

General Terms and Conditions

1. Conclusion of the contract

The contract between the guest and Snow pod shall be applicable on receipt of written confirmation of the reservation, whether this has been sent by letter, fax or e-mail.

The services provided are based on the description contained in our the brochure or on our website.

2. Prices

The prices are in Indian Rupees.

3. Terms of payment

Deposit: a deposit of 100% is required. This deposit is equivalent to the total price of accommodation on per person basis or as specified.

If the reservation is not made online via our website then the deposit must be paid within 15 days from the date of booking. A credit card number must be given to guarantee your reservation, even if the deposit has been paid.

Bank details:

Snow Pod
696, New forest, Indira Naga, Phase II
Dehradun, Uttarakhand, India, pin 248001

Current A/C
Axis bank
GMS Road, Dehradun (UT) 248001.
IFSC Code UTIB0001270
A/C No - 918020017251154

If payment is not made by the deadline, Snow pod shall be entitled to cancel the contract and demand a cancellation fee in accordance with section 4.

Final settlement: the remaining balance of the entire stay is payable directly, in advance on arrival.

4. Changes and cancellations

If you cancel a booked reservation, the following cancellation fees shall apply:

Cancellation up to 30 days before the date of arrival: no cancellation charge

Cancellation from 29 to 15 days before the date of arrival: refund of up to 50% of the deposit

Cancellation less than 15 days before the date of arrival: no refund of the deposit (activities will also be charged if the cancellation occurs less than three days before arrival)

For cancellations made in writing (email or post): the applicable cancellation date is the date on the written cancellation document.

If you are unable to come but assign your booking to another person, no extra costs shall be incurred.

If, due to a fault on the part of Snow pod the accommodation was not available for occupation at the period for which it was booked, the hotel shall pay at least the equivalent value of the accommodation for as long as the room is unavailable.

5. Delayed arrival or premature departure

Arrival and departure dates and times are the responsibility of the guests. In case of late arrival, whether due to disturbances in public or private transport, or for personal reasons, the full room-price is payable.

In the event of premature departure, the entire amount is also payable.

6. Check-in / Check-out

Check-in 3pm to 6pm

Check-out is at 10am

If you arrive after 6pm, you are asked to inform Whitepod in advance.

7. Tourist tax

For the duration of your stay a local accommodation tax must be paid.

6. Complaints

In the event of a complaint please notify Snow pod, so that any problems, faults or errors can be resolved as quickly as possible.

In all other respects, Indian law shall apply. Exclusive jurisdiction is state courts at.