

Check in/Check Out Policy

Thank you for choosing to stay with us. Your satisfaction is our commitment, and we assure you of our best efforts to meet your requirements.

Kindly make a 100% advance payment to initiate the Check in Process promptly. Your cooperation is greatly appreciated.

- **Check in: Room's check-in: 01:00 PM (IST)**
- **Check Out: Room's check-out: 11:00 AM (IST)**

Valid Govt id required along with address for all the guests & for foreign nationals valid Passport & Vias Copy for Check in Purpose

Early arrival

Check-in time is from 1:00 pm. However, should you wish to check-in earlier, please inform us 24- 48 hours prior for us to accommodate your request. Early check-ins are not guaranteed and are subject to availability. If you choose not to check in early or we are unable to accommodate an early check-in request, we can have you store your luggage with us, till it is check-in time.

Late departure

Check-out time is 11:00 am. Any check-outs after this time shall be subject to additional charges as follows: check- outs made until 6:00 pm 50% of the daily rate, after 6:00 pm 100% of the daily rate.

Occupancy :

- All our Cottages are on Double occupancy basis only
- Extra Adult (all above the age of 12 years are considered Adults)
- Extra Child (all Children above 5 years & below 12 years)
- All Children below 5 years stay on complimentary basis no extra bed is provided

Payment: Accepted methods include cash, UPI & online bank transfer. All payments must be made in full before departure.

Cancellation Policy

All cancellation requests will be accepted only by email and can be mailed to arval@orchidsjunglecamp.com.

- For cancellations made:
- 15 (fifteen) days prior to your date of arrival, no cancellation fee or charges shall apply.
- 10 (ten) days prior to your date of arrival we will charge you a cancellation fee of 25% of your booking amount.
- 7 (seven) days prior to your date of arrival we will charge you a cancellation fee of 50% of your booking amount.
- 6 (six) days to 1(one) day prior to your date of arrival or in the event of a no-show no refunds shall be made.
- All refunds shall be made only through bank transfers and within 2(two)- (4) (four) weeks of cancellation (or as per standard bank policy)
- Kindly note that all cancellations shall be subject to a charge of 15% (fifteen percent) towards payment processing charges which shall be deducted from the booking amount prior to making any refund (if such refund is applicable).
- **JUNGLE SAFARIES once booked cannot be canceled or refunded by us.**

Lodge Capacity: The lodge has 8 cottage Rooms with a maximum capacity of 24 guests at a time in triple occupancy.

Safety & Precautions

We remain very concerned about the safety, wellbeing, and leisure of our guests and wish for them to have a wonderful time with us and carry back memories to cherish and return to create more of them.

Your comfort and happiness, during your visit and stay with us, remain of paramount importance to us, as such we do expect adherence to some rules, which we remain very particular about.

1. Orchids Jungle Camp is a Family destination and as such we expect our guests to behave in a dignified manner, not infringing on others' sentiments or comforts. We believe in responsible tourism and expect that our advice as to the safety and wellbeing of person and property should be respected and adhered to.
2. Orchids Jungle Camp remains a no-smoking zone, and we have designated areas where those who smoke can have privacy while others are not subjected to passive smoking. Lights and cigarettes must be disposed of in a manner that causes no fire hazard.
3. We have done our best to ensure that our guests have access to the best furniture, which not only blends with the ambiance but also provides relaxing comforts and therefore as such expect our guests NOT to move the furniture about. Any damage to furniture or accessories would be chargeable. But more than that, it is distressing, discomforting, and inconvenient for other guests.
4. We expect our guests to remain sensitive and attentive towards the safety of their dependents/children. Their safety remains the sole responsibility of the accompanying guests/parents/guardians.

5. We are a Jungle Lodge and as such we expect our guests to not play Loud Music. We don't permit Dhols / Drums or other similar instruments etc. Playing of Guitar/flute etc, privately (GENTLY) is permitted anywhere on the property.
6. We do not permit the consumption of Tobacco/Paan etc on the premise. Furthermore, if you do wish to enjoy your beverages (privately), so please ensure that you don't walk about the premises with your beverages as it may be disturbing/distressing for others, No Alcoholic consumption allowed in the public places of the property. Your privacy and sentiments are as valuable to us, as to other guests.
7. Please do help us keep the property clean for you to enjoy and as such we would request you not to litter/ Spit or leave plastic bottles or Polly-bags about, in the premises.
8. Playing of Games which do not cause property damage and/or are not disturbing for other guests are welcome. To cooperate with us to maintain the ambiance of a Jungle Lodge.
9. Please avoid getting too close to any water bodies and ensure that your dependents also maintain a safe distance from water. Keeping a safe distance from water is mandated.
10. Similarly, while taking a walk outside the premises, please do ensure that wildlife is not disturbed and avoid animal interaction/conflicts. Please remain aware of the fact that you are in the Forest/wilderness and due & diligent precautions are warranted.

11. Vehicular traffic is strictly prohibited between 8:00 PM & 6:00 AM. Orchid's Jungle Camp will not be responsible if any guests / vehicles leave the property and are caught and penalized by the authorities during these hours.
12. After 6:30 PM, walking around is restricted. Guests are allowed to only walk from room to the common areas and back with the help of our security guard who's on call 24 hours. Any area without any lights inside the property **MUST BE AVOIDED**.
13. After 11:00 PM, all pathway/ Public & Common area lights will be turned off; No walking around allowed whatsoever. The guests are advised to stay indoors.
14. If you are heading out anywhere, please be back at the resort before 7:30 PM.

CHILDREN

Children are to be always accompanied by an adult on the property. Orchid's Jungle Camp is not responsible for any damage, losses, injuries, and accidents caused at all areas of the resort.

FACILITIES

Swimming Pool (Children To be accompanied by parents/ Guardians)

Bonfire (From November to February only)

Bonfires are available on request and provided for at designated areas only.

Library

Please keep the library area clean. Return books and games at the reception before you check out.

Outdoor & Indoor Games

Games are available at the reception and other common areas. Request the staff to assist you.

RIGHT CONDUCT

We reserve the right to reject and evict any guest or group of guests who are found to be a nuisance which includes being disrespectful/use of foul language towards our staff, management, or other guests, engaging in fights, under the influence of illegal drugs or alcohol, or generally being noisy and disrupting the peace at the resort.

Drivers & Personal Help

Drivers & Personal Help of the Guests are not allowed on the premises. (We Don't have Accommodation for the same)

DAMAGES

Any breakages / loss related to the resort caused by guests, will be charged to their personal account, and must be settled in full upon check-out.

PETS

Regret we do not allow pets on Orchid's Jungle Camp.

Wi-Fi

Wi-Fi is available in the Rooms and dining at no extra cost. Please contact the front office to connect.

- Switch off lights, fans, geysers, and close water taps when not in use.

- Silent hours are from 10:00pm to 7:00am during this time we would request that you refrain from making loud noises and/or listening to music loudly. It is always also good practice to avoid loud noises/talk loudly in the jungle. The quieter you are, the more the chances of you seeing/enjoying the sounds of nature.
- Please do park vehicles only in designated areas.
- No smoking allowed in Guest Rooms / indoors or at public places in the property.
- Do not be disappointed if you do not see a big cat, there are many other interesting creatures and trees / plants to be seen and cherished.

Health and Safety

First Aid: A first-aid kit is available at reception. Staff are trained in basic first aid

Emergency Contacts: The nearest medical facility is Govt Primary Health Center – Mudholi Village. about 2.5 kms from OJC In case of emergencies, dial [9552970126].

Shinde Hospital , 4468+2JG, Santaji Nagar, Bhadravati, Maharashtra 442902, about 35.5 kms from OJC (one hour Drive) In case of emergencies, dial [Dr Vivek Shinde : 9822722177].

Wildlife Safety: Guests are advised not to approach or feed wildlife. Follow guided tours for safe animal encounters.

Insect Protection: Guests are encouraged to use mosquito repellent and wear appropriate clothing to avoid insect bites.

Guided Tours: Guests must follow guides and stay within designated paths during all jungle expeditions.

Weather Alerts: In case of extreme weather conditions, guests will be informed about evacuation or sheltering procedures.

Environmental and Conservation Policies

Eco-Friendly Practices: The lodge operates with minimal impact on the surrounding ecosystem. We ask guests to minimize water and energy use.

Waste Management: All waste must be disposed of in the bins provided. Recyclables are separated and treated accordingly.

Wildlife Protection: Disturbing or collecting any plants, animals, or natural objects is strictly prohibited.

Noise Control: Guests are requested to respect the tranquility of the jungle by keeping noise levels low, especially during morning and evening hours.

Guest Conduct

Respect for Local Communities: Guests are encouraged to engage with local communities respectfully, following cultural norms and avoiding any disruptive behavior.

Alcohol & Smoking: Alcohol consumption is allowed only in designated areas. Smoking is strictly prohibited in and around the lodge for safety reasons.

Activities and Excursions (By Forest Dept)

Child Policies

Age Restrictions: Children under the age of 12 must be accompanied by an adult at all times.

Staff and Security

Trained Staff: All staff are trained to prioritize guest safety and provide professional services.

Fire Safety

No Open Flames: Open fires and candles are not allowed within the lodge premises due to the risk of forest fires.

Fire Drills: Fire evacuation drills are conducted periodically. Fire extinguishers are placed in strategic locations.

Liability

Assumption of Risk: The lodge is situated in a natural environment with inherent risks such as wildlife encounters, unpredictable weather, and uneven terrain. Guests agree to assume responsibility for their safety during activities.

Personal Belongings: The lodge is not responsible for any lost or stolen personal belongings.