
HOUSE RULES & GUEST ETIQUETTE



TERMS

All guests must comply with the rules and regulations set by Johnson Lodge & Spa, the Tourism Department of Himachal Pradesh, and applicable laws of India. Management reserves the right to amend or revise these terms at any time without prior notice. Rooms and premises are strictly non-smoking.

WI-FI

Complimentary internet access is available for all resident guests. The management is not responsible for any interruption or inconsistency in Wi-Fi service due to technical or environmental reasons.

ROOM AMENITIES

All rooms are equipped with:

- Air-conditioning / heating system
- 42" LED television
- Mini Bar
- Tea / coffee maker

CANCELLATION POLICY

During Season: Booking may be cancelled or changed up to 7 days prior to arrival without penalty.

During Off-Season (as defined in the official tariff card): Booking may be cancelled or changed up to 3 days prior to arrival without penalty.

Cancellations or changes made after the above cut-offs will incur a 100% penalty on the room rate for the entire booking duration.

No refund will be applicable in case of a no-show or early departure.

Refunds, where applicable, will be processed within 7–10 working days via the original mode of payment.

GOVERNMENT IDENTIFICATION

As per Government of India regulations, valid identification proof is mandatory at check-in.

- Indian Nationals: Aadhaar Card, Passport, Driving Licence, or Voter ID.
- Foreign Nationals: Valid Passport and Visa.
- Check-in cannot be permitted without valid ID copy submission.

GST

GST will be applicable as per the current provisions of the GST Act. Tax rates are subject to change as per prevailing laws and government notifications.

FOOD & BEVERAGE POLICY

Complimentary internet access is available for all resident guests. The management is not responsible for any interruption or inconsistency in Wi-Fi service due to technical or environmental reasons.

SMOKING POLICY

All guest rooms and public areas are strictly non-smoking zones. Use of hookah, electronic cigarettes, and vaping devices is strictly prohibited. **Any guest found smoking inside the room or bathroom will be charged a minimum cleaning fee of ₹5,000. The management reserves the right to request the guest to check out without refund for non-compliance.**

VALUABLES

Guests are advised to secure valuables in the in-room safe (if available) or deposit them at the front desk. The management shall not be liable for any loss, theft, or damage of personal belongings.

PARKING

Limited parking is available within the premises. Parking is at the owner's risk and subject to management discretion. The management is not responsible for any loss or damage to vehicles or items left inside. Valet parking is not available.

DRIVER / STAFF POLICY

The property does not provide accommodation, meals, or restroom facilities for drivers, maids, or personal staff. Drivers are not permitted to sleep in vehicles parked within the premises overnight. Guests are requested to make separate arrangements for accompanying staff.

MISUSE OR DAMAGE OF PROPERTY

Guests are requested to maintain the decorum and cleanliness of the property. **Any misuse, loss, or damage to hotel property will be charged at actual cost, with a minimum penalty of ₹5,000. The management reserves the right to evict guests engaging in nuisance, misconduct, or property damage without refund.**

FORCE MAJEURE

Johnson Lodge & Spa shall not be held liable for failure to provide services due to events beyond its reasonable control, including but not limited to natural calamities, floods, pandemics, road blockages, or government restrictions. In such circumstances, reservations may be rescheduled subject to availability and management discretion.

JURISDICTION

All disputes shall be subject to the exclusive jurisdiction of the Courts at Kullu, Himachal Pradesh, India.

PET POLICY

- **Pet-Friendly Accommodation**
- Pets are permitted only in designated pet-friendly guest rooms. Guests must confirm the availability of such rooms at the time of reservation. The management reserves the right to decline accommodation to guests arriving with pets without prior notification.
- **Supervision and Leash Requirement**
- All pets must remain under the full control and supervision of their owners at all times. Pets must be kept on a leash or in an appropriate carrier when in public or common areas of the property.
- **Restricted Areas**
- For hygiene and safety reasons, pets are strictly prohibited from entering the hotel's restaurant, bar, kitchen, fitness centre, spa, or pool areas.
- **Cleanliness and Waste Disposal**
- Guests are responsible for the proper disposal of pet waste. Pet owners must ensure that their pets do not soil or damage hotel property. Additional cleaning or repair charges may apply if required.
- **Noise and Disturbance**
- Guests shall ensure that their pets do not cause noise or disturbance to other guests. In case of repeated complaints, the hotel reserves the right to request the pet's removal from the premises without refund.
- **Liability**
- The hotel shall not be liable for any injury, damage, or loss caused to or by pets within the premises. The owner shall be solely responsible for any injury or damage caused to persons, property, or other animals by their pet.
- **Health and Safety Compliance**
- Pets must be healthy, properly vaccinated, and free from contagious diseases. The hotel may request vaccination records at check-in.
- **Indemnification**
- Guests agree to indemnify and hold harmless the hotel management, its owners, and employees from any claims, liabilities, losses, or damages arising out of or related to their pet's presence at the property.

We Look Forward to Welcoming You
On behalf of our entire team, we thank you once again
for choosing Johnson Lodge & Spa.
We are committed to ensuring that your stay with us is
both comfortable and memorable.
Should you have any special requests or require assistance
before your arrival,
please feel free to contact us.



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LEAVE US A REVIEW ON GOOGLE MAPS
– JOHNSON BAR & RESTAURANT

· CONTACT US ANYTIME
FRONT DESK (24X7): +91 98160 45123
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WEBSITE: WWW.JOHNSONLODGE.CO



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