

PRIVACY POLICY & TERMS AND CONDITIONS

ESV 1600 History Resorts LLP

Operating under the Brand Name: Chavani Resorts

Effective Date: _____

1. Introduction

This Privacy Policy and Terms & Conditions govern the use of the website and services offered by ESV 1600 History Resorts LLP, operating under the brand name Chavani Resorts. By accessing or using our website, you agree to the terms stated in this document.

PART A – PRIVACY POLICY

2. Information We Collect

- Personal Information:
 - Full Name
 - Contact Number
 - Email Address
 - Residential Address
 - Government ID details (for compliance)
 - Payment details via secure payment gateways
- Non-Personal Information:
 - IP Address
 - Browser and device information
 - Pages visited and time of visit

3. Purpose of Collection

- Processing reservations and bookings
- Sending confirmations and service updates

- Customer support
- Legal compliance
- Marketing communication (with consent)

4. Data Protection & Security

We implement reasonable security practices to protect personal data against unauthorized access, disclosure, alteration, or misuse. Secure systems and encrypted payment gateways are used.

5. Sharing of Information

We do not sell or rent personal data. Information may be shared with payment providers, government authorities (if required by law), and authorized service partners.

6. User Rights

Users may request access, correction, or deletion of personal data subject to legal compliance.

For requests contact:

Contact Number: ___7721059999 / 8788001140_____

Email: ___chavnilohagad23@gmail.com_____

PART B – TERMS AND CONDITIONS

7. Booking Policy

- All bookings are subject to availability.
- Confirmation is valid only after payment.
- Valid Government ID is mandatory at check-in.
- Minimum age for booking is 18 years.

8. Check-in & Check-out

Check-in Time: _____

Check-out Time: _____

Early check-in / late check-out subject to availability and additional charges.

9. Cancellation Policy:-

- Resort is not responsible for any weather conditions, Personal Emergencies or any other changes.
- Guest must email or SMS with booking ID and reason for cancellation.
- For Cancellations/ amendments made up to 7 days before the check-in date, Guests will receive a full refund.
- For Cancellations/ amendments, within 7 days of Check-in Date or No-shows will be charged the full booking cost.
- GST will be applicable on cancellation charges.
- In case there is any no-show or cancellation/amendment of the conference/group (in part or full), within 30 days or less from the date of check-in, a full retention charge will be levied i.e. Non Refundable.
- In case of an Early check out, full retention will be charged for those nights booked, now being released due to the early checkout

10. Refund Policy:-

- Refund will credited through Bank Transfer within 30 working days
- Management reviews and approves eligible refund within 2 - 3 working days.
- Refund amount calculated based on cancellation policy (days before check-in)
- Guest receives confirmation email once refund is processed

11. Guest Conduct

Guests must maintain discipline, avoid unlawful activities, and follow safety rules. Management reserves the right to cancel bookings without refund in case of misconduct.

12. Limitation of Liability

The company is not liable for loss of personal belongings, injuries due to guest negligence, or events beyond reasonable control including natural calamities or government restrictions.

13. Governing Law

These terms are governed by the laws of India. Jurisdiction: _____

14. Consent

By using the website and services of Chavani Resorts, you agree to this Privacy Policy and Terms & Conditions.



CHAVNI....E.S.V.1600
At Post Pavana Nagar, Gat No.167,
Lohgad Treak Road, Taluka Maval,
Near Lohgad Fort, Maval, Pune,
Maharashtra- 410406