

Terms and Conditions

Effective 30 September 2026 | Version 3.0

Our booking, cancellation and stay terms in one place. Please read these together with the conditions shown for your selected rate. All times are Indian Standard Time (IST).

01 Your stay and booking

Supatham Residency, #1/525-1-2, Opposite RTC Bus Stand, Yemmiganur - 518360, Kurnool district, Andhra Pradesh, India. Room categories are Standard, Deluxe and Suite. Our amenities include 24/7 hot water, dedicated parking and Wi-Fi.

A reservation is confirmed when we or our authorised booking channel issue a confirmation. Any advance specifically required by the selected rate must also be paid. A confirmed pay-at-check-in reservation does not require an advance unless this was expressly stated before booking. Please check your dates, guests, room category, total price and rate conditions on the confirmation.

02 Arrival and departure

Standard check-in is **12:00 PM** and standard check-out is **11:00 AM**.

Early check-in is welcome, subject to room availability and readiness on the day of arrival. Please contact reception in advance with your expected arrival time. Early check-in cannot be guaranteed; our team will confirm whether a room is available.

Late check-out, including requests up to 2:00 PM, is at reception's discretion and depends on availability and incoming bookings. It is not guaranteed. Any charge must be quoted and accepted before the extension. Please tell reception if your arrival is delayed.

03 Registration and room occupancy

All overnight guests must be registered. Adult guests must present valid government-issued photo identification and accurate contact details at check-in. International guests must present the travel and identity documents required for their stay. Guests under 18 must stay with a parent or responsible adult guardian.

Standard and Deluxe: two adults included; maximum three guests in total. A third chargeable guest costs **₹500 extra**.

Suite: three adults included; maximum four guests in total. A fourth chargeable guest costs **₹500 extra**.

Children aged exactly 10 or younger stay free using existing bedding. From one day after the tenth birthday, a child counts as an adult for occupancy and extra-person charges. All children count towards the maximum total room capacity. Please declare all guests and their ages at booking.

The ₹500 charge is for the additional person, whether or not an extra bed is supplied. Extra beds are limited and provided on request, subject to availability, without a second bed charge. The total extra-person charge for the booked stay and applicable tax treatment will be confirmed before booking.

Cancellation and Refunds

04 Standard direct flexible bookings

Free cancellation is available until 6:00 PM IST on the day before the scheduled check-in date. After that deadline, the cancellation charge is one night's room tariff for each cancelled room. A no-show carries the same one-night charge, not an additional second penalty for the same cancellation.

For example, for arrival on 12 November, the free-cancellation deadline is 6:00 PM IST on 11 November. Please send your cancellation request with the booking reference through our official email or messaging contact and retain the time-stamped record. Reception will acknowledge the request; its receipt time determines whether it met the deadline.

05 Special rates and third-party bookings

Clearly identified non-refundable bookings follow the conditions disclosed before confirmation; amounts paid are not refundable for a guest cancellation or no-show under those conditions. A promotional label alone does not make a booking non-refundable: any special cancellation condition must be expressly disclosed.

Bookings of four rooms or more may have separate group, advance-payment and cancellation conditions. Peak dates, festivals and special events may also have different conditions. Such conditions apply only when communicated and agreed before confirmation.

OTA and other third-party bookings follow the cancellation, modification, no-show and refund conditions disclosed by that platform at booking. Requests should be made through the same platform. Nothing in this policy removes rights available under applicable law.

06 Date changes and early departure

Changes depend on availability and the rates for the revised dates. A change requested after the cancellation deadline may attract the applicable charge, which will be explained before the change is accepted. Date changes must be confirmed by the property or the original booking channel.

After check-in, the occupied night is non-refundable. Any adjustment for unused future nights depends on the booked rate, notice provided and management approval, without limiting applicable guest rights.

07 Refund handling and property cancellations

Refunds due under the booking terms are returned to the original payment method wherever possible. Approved direct refunds will be initiated within **seven working days**; bank or payment-provider crediting time is additional. We will provide a refund reference or an update on any delay.

Any deduction for a genuinely non-refundable payment-processing charge must have been clearly disclosed before booking and must be lawful; there is no automatic blanket deduction. OTA refunds follow the platform process.

If we cannot honour a confirmed booking, we will contact you promptly, offer a suitable alternative where available for your agreement, or refund amounts received for the accommodation we cannot provide. Guest cancellation penalties will not apply to a cancellation initiated by the property. Applicable consumer rights remain unaffected.

Payments and House Rules

08 Charges and payment

Rates, tax treatment, inclusions, payment deadlines and accepted payment methods will be shown before confirmation. Please settle room charges according to your booked payment terms and any agreed incidental charges before departure. An itemised bill or invoice will be provided. Only payment methods actually offered by reception or the booking engine are available; online card or UPI payment is not promised by this document.

Extra-person, extension, food and optional-service charges must be explained before acceptance. We do not add services without consent. The extra-person charge and bed arrangements are in section 03; the smoking cleaning charge is in section 10. Other damage charges follow section 14.

09 Visitors and quiet hours

Visitor hours are **9:00 AM to 9:00 PM**, with reception registration and the staying guest's agreement. Visitors may be asked for photo identification. Only registered overnight guests may stay overnight. Access may be restricted for safety or disturbance concerns. Guests must ensure their visitors follow these rules. Outside visitors may not join in-room alcohol consumption.

Quiet hours are **10:00 PM to 7:00 AM**. Please keep television, calls and conversation at a considerate volume. Parties, loud music, harassment and disruptive conduct are not permitted. Serious or repeated safety breaches may require a stay to end, subject to applicable law and a fair settlement of charges.

10 Smoking and alcohol

Smoking is prohibited in guest rooms and indoor common areas. Please ask reception where smoking is permitted outdoors. A **₹500 cleaning charge** applies to a verified in-room smoking violation. Any finding, including during the check-out inspection, will be documented and explained to the guest, with an opportunity to respond.

Registered staying guests may consume their own alcohol inside their rooms, subject to applicable law. Outside visitors may not join them for drinking. Alcohol consumption is not permitted in common or public areas. Intoxicated or disruptive behaviour is not permitted. The property does not promise alcohol sales or service.

11 Food and optional services

Outside food is not allowed in guest rooms. Guests may order food from the property's menu through reception. Menu items are served hot and fresh, subject to item availability and service hours confirmed when ordering. Prices are provided before an order is accepted. Meals are not included unless expressly stated in the booked rate. Cooking appliances, open flames and unsafe food preparation are not permitted.

Laundry is not an included service. If reception can arrange it, availability, provider, price and expected return time must be agreed before items are accepted. Please identify delicate or valuable items in advance.

12 Pets and children

Pets are allowed only with **prior reception approval**. Contact us before booking or bringing a pet. Approval depends on suitable arrangements and other guests' comfort; it is not automatic. Owners must supervise pets, maintain cleanliness and prevent noise or disturbance. Any conditions will be explained before approval. Guests requiring disability-related assistance should contact reception for appropriate arrangements. Parents or guardians must supervise children and report safety concerns promptly.

Care Safety and Assistance

13 Housekeeping and room privacy

Room cleaning is available daily **on request**, arranged through reception. Clean linen and towels are provided at arrival. To reduce water and laundry use, towels and linen are not automatically replaced every day; replacements are available on request and when needed for hygiene.

Staff will announce themselves and normally arrange housekeeping or maintenance access with the guest. Do Not Disturb requests will be respected, except where an emergency, an immediate safety concern or a lawful requirement makes access necessary. Guests may ask reception to reschedule routine work.

14 Damage valuables and lost property

Please report existing damage or missing items promptly. Guests are responsible for damage they or their visitors cause beyond normal wear and tear. Any requested repair, replacement or exceptional cleaning amount must be reasonable, documented and explained, with an opportunity for the guest to respond. Normal wear and tear is not chargeable.

Please take reasonable care of personal belongings and lock your room when leaving. Dedicated parking does not include a promise of valet service or secure custody. These statements do not exclude the property's responsibility where imposed by applicable law.

Please contact reception about lost items. Items found will be recorded and kept securely; return requires reasonable ownership verification. If shipping is requested, costs and arrangements will be agreed first. Retention and handling of unclaimed, perishable or hazardous items follow the property's internal procedure and applicable requirements.

15 Safety internet and personal information

Keep exits, corridors and fire equipment clear. Do not tamper with safety equipment, bring illegal or hazardous items, undertake unlawful activities, or use the premises for unauthorised commercial activity. Tell reception immediately about a safety concern or emergency.

Wi-Fi access details are available from reception. Please use the network lawfully and considerately. Speeds and availability may vary because of provider or technical issues; please report interruptions so we can assist. This is not a blanket exclusion of responsibility for promised services.

Registration and booking information is used for the stay, payment, guest assistance and applicable reporting requirements. Access is limited to authorised staff and relevant service providers. See the website Privacy Notice for further information. Any CCTV surveillance is restricted to appropriate common areas with notice; guest rooms and bathrooms are excluded.

16 Assistance and policy application

For assistance or a complaint, contact reception on +91 81238 11779 or reservations@supathamresidency.in. If unresolved, ask for the manager and quote your booking reference. Please raise concerns during the stay where possible so we have an opportunity to help.

This consolidated policy supersedes the separate direct-booking cancellation policy for new bookings from the effective date. Conditions disclosed for an existing booking continue to apply to that reservation. Revisions apply prospectively and do not retrospectively change an existing booking without agreement. Statutory rights remain unaffected.