continuously with a water filtration system.
- Please do not attempt to add any water to the Jacuzzi as it is filled to an exact level via a filter.
- Do not leave children unattended or fall asleep in the Jacuzzi.

## **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 AT DOLINA RETREAT 😊**