



# Online Directory of Services

This document contains additional information like Directory of Services, Hotel House Rules, Hotel General Terms and Conditions and more.



*Dear Valued Guest,*

*Welcome / Welcome back to Jasminn® Hotel*

*We have some exciting news on the near horizon that look towards Jasminn becoming part of a global network, thus going further and stronger to be able to deliver the best that Jasminn always has had to offer.*

*We are also humbled with **YOUR** recognition of the worlds most respected travel rating award, the Tripadvisor's Travellers Choice Award for 2025 (and several other guest review awards), which is our **TWELFTH** award in a row! Thank You Dear Guest for the honour over the years*

***Jasminn® Hotel!** A flower, a fragrance, simple yet distinctive, elegant yet basic. The word evokes all the above and more. A new approach to hospitality, "Stay Your Way®".*

*I take this opportunity to thank you for your stay with us.*

***Jasminn® Hotel,** Betalbatim, Goa, is the quintessential village resort, showcasing the best of what Goa has to offer to our guests. All the elements of a simple life, yet the distinct touch of thoughtful luxury, are all packaged into an affordable holiday here.*

*Please dial Guest Services at any time for more help and information.*

*I take this opportunity to wish you a comfortable stay with us.*

*Let us all hope that together we work towards a safer happier and healthier tomorrow.*

*With warm Goan regards,*

**Manish Khanna**  
**Chairman & Managing Director**

## Hotel Service and Facilities

### Please dial 'Guest Services' for any assistance

<b>Activity Centre</b>	Our Activity Centre is in the Deluxe Wing Lobby, featuring “Gym in Jasminn” with modern Life Fitness multigym, Treadmill, & Elliptical Machine. We also have Table Tennis, Carom, Board Games, for your entertainment. Timings of the Activity Centre are 9 a.m. to 7 p.m. Please contact the Reception for details. Rules and Regulations for “Gym in Jasminn” to be strictly followed.
<b>Adaptors</b>	Available from Reception.
<b>Amenities</b>	Shampoo, toothpaste, razors, shaving-cream or any other amenities you may have forgotten, are available from the Reception at a nominal charge.
<b>Airline Information</b>	Please contact Reception.
<b>Air Conditioning</b>	Thermostats are provided via remote control to regulate the room temperature. Please set your thermostat at 23°C for comfort cooling. Switch off air conditioning when the balcony door is opened. For assistance, please contact Reception. The main switch for the air-conditioner is located at the bedside table closer to the air-conditioner. New Wing rooms have wall mounted thermostats. Save the environment by keeping your rooms at 24 <sup>o</sup> or 23 <sup>o</sup> C. Lower temperatures only burn all the air-conditioners faster and release more heat into the atmosphere. Please note, changing the ‘mode’ on the remote or wall panel can cause a difference in cooling. We request the same is not changed.
<b>Airport Transfer</b>	Please contact Reception the previous day of your departure. Reservations can be made 24 hrs. in advance, by email or when making your reservation. Conditions and charges apply.
<b>Baby Cot</b>	Available through Reception, on request.
<b>Baby Sitting</b>	Please contact Reception, preferably 8 hours in advance. **Conditions apply.
<b>Balconies</b>	Kindly lock the balcony door while going out of the room and at night. Residents must supervise their children on balconies. For the New Wing, please turn the latch counterclockwise to lock the door.
<b>Banks</b>	Most Indian banks have a branch office in Margao, approximately 8 kms. distance from <b>Jasminn® Hotel</b> . Please contact the Reception for your enquiry. ATM machines are 500 mtrs. away from the hotel.
<b>Bars</b>	Please see under Restaurants. Melati Bar located in “Melati RestoBar”.

<b>Bicycles</b>	For your convenience we have bicycles available. Please check with Reception. **Conditions apply.
<b>Books</b>	We have a large collection of books, novels, in our Library in the Deluxe Wing / Activity Centre. Do inquire at Reception for more. Enjoy a leisurely read at the poolside or the gardens. Kindly return the books back to Reception when finished. Should you have your own books you wish to leave behind, we will happily add them to our collection for our guests to enjoy!
<b>Bookshop/ Gift shop</b>	Within 500 mts
<b>Bottle Opener</b>	You will find a handy bottle opener behind your bathroom door.
<b>Breakfast</b>	Breakfast is served at Melati RestoBar. <b>Dial 2000</b> to connect.
<b>Cable/Fax/Email</b>	Please contact the Reception.
<b>Car Rental</b>	Please contact Reception.
<b>Cashier</b>	At the Reception counter.
<b>Cheques</b>	We do not accept personal cheques.
<b>Check-in time</b>	Check-in time is 2 p.m.
<b>Check-out time</b>	Check out time is 1100 hours. Should you require your room after this hour, please contact Reception.
<b>Clean My Room</b>	If you wish your room to be cleaned promptly, please put the sign on the door handle or contact Reception. In the Superior Wing, please switch on the sign. (PLEASE NOTE present restrictions if any will apply due to the safety precautions for Covid-19 pandemic)
<b>Cold Tap Water</b>	Please turn tap towards <b>right for cold water</b> . For assistance please contact Reception. Tap water is NOT potable. Please use the glass / bottled water at your brewing station. Tap water, however, is suitable for brushing teeth etc.
<b>Embassies / Consulate</b>	Our Reception would be glad to assist you.
<b>Courier service</b>	Please contact Reception.
<b>Currency Exchange</b>	<del>We provide foreign exchange services. Please contact the Reception. Please keep your encashment certificate till you leave the country. This is an extended service to our guests. We have all the appropriate licenses to</del>

~~give this service.~~ CURRENTLY NOT AVAILABLE AS ON APRIL 2026.

<b>Doctor</b>	If you need a doctor, please contact Reception.
<b>Do Not Disturb</b>	If you wish not to be disturbed, please put the sign outside your door and also advise the Reception for your incoming calls. For the Superior and Premier rooms, simply activate the DND button at the room entrance.
<b>Drinking Water</b>	We provide a complimentary bottle of 1litre bottled water daily upon check-in. For additional bottles please dial ‘Guest Services’ or ‘Room Service’. In trying to reduce plastic, we plan on using refillable glass bottles with filtered water. We have also provided water stations on the floors of each wing where you can help yourself. We seek your help in getting rid of the plastic menace. Charges will apply.
<b>Electrical</b>	We have provided <b>220 volts</b> in the room. There is no provision for 110 volts.
<b>Current</b>	Full generator back-up is available; in case of power failure please stay in your position for two minutes the generator will switch on automatically. For any assistance, please contact Reception.
<b>Emergencies</b>	Dial ( <b>‘Guest Services’</b> ) Reception immediately.
<b>Energy Saver</b>	Energy is one of the most valuable resources of mankind. Let us make it our common aim to use this vital commodity only when required. Please remove your key tag when you leave the room.
<b>Extra Bed</b>	Please contact Reception who will assist you with the requirement. In the Superior Wing the sofa can be converted to an extra bed. Check with ‘Guest Services’ for charges.
<b>E-mail Free</b>	Wi-Fi internet access is available throughout the property **Conditions apply.
<b>First Aid</b>	Please contact Reception.
<b>Fire Instructions</b>	For your safety, please read the procedure at the end of this directory and familiarize yourself with the fire exit plan put up on the room door. Act according to instructions and proceed to nearest exit.
<b>Foreign Exchange</b>	We are authorized dealers to exchange foreign exchange and provide proper receipts against exchange purchased. Beware of individuals who may offer you better rates outside our hotel but will cheat you with fake currency.
<b>Flower Arrangements</b>	Can be provided by giving prior notice. Please contact ‘Guest Services’.
<b>Minibar</b>	A mini bar is available in all rooms.

<b>Games</b>	We have a carom board and various other board games available at the Activity Centre. Please contact Reception.
<b>Generator</b>	Full generator back-up is available, in case of power failures please stay in your position; it takes a minute or two for the generator to switch on. Apartments may take a minute longer.
<b>Hotel Reservations</b>	Please contact ‘Guest Services’ for your requirements or send an email to <a href="mailto:reserve@jasminn.in">reserve@jasminn.in</a>
<b>Gymnasium</b>	Please refer to “Gym in Jasminn” later in this document. Located in the Deluxe Wing.
<b>Hot Water</b>	We have a 24x7 solar water heating system. Please turn tap towards ‘left’ for hot water and ‘right’ for cold water. Please use the bucket provided and let water fill for few minutes until you get hot water (this helps save water which can be used for bathing, flushing etc.). For assistance, please contact Reception.
<b>Housekeeping</b>	Contact ‘Guest Services’ should you require additional blankets, pillows, hangers, beds, cots or cleaning services. Please note our welcome letter mentions current restrictions on House Keeping services.
<b>Hygiene:</b>	Covid-19 has shocked the world. It has made us all change our ways. During and post the pandemic, we all have made wearing masks, gloves where required, using sanitizers all the time, all part of our “new normal.” We at Jasminn take this very seriously and have ensured that we conform to all government regulations when it comes to hygiene and sanitization. We follow strict guidelines for social distancing, minimal touch points and more. Please refer to our Covid-19 specific note at the end of this directory. We request your kind cooperation in this continuing effort to keep all of us safe and ensure you have a vacation and stay you enjoy.
<b>In-Room Dining</b>	In-Room Dining is available for limited hours. Our menu is available in your room via a QR Code or a menu placed on the writing table. Please dial ‘In-Room Dining’ for your order. Also please check our website for the menu.
<b>Ice Cubes</b>	Please dial 2000. Charges apply.
<b>Internet</b>	Free Wi-Fi internet is available throughout the hotel. Open your browser and follow the instructions. Please note the disclaimer. ** Conditions Apply.
<b>Key Card</b>	Please deposit your key card at the Reception when you leave your room.
<b>Laundry</b>	The laundry bag and list is available in your wardrobe or please call Reception. <b>Please do not drape laundry over the balcony railings.</b> We have clothes racks on the balconies or can be provided on request.

<b>Library</b>	For book lovers we have a varied collection a books and novels and magazines in the Deluxe Lobby Library. Please call Reception.
<b>Lifeguard</b>	<b>There is no dedicated lifeguard on duty.</b> Swimming in the pool is at your own risk. Please read ‘Pool Regulations’ carefully before entering the pool. Children below the age of 18 years must be always accompanied by guardian. At the beach, the sea may appear calm but there may be a strong underwater current. Please pay heed to the lifeguards on duty. <b>Please be careful.</b>
<b>Room Locks</b>	We use high security Onity key card locks for your safety. Please keep your room door closed at all times. Management is not responsible for any losses from your room. Please use the provided electronic safes in rooms. Kindly refer to house rules and regulations at the end of this directory.
<b>Lost and Found</b>	Please contact Reception if you have lost a personal belonging or find something on the premises. Our staff will do all they can to help.
<b>Mail Delivery</b>	Your mail, messages and faxes, will be kept at Reception.
<b>Messages</b>	Please call ‘Guest Services’.
<b>Medicine</b>	We provide only topical first aid. Hotel does not provide any edible medication. If you need a prescribed drug, kindly contact Reception with the doctor’s prescription. They will assist you in procuring the same. Please note that procuring medicines from outside may take some time.
<b>Newspapers</b>	Please enjoy our free Wi-Fi to view digital new papers online.
<b>Outside Dining</b>	We conform to stringent industry norms for hygiene and cleanliness at our restaurant within the hotel. There are a few restaurants, shacks and bars in the vicinity of the hotel. We recommend that our guests exercise extreme caution before trying any of them as we cannot guarantee the standards of hygiene at these establishments. While we do not permit outside food, if guests still insist, and food is ordered from an outside restaurant or delivery service, the same will have to be collected from the security time office at the entrance of the hotel by the guest directly. The hotel will not permit the delivery persons access to guest floors or accept delivery on behalf of guests. Also, please do note, guests asking for crockery and cutlery to consume this outside food, will be charged for the same. It is highly unfair to not avail our food services, get food from outside despite our rules, and then expect us to cater to your requirements without a charge.
<b>Parking</b>	We have a free public parking area and parking is at owner’s risk. Self-parking only.
<b>Packed Lunches</b>	Please place the order the night before with the restaurant or give us at least half a day notice.

<b>Pets</b>	<b>WE ARE PET FRIENDLY. We welcome your furry friends to stay with you.</b> Please do contact us for details. We have limited rooms, room types available for your pets. Terms and conditions apply. Kindly refer to our Pets Policy online.
<b>Photographer</b>	To organize a photographer, please contact Reception.
<b>Place of Worship</b>	For information please contact Reception.
<b>Pool Towels</b>	Striped pool towels are available at the poolside / bathroom on a sign in/out basis. Please <b>do not</b> use white bath towels outside your room. Charges will apply for loss or damage of towels.
<b>Reception</b>	Please Dial ‘Guest Services’.
<b>Restaurant</b>	Serving a multi-cuisine menu, <b>Melati RestoBar</b> is the perfect setting to relax and enjoy specialties from around the world. Situated at the side of the hotel overlooking the garden lawns. – Please dial ‘ <b>Restaurant</b> ’.
Breakfast	: 8 a.m. to 10.30 a.m.
Lunch	: 12.30 p.m. to 3 p.m.
Dinner	: 7.30 p.m. to 10.30 p.m.
<b>Room Service</b>	In-Room Dining is available for limited hours. Our menu is available in your room via a QR Code or a menu placed on the writing table. Please dial ‘In-Room Dining’ for your order. Also please check our website for the menu.
<b>Safe Deposit Locker</b>	Every room has an electronic high security Onity safe deposit locker in the wardrobe. Management does not accept responsibility for valuables or cash kept in the room. Please refer to the hotel rules and regulations at the end of this directory. In case your safe gets locked out, please call ‘Guest Services’ for assistance.
<b>Safety</b>	Guests are advised to lock the door and windows while in the room. Upon leaving the rooms please deposit the key card at the Reception.
<b>Sanitization:</b>	<b>Covid-19</b> has shocked the world. It has made us all change our ways. During and post the pandemic, we all have made wearing masks, gloves where required, using sanitizers all the time, all part of our “new normal.” We at Jasminn take this very seriously and have ensured that we conform to all government regulations when it comes to hygiene and sanitization. We follow strict guidelines for social distancing, minimal touch points and more. Please refer to our <b>Covid-19</b> specific note in this directory. We request your kind cooperation in this continuing effort to keep all of us safe and ensure you have a vacation and stay you enjoy.
<b>Security</b>	For assistance please contact Reception. We recommend not to encourage private / taxi chauffeurs and attendants to enter your room.

<b>Secretarial Services</b>	Please contact ‘Guest Services’.
<b>Scooters/ Motorcycle</b>	For hiring the same, ‘Guest Services’ will put you in touch with local vendors. Management is not responsible for the same. We only facilitate the service.
<b>Shopping</b>	The closest city is Margao, only 8 km from <i>Jasminn® Hotel</i> and is accessible by local bus or private taxi.
<b>Sight-seeing &amp; Tours</b>	Please contact Reception. We offer basic sightseeing packages. We have our preferred chauffeur service which we encourage you to use. We can guarantee his services. For more detailed tours, you will have to speak directly to the local taxi drivers near the hotel. The hotel will not be party to these negotiations with anyone other than our recommended service.
<b>Swimming Pool</b>	The outdoor pools are open from 7 a.m. to 7 p.m. There is <b>no lifeguard on duty</b> and swimming is <b>at your own risk</b> . Please read the ‘Pool Regulations’ before entering the pool. Showers before a swim are compulsory. Appropriate swim wear is compulsory. We have new pool regulations in place in keeping with the current Covid-19 pandemic. Please check with the Reception upon arrival for the same. These are for your own safety. Staggered timings, social distancing etc. apply. We have TWO pools in the property for you to enjoy, so rest assured, you can splash away, safely. Please do cooperate.
<b>Tea /Coffee</b>	Your room is provided with a tea/coffee maker. This is replenished <b>once</b> daily; charges apply for extra replenishments. Please refer to Covid-19 restrictions on our staff entering your room for stays under three days.
<b>Taxi Inquiry</b>	Please get in touch with the Reception. Taxis are provided by individual operators. The management of <i>Jasminn® Hotel</i> cannot take any responsibility for the same. Any disputes are not the responsibility of the management; we only help in facilitating the service.
<b>Telefax Services</b>	For services, please contact Reception.
<b>Wi-Fi</b>	Free Wi-Fi is available across the property. We provide for up to 3 devices per room. We have a dedicated leased line for the same. Speed and Download limits do apply for the complimentary service. In case you require faster and unlimited services we have attractive charged plans. Please check with Reception for the same,
<b>Wakeup Call</b>	The Reception will be happy to wake you any time you wish. Please contact Reception for your requirement.
<b>Balcony</b>	All guest rooms are attached with balcony. Please enjoy the garden / village / dense green view however please keep the balcony door closed at all times to avoid insects, bugs, pests sneaking into your room. Also, please



do not allow children below 18 years in the balcony without accompanying for their safety.

**Non Smoking**

All guest rooms are strictly nonsmoking and any trace / indication of in room smoking will attract a nominal fee of INR 3000 as dehumidifying and sanitization process.

## Fire Safety Guidelines

1. Please study the detailed fire escape plan on the rear of your room door.
2. Report any fire before trying to extinguish it, **dial '0' for Reception immediately.**
3. Switch off your air conditioner.
4. Attempt attacking only tiny fires by using the nearest fire extinguisher. Do not put yourself at risk.
5. Evacuate. Should the fire get out of control, close all doors behind you and leave the building via exit staircase.
6. Do not attempt to pack belongings. Time is precious. Save your life first.
7. Take your room key with you. You may need to go back to your room if your exit is blocked. Stay calm. Panic will not help. Keep the fire out. If you cannot leave the room, wet the towels or sheets and wedge these under the door to prevent smoke from entering the room. Remove the drapes from the windows. Have water ready, i.e. Fill your bucket with water to quickly remoisten wet clothes.
8. Inform someone of your presence. Call the Reception, beat on the door, or signal the people below from the window to attract their attention.
9. Keeping in mind this is only a two storied building and accessible from all sides, do not jump out of the building, stay calm and relax. Rescue might be just a few minutes away.

## Telephone Usage Guidelines

1. Happy to offer all our guests FREE calling ANYWHERE IN INDIA. We have the latest Jio Digital lines where you can call any number in INDIA, FREE of charge.
2. For International calls charges apply.
3. The telephone sticker on your telephone instrument gives you basic instructions for dialing room to room, local, national, and international.
4. STD/ISD dialing facility are available on your telephone. Please dial Reception for information on STD and ISD codes of important cities of India and the world.
5. For **local** call dial 9 + local telephone number  
For **national** call dial 9 + STD code + number  
(E.g. for New Delhi dial 9 + 011 + xxxxxxxx). Please call the reception for any updated information.  
For **international** call dial 9 + international code + city code + number  
(E.g. for France dial 9 + 0033 +1 + xxxxxxxx). Please call the reception for any updated information.
6. **Room to room** dialing; please dial the direct room number.
7. If you want a **wakeup call**, please inform the Reception.
8. **Do not disturb**, If you do not want to be disturbed by any incoming telephone call please inform Reception.
9. The hotel levies a surcharge on all outgoing calls.

## **Jasminn<sup>®</sup> Hotel**

### **Hotel Rules and Regulations**

The following are the terms and conditions of the agreement under which rooms are permitted to be used by the guests and are binding on them:

1. **Right of Admission:** The management reserves to itself the absolute right of admission to any person in the hotel premises and to request any guest to vacate his or her room at any moment without previous notice, and without assigning any reason whatsoever and the guest shall be bound to vacate when requested to do so in default the management will be entitled to remove the luggage and belongings of the visitor from the room occupied by him or her and lock the room.
2. **Tariff:** Indicated on your 'registration card'.
3. **Settlement of Bills:** On arrival the total amount for the entire length of stay must be settled. Bills must be settled on presentation at check out or during extension of stay. Cheques are not accepted.
4. **Company's lien on visitors' luggage and belongings:** In the case of default in payment of dues by a guest, the management shall be entitled to a lien on the luggage and belongings and to detain the same and to sell or auction such property at any time after the day of departure without reference to the party and appropriate the net sale proceeds towards amount due by the guests.
5. **Departure:** Check-out time is 1100 hours. If you wish to stay on beyond this time and the room is available, please contact the Duty Manager.
6. **Tipping:** We levy a 5% discretionary service charge at the restaurant, bar and in-room dining. No service charge is levied on accommodation and other services. Staff is instructed not to solicit tips.
7. **Luggage storage:** Luggage can be stored in the luggage room at the guest's sole risk as to loss or damage from any cause. Luggage cannot be stored for a period of over six weeks.
8. **Valuables:** Hotel residents are requested not to leave any valuables in their rooms, but to deposit them in the safe available in their room wardrobe. Any valuables left in the room will be at the residents' own risk. The management does not take responsibility for any such losses.
9. **Visitor's Belongings:** Visitors are particularly requested to lock the door of their rooms when going out or when going to bed. The company will not in any way whatsoever, be responsible for a loss of resident's goods or any other property not entrusted to the management or for damage therefore whether due to neglect of hotel staff or other cause whatsoever including theft or pilferage.
10. **Damage to Property:** In case of damage to hotel property by residents or their guests, the residents will be liable to compensate the hotel for the same.

11. **Relations Between Company and Visitors:** Nothing above or herein shall be deemed to constitute at any time or under any circumstances, any relationship of landlord and tenant between the management and the residents, and the management shall always be deemed to be in complete and absolute possession and full control of the entire hotel premises at all times.
12. **Personal Staff:** Personal staff are not allowed to wait upon residents either in the room or other areas in the hotel, without prior permission of the management.
13. **Pets: Pets are permitted in the hotel.** Terms and conditions apply. Please check with Reception for more information.
14. **Entertaining of guests:** Visitors are not permitted in the guest rooms after 7 p.m. Lady guests should be entertained in public areas of the hotel only.
15. **Security:** For the safety of residents, the management is doing all they can to maintain proper security arrangements in this hotel. It is in the interest of residents (even if they feel it inconvenient) to thoroughly discourage calling hawkers, photographers, guides cab driver, messengers, tailor, launderers, shopkeepers, representatives, etc. to their rooms and immediately report to the management, either in person or on telephone any annoyance caused to them by anyone. This will greatly help the management maintain efficient security.
16. **Government Rules & Regulations:** Guest are requested to observe the government rules & regulations in force time to time in respect of registration, alcoholic drinks, firearms, etc.
17. **Hazardous Goods:** Bringing into and/or storing of raw or exposed cinema films, or any other articles of combustible or hazardous nature and/or prohibited goods and/or goods of objectionable nature in the hotel, is prohibited. The guest/visitors, shall be solely liable and responsible to the management, its other guests, invitees, visitors, agents and staff for any loss, financial or other damage that may be caused by such articles or as a result of the guest's/visitor's own negligence and non-observance of any/all instructions.
18. **Use of hotel facilities:** the guest/visitor shall use all the facilities and services available at the hotel with care and caution and entirely at the guest's/visitor's risk. The guest/visitor shall agree to abide by and follow instructions placed by the management at various places in the hotel premises. The management shall not be responsible for any injury to the guest/visitor or damage to the guest's/visitor's goods that may be caused as a result of use of the facilities/services or from any reason whatsoever.
19. **Amendment of rules:** The management reserves to itself the right to add to, or alter or amend any of the above terms, conditions and rules.
20. The guest agrees that his/her liability for bills is not waived and agrees to be held personally liable in the event that the indicated person, company or association fails to pay part or the full amount of these charges.
21. All disputes subject to Goa jurisdiction.

## *Rustic Elegance and Chic?!*

### *Superior and Premier Rooms*

What an oxymoron! How can something be shabby yet be called chic?! That's exactly what we have tried to achieve in our design of these amazing new rooms. What you see as stains, or marks of mud, are exactly that. They are in the tiles or the woodwork. Does this mean the tiles or cupboards are dirty? Most definitely not. Our rooms are spic and span. We may just be able to eat off the floors. We don't want you to of course!

- Notice our theme. Rough plastered whitewashed walls flowing to curved white ceilings
- The flooring tiles are handmade cement tiles from Bikaner in Rajasthan. While making these tiles, mud would have entered the mold, and rather than discarding these tiles while laying them, we chose to use them to enhance the essence and look of the entire flooring. Run your finger on the same.... Does mud come out? No, it will not.
- The bathrooms have the walls in their distressed aqua green finish, with the black sand blasted granite niches, as well as flooring. The rustic distressed finished coves are below the vanity counter to place towels and other amenities yet feature modern Kohler and Jaquar fittings.
- The fixed stone bed headboard and side tables in distressed paint add to the whole dirty chic look. Elegant drapes and sheer curtains give you your privacy.
- Our furniture in distressed paints, different colours give the feel of putting together boards of wood from older furniture. Again, hand crafted from Rajasthan, these pieces of furniture from the TV table, dining table, minibar to the wardrobe, give the exact distressed look and feel.
- At over 320 sq.ft., these rooms are larger than most luxury hotels in Goa and elsewhere!

All this does not mean we compromise on other finer and modern amenities we have provided in these rooms. To list a few:

- ☑ Super comfortable 10" pocket spring mattresses for a perfect night's sleep.
- ☑ Concealed individual air-conditioning units
- ☑ 32" or 43" HD LED TV's with HD channels via set top box
- ☑ LED lighting in the whole building. *We need to save energy for everyone's future!*
- ☑ Solar hot water, 24x7. *Renewable energy is the only way to go!*
- ☑ Modern minibars and Brewing Station
- ☑ Modern high security Onity locks and in-room safes
- ☑ Telephone with International Direct Dialing
- ☑ Wi-Fi access across the property
- ☑ Large balcony sit out with views of either of our swimming pools (probably the only boutique budget hotel in Goa with **two** pools!)



Do give us your valuable feedback on these rooms. Also, visit [www.jasminnhotels.com](http://www.jasminnhotels.com) for more information, instant booking at best rates, picture galleries and all our other facilities and services.

Warmest Goan regards,

*Team Jasminn*



## ***Gym in Jasminn Fitness Etiquettes***

***Gym use is restricted in the current pandemic situation. Please check with Reception for more details.***

- ☒ Fitness center is open from 9 am to 7 pm. Located in the DELUXE WING.
- ☒ Please check in at the desk and sign in the sheet provided.
- ☒ **Children under 16 years of age are not permitted to use the fitness centre nor are they permitted to accompany an adult while the adult is using the gym.**
- ☒ Food and alcohol are prohibited in the gym premises. Only individually bottled non-alcoholic beverages may be consumed.
- ☒ Guests should not carry any glass containers to avoid mishaps.
- ☒ Please wear appropriate gym attire and footwear. Street shoes, slippers, sandals or bare feet are not allowed in the gym. Only athletic sport shoes with non-marking soles.
- ☒ Please do not wear any jewelry it may get caught in the equipment. Dupattas and scarves are not permitted in workout area.
- ☒ Do not exercise or use any of the wellness centre facilities after consuming a heavy meal or drugs that may cause drowsiness.
- ☒ Anyone beginning an exercise program for the first time should consult with his or her physician and the fitness trainer.
- ☒ Individuals suffering from any medical conditions are advised to seek medical advice before commencing any exercise program (persons with diabetes, heart problems and high or low blood pressure or on strong prescriptions should consult their doctor before exercising).
- ☒ No wet bathing suits in gym.
- ☒ Turn off your mobile phone while exercising.
- ☒ This facility is not supervised during working hours and the guests uses these facilities at his/her own risk.
- ☒ Please replace the gym equipment in their designated areas after use to avoid accidents.
- ☒ This facility is under CCTV monitoring.
- ☒ Use of the entire fitness equipment and facilities is used at the user's own risk.

All gym users must follow prescribed etiquette. The gym instructor/hotel security/hotel staff have the right to prohibit any member/user/s from using the facilities if found breaching any of the above. Conditions apply.

Jasminn® Hotel, is not responsible for any injuries/accidents and/or loss of personal belongings in the gym premises.

# General Terms and Conditions

## HOTEL POLICY AND GENERAL TERMS AND CONDITIONS

### REGISTRATION AND CHECK IN POLICY

- According to government regulations, a valid Photo ID has to be carried by every person above the age of 18 staying at Jasminn Hotel. The Government identification proof accepted is Aadhar Card for Indian and passport (for non Indian guests). Driver's License and Voters Card can be accepted with all details clearly visible. PAN card is not acceptable as address proof. The guest will not be allowed to check-in without a valid ID.
- The primary guest checking in to the hotel must be at least 18 years of age.
- The rates on the registration card are per night. Taxes may be additional. Please check your registration card accordingly.
- Early check-in or late check-out is subject to availability and may be chargeable by Jasminn Hotel. The standard check-in time is 1400 hours, and the standard check-out time is 1100 hours. After booking, you will be sent an email confirmation with the hotel phone number. You can contact the hotel directly for early check-in or late check-out.
- An early departure fee of one night charge plus taxes is applicable if the departure date is earlier than the original departure date during the stay.
- Foreign nationals are to present their passport and valid visa, and Indian nationals can present their government authorized photo identity card including accompanying child.

- Certain room tariff (or plans) may include all taxes. Please refer to your confirmation voucher for details. The amount paid for the room does not include charges for optional services and facilities (such as room service, mini bar, snacks or telephone calls). These will be charged at the time of check-out from the Hotel.
- For guests on any **meal plans** like Continental Plan, American Plan or Modified American Plan etc., the meals have to be availed of on a daily basis on the same day. If any meal segment is unused, the same, will NOT carry forward or be clubbed together, and will lapse on that day.
- For bookings not prepaid at reservation stage, a guarantee of total accommodation charges by a credit pre-authorization or deposit by debit card or cash is required to be made at check-in.
- Rs 250/- will be charged if key cards are not deposited at the cashier counter upon check-out.
- The room rates are subject to applicable Goods & Service Taxes (GST). If you are staying with us for business purposes and wish to avail the Input Tax Credit on your GST invoice, you need to provide your Company's GST details at the time of Check-in so that same can be printed on your Invoice.
- By signing the Guest Registration Card, you agree to pay all charges incurred by you during your stay in the hotel, and to settle your account.
- In case of billing crossing Rs.24,999/-, and guests wishing to pay in cash, Indian nationals will be required to furnish their PAN cards prior to settlement.
- Visitors are not permitted in guest rooms between 1900 hours and 0700 hours.

- The hotel is not responsible for the safety of any valuables left in the guest room.
- Electronic safe deposit lockers are available free of charge in your room. Please avail of the same.
- If after departure from your room, in case of any hotel property is missing from your room or any damage / loss to hotel property, the same would be charged to your credit card.
- Child pornography is strictly prohibited in line with child sex offence act 2013 & ITA act India.
- Use of sanitizer stations across the property in all public areas is a must for your safety and that of others.
- Guest confirms and acknowledges, all the information on the Guest Registration Card, including your arrival & departure dates, is correct.
- For any updates, the guest shall pay applicable cancellation/modification charges.
- Modified bookings will be subject to availability and revised booking policy of the Hotel.
- The cancellation/modification charges will vary as per seasonality and any waiver is at the hotel's discretion.
- You agree that your use of swimming pool, any exercise equipment and other similar services across the hotel are voluntarily undertaken by you and is at your own risk.
- Jasminn Hotel reserves the right of admission. Accommodation can be denied to guests posing as a 'couple' if suitable proof of identification is not presented at check-in.



- Jasminn Hotel reserves the right of admission for local residents. Accommodation can be denied to guests residing in the same city.
- All disputes are subject to Goa jurisdiction.

### **OCCUPIER POLICY**

- Maximum 02 adults are allowed to stay in a room. For our 2 bed room Suites, maximum occupancy is for 04 adults.

### **Children Policy:**

Child below 8 years can stay free with the parents using the existing bed. Above 8 years, the child will be considered as an adult and allowed using Extra Bed. Children have to be accompanied by the parents while staying in the room.

- Extra Bed: Will be provided at Rs.1200/-+ taxes on bed and breakfast.

### **CANCELLATION POLICY**

Cancellation and prepayment policies vary as per reservations and season. Please check with us at the hotel for clarifications.

For the period of 23rd December to 5th January, each year, ALL STAYS are to be paid 100% in FULL and there will be NO CANCELLATIONS / REFUNDS during this period under ANY CIRCUMSTANCES.

MANDATORY GALA DINNER, PRE-PAID AT CHECK IN, IS APPLICABLE FOR EVERY 24<sup>th</sup> DECEMBER & 31<sup>ST</sup> DECEMBER.



## PAYMENT MODE

- For bookings made via the Hotel's website <https://jasminnhotels.com/pay-now/> all payments are to be made in advance by Credit Card or various payment options offered by our secure payment gateway.
- We accept all major domestic and international debit and credit cards.
- We accept cash payments subject to a limit of Rs.24,999/-. Amounts larger than this will require guests to present us their PAN Cards.
- Cheques are **not** accepted.
- We have also enabled QR Code based links (displayed in the property and on our website at <https://jasminnhotels.com/pay-now/> for additional payment methods using several online payment wallets now used daily. They include UPI and major options like Google Pay, Paytm, Amazon Pay, etc. We encourage our guests to avail of the same to ensure cashless and smooth payment options.

## CHECK-IN/OUT

**Hotel Check-in Time is 1400 hours; Check-out Time is 1100 hours.**

## PETS POLICY

Happy to announce Jasminn Hotel is PET FRIENDLY!

We have already welcomed many and would love to welcome many more of your furry friends to join you on your vacation at Jasminn.

- **Pet Eligibility:** Only grown dogs and cats are permitted; no puppies or kittens are allowed. Additionally, pets must weigh under 25 kilograms. The management reserves the right to make the final decision regarding pet accommodation.
- **Designated Pet-Friendly Rooms:** Deluxe rooms (ground floor) and two of our superior rooms (ground floor) are allocated as pet-friendly to accommodate guests traveling with pets. These rooms are subject to availability and should be reserved in advance.
- **Daily Pet Charges:** Guests bringing pets will be charged a daily fee of INR 1500++ per pet staying in the room. One meal daily from our pet-friendly menu/kibble, pet bed/mat, and pet goodie will be provided during the stay.
- **Refundable Deposit:** A onetime refundable deposit of INR 3500++ will be charged for guests bringing pets. This deposit is intended to cover any potential damages caused by the pet during the stay and will be refunded upon inspection of the room during check-out.
- **Pet Behaviour & Training:** Pets must be properly trained, exhibiting no loud barking, and must be appropriately restrained by the guest. They must also be fully potty trained.
- **Cleaning Responsibilities:** Guests are responsible for cleaning up after their pets both in the room and in common areas. Our housekeeping staff will provide necessary equipment such as plastic bags in case of accidents but will not be responsible for cleaning up after the pet.
- **Accommodation:** Only one pet is allowed per room, and this is applicable only in our designated pet-friendly rooms. Please note, pets are not allowed in the restaurant.
- **Leash Requirement:** Pets must be kept on a leash when in the hotel or on hotel property unless they are in the guest's room.
- **Unattended Pets:** Pets cannot be left unattended in guest rooms at any time.
- **Restrictions on Furniture:** Pets are not allowed on any linen or furniture.
- **Room Servicing:** Guests must contact the housekeeping department to arrange a convenient time for servicing their room in the presence of their pet.
- **Liability and Indemnification:** Guests are responsible for all property damages and/or personal injuries resulting from their pet. By bringing a pet onto the premises, guests agree to indemnify and hold harmless



the hotel, its owners, and its operators from all liability and damage suffered as a result of the guest's pet.

- *Acknowledgment of Pet Policy:* All guests bringing pets are required to read and agree to our pet policy upon check-in.

## **OUTSIDE FOOD WAIVER AND RELEASE OF LIABILITY FOR EXTERNAL FOOD**

The guest hereby acknowledges that it is their sole decision to order food and beverages from outside the hotel. If the said food or beverage products cause themselves any personal injuries, allergies, reactions, pain, food-borne illness, discomfort, any medical condition or loss of life, it would be at their sole risk and consequences.

The guest, thus releases Jasminn® Hotel, its parent and subsidiaries, officers, directors, agents, affiliates, employees, the owner of the hotel and each of them (hereinafter collectively referred to as, “*Jasminn*”) from all liabilities and or claims.

The guest thus agrees to release and discharge *Jasminn*, from all liability.

We wish to further inform the guest, that any request for crockery, cutlery and glassware to be sent to a guest’s room without a food or beverage order from our Restaurant and Outlets shall incur an additional charge PER set. Please check with our reception for the charges.

This includes the request to re-heat outside food and beverages, and any other food items, the same will incur an additional charge PER item, and waiver of all liability of Jasminn is established. Please check with our reception for the charges.

While the above waiver information is clear, we wish to add, in these difficult pandemic times or otherwise, we can only inform you that it is highly unfair to get outside food and beverages and expect us to provide you with a service of re-heating, free crockery etc. at no charge. We maintain strict hygiene levels of keeping our equipment clean and sanitized, incur high costs for the same by



means of hygienic process for cleaning etc. All this has a high cost to us, and we do not compromise on guest hygiene and safety. We do hope you understand and will cooperate with the same.

THE GUEST ACKNOWLEDGES THAT THEY HAVE CAREFULLY READ THIS WAIVER AND RELEASE AND FULLY UNDERSTAND THAT IT IS A WAIVER RELEASE OF LIABILITY.

## ROOM INCLUSIONS

- All Jasminn Hotel rooms are air-conditioned with a flat-screen LED TV with satellite channels.
- The washroom comes with complimentary, hand wash, body lotion, shampoo and body wash. Our Superior, Premier and Suites (1BHK and 2BHK), have additional complimentary toiletries and amenities in the room.
- Every room has a complimentary brewing station that is topped up once a day.
- Complimentary Wi-Fi access (up to 3 devices per room) is included with the room. (Download limit of 1GB per day and 2mbps speeds).
- Certain additional services and facilities may be available based on the room type, rate and services booked. These can be added, modified, removed at any time at the sole discretion of the Hotel and its Owning Company.
- Please note, during the Covid-19 pandemic, in order to reduce and restrict close contact with one another, certain services and facilities have been changed, restricted or made not available. This may be either due to mandatory rules and regulations by authorities or limited by the management. Please stay updated by referring to the Covid-19 Instruction link that is updated as required.

In no event shall Jasminn® Hotel, Jasminn Hospitality Services Private Limited, nor its subsidiaries, agents, divisions, affiliates, representatives or licensors be liable to any indirect, incidental or consequential damages whatsoever (including, without limitation, damages for loss of profits or loss of information) arising from use or inability to use the contents, even if Jasminn Hospitality Services Private Limited has been informed of the possibility of such damages.



**Jasminn Hospitality Services Private Limited reserves the right of admission, change of any rules, regulations at its sole discretion.**

Last Update: Wednesday, 1 April 2026