



**meritas<sup>®</sup>**

HOTELS | RESORTS | VILLAS

MERITAS AURA RESORT, LONAVALA

Service Directory





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It is a pleasure having you as our guest.

Meritas Group of Hotels invites you to relax and enjoy our facilities and amenities.

In this directory, you will find useful information on the extension numbers, available services, norms & in-room dining menu.

If you need further information, please do not hesitate to contact the reception by dialing 888.

Below are the extension numbers to connect for your necessary requirement:

**Reception: 888**

**In-Room Dining: 555**

**Housekeeping: 810**

**ENJOY YOUR STAY!**

## ACTIVITIES (Tourist Activities)

Please contact the reception for information about local tourist activities.

## AIRPORT

PUNE - International Airport: Approx. 1 hr 30 mins.

MUMBAI - Chhatrapati Shivaji International Airport: Approx. 2 hrs

## AIR CONDITIONING

There is a remote control in your room that allows to select the temperature. Please keep the doors and windows closed to enable the Air Conditioning system to function properly.

## AMENITIES

If you need any extra product like soap, towel, etc., please contact Housekeeping by dialing **810**.

## ANIMALS

Pets are not allowed in this property.

## BREAKFAST

Breakfast will be served every day from 8 AM to 10:30 AM at our Multi-Cuisine Restaurant. Ala Carte orders will be charged extra.

## CANDLES, FUEL MATERIAL AND HOOKAH

The use of candles, lighters, hookah, and any other type of material that is a source of ignition, causing the risk of fire inside the rooms are not allowed, in order to prevent unnecessary risks.

## CHECK-IN

Check-in Time: 1 PM

### EARLY CHECK-IN: -

This request will depend on availability.  
Please contact the reception for more information.

### CHECK-OUT

Check-out Time: 11 AM

### LATE CHECK-OUT: -

This request has an additional cost and is subject to availability.  
Please contact the reception for more information.

## COMPLAINTS & SUGGESTIONS

A feedback form is available at the reception, please feel free to feed in your complaints/suggestions or email us on [feedback@meritashotels.com](mailto:feedback@meritashotels.com).

Your feedback is very important to us.

## COPIES AND PRINTING

Contact the reception for: -

Printing/copies service.

Free printing of boarding passes and tickets.

## CREDIT AND DEBIT CARDS

Most credit and debit cards are accepted for payment.

We accept payments with any UPI App.

## DAMAGE

Meritas Group of Hotels reserves the right to charge additional amounts for any damages caused by misuse, negligence or disrespect in the rooms, common areas and exterior areas belonging to the resort.

## DOCTOR

Please contact the reception. Dial **888**.

## DO NOT DISTURB

If you do not want to be disturbed, please push down the do not disturb indicator that is placed near the bed side.

## ELECTRIC POWER

Electric power in India is 240 volts

Please, do not leave any electronic devices (mobile phones, tablets, laptops, or other gadgets) connected in their charger under the beds or sofa. Do not use any electrical appliance not provided or checked by the resort.

## EMERGENCY EXITS

Please consult the emergency plan behind the room's entrance door.

Emergency exits are properly indicated in all rooms and public areas.

## GAMES

Limited board games are available. Please request for it at the reception desk. It is subject to availability.

## LOST AND FOUND

Please contact the reception by dialing **888**. If it is not claimed by the owner within 6-months, from the date of check-out, the resort will absolve itself from all responsibilities of the said articles.

## MAINTENANCE AND CLEANING SERVICES

Daily cleaning services: -

Note: it is allowed to use bath, hand, or floor towels outside the room.

Pool towels will be available at the pool side

## MALFUNCTIONS

If you notice any technical malfunction in the room, Please call the reception by dialing **888**.

## NON-SMOKE

It is forbidden to smoke inside the room. When you are smoking outside, please check if all the doors and windows are closed, to avoid the entrance of smoke inside the room. If smoke, cigarettes or other similar smell is detected inside of the room, it may incur additional costs for your stay.

## PARKING

The resort offers an outdoor parking area. Since there is no valet service, guest is requested to park their vehicles on their own risk. The resort will not be held responsible for any damages, lost or theft of valuables, kept inside the vehicle.

## POOL

Timings: 9 AM to 7 PM

NOTE - Only proper swimming attire or lycra / nylon apparel is permitted in the Swimming Pool.

## REGULATIONS FOR USING THE POOL

Please use the shower before using the pool.

It is not allowed to use the room towels at the pool. Children must be accompanied by an adult at the pool. No diving.

Any type of sharp object, glass container or fragile objects that could represent a danger to the users of the pool, whether personal objects or resorts' objects, are not allowed.

# HOUSE RULES & REGULATIONS

## TARIFF

The tariff and the plan are a composite package provided for the stay.

Package Meals provided are only at the Restaurant and other services are available at extra costs.

## SETTLEMENT OF BILL

Bills must be settled on presentation. All Foreign Nationals are required to settle their bills in INR only, keeping in mind the government regulations.

## COMPANY'S LIEN ON GUEST'S LUGGAGE AND BELONGINGS

In the case of default in payment of dues by a guest, the management shall have a lien on the luggage and belongings, and be entitled to detain the same, and to sell or auction such property as may be required. Right to adopt further recovery proceedings remains with the Management without prejudice to the guests towards the amount due and proceeds net sell time with reference to the guest.

## DEPARTURE

'CHECKOUT' time is 11 AM. The Guest shall vacate the room allotted to him on expiry of the period of occupation granted to the guest. On failure of the guest to vacate the room on expiry of the period, the management shall have the right to remove the guest and his/her belongings from the room occupied by the guest.

## **DAMAGE TO THE PROPERTY**

The Guest will be held responsible for any loss or damage to the Resort Property caused by themselves, their friends, or any person for whom they are responsible.

## **GUEST BELONGINGS**

Guest is particularly requested to lock the door of their rooms when going out or when going to bed. The management will not, in any way whatsoever, be responsible for any loss and/or damage to the guest belongings or any other property from either the resort, room or locker or any other part of the resort for any cause whatsoever including theft or pilferage.

## **HAZARDOUS GOODS**

Bringing into and/or storing of raw or exposed cinema films, or any other articles of a combustible or hazardous nature and/or prohibited goods and/or goods of objectionable nature, in the resort, is prohibited. The guest shall be solely liable and responsible to the management, its other guests, invitees, visitors, agents and servants for any loss, financial or other and damage that may be caused by such articles or as a result of the guest's own negligence and non-observance of any/all instructions.

## **USE OF RESORT FACILITIES**

The Guest shall use all the facilities and services available at the resort with care and caution and entirely at the guest's risk. The guest shall agree to abide by and follow all instructions placed by the management at various places in hotel premises. The management shall not be responsible for any injury to the Guest or damage to the Guest's goods that may be caused as a result of use of the facilities/services or from any reason whatsoever.

## **MANAGEMENT'S RIGHTS**

It is agreed that the Guest will conduct himself/herself in a respectable manner and not cause any nuisance or annoyance within the resort premises. The management has the right to request any Guest to vacate his or her room or other areas of the resort forthwith, 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 shall have the right to remove the Guest and the Guest's luggage and belongings from the room occupied by him/her. The management shall have the right to change the room allotted to the Guest at any time, without assigning any reason thereof and without any previous notice, or to shift the Guest to any other suitable accommodation.

## **RELATION BETWEEN MANAGEMENT AND GUEST**

Nothing herein above shall constitute or be deemed to constitute, or create, any tenancy or sub-tenancy, or any other right to or interest in the resort premises or any other part or portion thereof, in favour of any Guest or resident or visitor and the management shall always be deemed to be in full and absolute possession and control of the whole of the resort premises.

## **APPLICATION OF LAWS, GOVERNMENT RULES AND REGULATIONS**

The Guest is requested to observe, abide by, confirm to and be bound to all applicable acts and Laws the Government rules and regulations in force from time to time.

## **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.

### Currently Operational

Meritas is a mid-tiered badge for Hotels, Resorts & Villas in the 3 & 4-star categories. It is a full service product with upmarket accommodation and service.



#### Meritas Picaddle Resort, Lonavala

65 Rooms, 4 Restaurants, 5 Banqueting Venues, Waterpark, Pool, Jacuzzi, Gym, Game Zone, Spa & Salon

#### Meritas Aura Resort, Lonavala

9 Villas, 12 Rooms, 1 Restaurant, 1 Banqueting Venue, Pool, Game Zone

#### Meritas Crystal Resort, Lonavala

41 Rooms, 1 Restaurant, 1 Banqueting Venue, Pool, Game Zone

#### Meritas Countryside Resort, Lonavala

31 Rooms, 1 Restaurant, 1 Banqueting Venue, Pool & Jacuzzi, Game Zone

#### Meritas Adore Resort, Lonavala

29 Rooms, 1 Restaurant, 1 Banqueting Venue, Pool, Game Zone

#### Meritas Auberge Resort, Goa

(A 50 Rooms Upcoming Resort in Calangute by End - 2023)







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[info@meritashotels.com](mailto:info@meritashotels.com) | [www.meritashotels.com](http://www.meritashotels.com)