

COSMION FAMILY RESORT

TERMS & CONDITIONS

Effective version: June 2026

IMPORTANT GUEST ACKNOWLEDGEMENT

Room bookings do not include complimentary access to sports facilities, swimming pool, coaching, equipment, club facilities, event spaces or recreational activities unless specifically mentioned in the confirmed package. These facilities are chargeable separately and subject to availability, operating hours, rules and management approval.

Use of any sports, swimming pool, fitness, club or recreational facility is voluntary and at the guest's own risk. Payment for any such facility does not create insurance cover or transfer responsibility for injury, illness, accident, health risk, medical condition or personal loss to Cosmion, except where liability cannot be excluded under applicable law.

1. Applicability and Acceptance

These Terms & Conditions apply to all guests, residents, visitors, invitees, organisers, vendors, drivers, and persons entering or using Cosmion Family Resort, its rooms, restaurants, sports areas, club facilities, lawns, banquet spaces, parking areas and campus facilities.

By making a booking, checking in, making a payment, entering the property, using any room, dining area, sports facility, recreational area or service, the guest confirms acceptance of these Terms & Conditions, along with any booking confirmation, tariff sheet, package terms, safety instructions and facility-specific rules issued by the management.

2. Check-in, Check-out and Guest Registration

Check-in time is 2:00 PM and check-out time is 12:00 noon. Early check-in and late check-out are subject to availability and may attract additional charges. Arrivals before 9:00 AM may be charged from the previous night.

All adult guests are required to present valid government-issued photo identification and address proof at the time of check-in. Acceptable documents may include Driving Licence, Voter ID, Passport or any other document accepted by the management.

Foreign nationals, including OCI cardholders where applicable, must present a valid passport, visa and any other documents required under Indian law. The resort may collect, record and submit guest information to authorities as required by law.

Rooms may be occupied only by registered guests. The management reserves the right to refuse check-in, deny access, or cancel a booking where valid identification is not provided, guest information is incomplete, or security requirements are not satisfied.

3. Occupancy, Visitors and Campus Access

Only registered guests are permitted to stay overnight in rooms. Additional occupants, extra beds and room capacity limits are subject to management approval and applicable charges.

Visitors are permitted only with prior approval from the front desk and may be required to register with valid identification. Visitor access to rooms, sports facilities, swimming pool, lawns, banquet spaces, restaurants, bars and other areas may be restricted at the sole discretion of the management.

A room booking does not grant club membership benefits, unrestricted campus access, access to private events, or use of sports and recreational facilities unless specifically included in the confirmed booking package.

4. Tariff, Taxes and Payment

Room tariffs, packages, food and beverage charges, facility fees and service charges are subject to applicable taxes unless specifically mentioned otherwise.

All payments must be settled before departure unless the booking is under an approved credit arrangement with the resort. The guest is responsible for all charges incurred during the stay, including room charges, food and beverage, laundry, extra bedding, late check-out, paid activities, sports usage, coaching, equipment rental, damages and other services availed.

The resort may require an advance deposit, card guarantee or security deposit at the time of booking or check-in. The management may adjust unpaid dues, damage charges or other applicable charges against deposits or payment instruments provided by the guest.

5. Inclusions and Exclusions

Only facilities and services expressly mentioned in the confirmed booking package are included in the tariff. Any facility, service, meal, activity, sport, event space, equipment, transport, decor, entertainment, minibar, laundry, or special arrangement not specifically mentioned as included shall be treated as chargeable separately.

Sports facilities, swimming pool, coaching, sports equipment, floodlights, club events, recreational activities, private lawns, banquet spaces and event infrastructure are not included with room bookings unless specifically stated in writing in the confirmed package.

6. Sports, Club and Recreational Facilities

Cosmion Family Resort is part of a larger club and lifestyle campus. Use of sports facilities, swimming pool, courts, coaching, equipment, floodlights, club activities, recreational zones and other paid facilities is not automatically included with a room booking unless specifically stated in the confirmed package.

All sports, swimming pool, club and recreational facilities are chargeable separately unless specifically included in the confirmed booking package. Access is subject to prior booking, availability, operating hours, maintenance schedules, private events, weather conditions, dress code, safety rules and management approval.

Guests who choose to use any sports, swimming pool, fitness, club or recreational facility, whether paid or complimentary, do so voluntarily and entirely at their own risk. The guest confirms that they are physically fit, medically able and personally responsible for deciding whether they should participate in any sport, game, training session, swimming activity, fitness activity or recreational activity.

Payment for use of a sports facility, swimming pool, court, coaching session, equipment, club activity or recreational service does not create any insurance cover, medical cover, personal accident cover, guarantee of safety or assumption of health responsibility by Cosmion, its management, owners, directors, employees, coaches, trainers, vendors, partners or affiliates.

Sports and physical activities carry inherent risks, including but not limited to slips, falls, sprains, fractures, muscle injuries, ligament injuries, head injury, heat exhaustion, dehydration, cardiac events, breathing difficulty, collision with other players, ball impact, racket impact, equipment-related injury, swimming-related risk, allergic reaction, infection, exhaustion and aggravation of pre-existing medical conditions.

To the fullest extent permitted by applicable law, Cosmion, its management, owners, directors, employees, coaches, trainers, vendors, partners and affiliates shall not be responsible or liable for any injury, illness, accident, disability, loss, damage, medical expense, death, health complication, emotional distress, loss of personal belongings or other consequence arising from or connected with the guest's use of sports, swimming pool, fitness, club or recreational facilities, except where such liability cannot be excluded under applicable law.

Guests are solely responsible for their own health, safety, belongings, children, dependents, invited visitors and persons accompanying them while using any facility. Parents and guardians are fully responsible for supervising children at all times. Children are not permitted to use sports facilities, swimming pool, gym, courts or recreational areas without appropriate adult supervision.

Guests must follow all safety instructions, staff directions, posted rules, dress codes, equipment guidelines and facility-specific restrictions. The management reserves the right to deny, suspend or withdraw access to any guest who appears unfit, intoxicated, medically vulnerable, unsafe, disruptive, improperly dressed, or unwilling to follow rules.

Use of any sports equipment, rented equipment, courts, swimming pool, fitness area, open lawns, play zones or recreational spaces shall be treated as the guest's acceptance of these risks and responsibilities. Guests are advised to consult a medical professional before participating in any strenuous activity, especially if they have any medical condition, injury, heart condition, breathing issue, pregnancy, recent surgery, chronic pain or other health concern.

Guests agree to be responsible for any injury, damage, loss or claim caused by their own conduct, negligence, violation of rules, misuse of equipment, unsafe behaviour, or the conduct of their children, dependents, visitors or invitees. Any damage caused to sports equipment, courts, pool property, recreational infrastructure, landscaping, fixtures or club property shall be charged to the guest at repair or replacement cost, as determined by the management.

7. Swimming Pool and Water Safety

Swimming pool access, if available, is subject to operating hours, dress code, hygiene requirements, weather conditions, lifeguard availability where applicable, maintenance schedules and management approval.

Guests use the swimming pool voluntarily and at their own risk. Children must be supervised by a parent or guardian at all times. Running, diving, rough play, intoxicated swimming, unsafe behaviour and use of the pool against staff instructions are strictly prohibited.

8. Children and Family Safety

Cosmion is a family resort and a shared campus. Parents and guardians are responsible for the safety, supervision, conduct and belongings of children and minors at all times, including in rooms, corridors, restaurants, lawns, pool areas, sports areas, parking areas, stairways, balconies and event spaces.

The resort shall not be responsible for injury, loss, accidents or incidents involving children who are left unattended, allowed to use facilities without supervision, or permitted to enter restricted, unsafe or operational areas.

9. Food, Beverage, Alcohol and Outside Items

Food and beverage services are subject to menu availability, service timings, package inclusions and applicable charges. Outside food, outside catering, private cooking, food delivery to rooms or event spaces, and use of outside vendors may be restricted unless approved in writing by the management.

Alcohol service is subject to applicable laws, licensing rules, legal age requirements and campus policy. Outside alcohol is not permitted unless approved in writing by the management. The management reserves the right to refuse alcohol service to any person who appears underage, intoxicated, disorderly or unsafe.

Guests are not permitted to bring hazardous materials, illegal substances, fireworks, weapons, hookah, restricted items, excessive decorations, or any item that may cause nuisance, damage, fire risk, safety risk or legal violation.

10. Smoking Policy

Smoking is prohibited in rooms, indoor areas, restaurants, corridors, banquet spaces, sports zones, pool areas, public areas and all non-designated areas. Smoking is permitted only in areas specifically designated by the management, where legally permissible.

Guests found smoking in prohibited areas may be charged cleaning, deodorising, damage or penalty charges and may be asked to vacate the property without refund.

11. Cancellation, No-show and Amendments - Individual Reservations

Individual reservations are guaranteed only against a valid credit card, approved payment method or minimum 50% advance deposit, unless otherwise confirmed in writing by the resort.

No cancellation charges will apply if the booking is cancelled more than 7 days prior to the scheduled arrival date. For cancellations within 7 days of arrival, no-shows and early check-outs, one night's room rate may be charged.

For long weekends, festival dates, peak dates, blackout dates, special event dates, group-linked stays and promotional packages, bookings may be non-refundable. Amendments are subject to availability, applicable tariff difference and management approval.

In the unlikely event that the resort is unable to provide confirmed accommodation, the resort will arrange alternate accommodation of similar standard and provide guest transport at the resort's cost.

12. Group, Conference, Corporate, Event and Wedding Bookings

For group, conference, corporate, wedding or event-related bookings, cancellation, no-show or amendment of rooms in part or full within 15 days or less from the date of check-in may attract retention charges.

The retention charge will be calculated as: Number of rooms cancelled, released or treated as no-show x 1 night x applicable daily room rate.

In case of early check-out for group or conference bookings, retention may be charged for the room nights originally booked but released due to early departure. For long weekends, festival dates, peak dates, blackout dates and special event dates, all reservation payments may be non-refundable.

For wedding-related bookings, date changes are subject to availability and written approval from the management. Amounts paid may be adjusted toward a future available date as per the commercial terms agreed in writing. Any tariff difference, additional services, tax changes, revised package rates, vendor charges or date-change charges will be payable by the guest or organiser.

13. Guest Conduct and Property Rules

Guests are expected to maintain decorum and respect the privacy, comfort and safety of other guests, members, staff, vendors and visitors. Loud music, nuisance, disorderly conduct, harassment, abuse of staff, damage to property, illegal activity, gambling, narcotics, weapons, fireworks and unsafe behaviour are strictly prohibited.

The management reserves the right to refuse admission, restrict access, cancel services, remove a guest, or ask any guest or visitor to leave the property without refund if their conduct affects safety, legality, discipline, operations, brand standards or guest experience.

14. Damage, Loss and Valuables

Guests will be responsible for any damage caused to rooms, furniture, linen, towels, fixtures, electronics, keys, access cards, equipment, sports facilities, landscaping, event infrastructure, decor, glassware, cutlery or any other property of the resort. Repair, replacement, cleaning, restoration or penalty charges may be added to the guest bill.

Guests are advised to take care of personal belongings and valuables. The resort is not responsible for loss of cash, jewellery, electronics, documents, luggage, sports equipment or personal belongings unless deposited with the front desk under an acknowledged safekeeping arrangement.

Lost and found items will be held by the resort for a limited period as per internal policy. Perishable, unsafe or restricted items may be disposed of immediately.

15. Housekeeping, Room Use and Maintenance

Rooms shall be used only for residential stay purposes unless otherwise approved in writing. Cooking, parties, commercial activity, photo shoots, excessive noise, tampering with safety systems, unauthorised decorations, misuse of electrical points and damage to fixtures are not permitted.

The resort may enter rooms for housekeeping, maintenance, safety, emergency, suspected policy violation or operational requirements, with reasonable care for guest privacy.

16. Pets

Pets are not permitted unless expressly approved in writing by the management before arrival. Where pets are approved, additional rules, cleaning charges, damage responsibility and access restrictions may apply.

17. Parking, Vehicles and Drivers

Parking is subject to availability and at the vehicle owner's risk. The resort is not responsible for loss, theft, damage, towing, weather damage or valuables left inside vehicles, except where liability is established under applicable law.

Drivers and guests must follow campus traffic, parking and security instructions. Drivers may access only areas permitted by the management and must not occupy guest facilities without approval.

18. Medical Assistance and Emergencies

The resort may assist in contacting emergency services, doctors, ambulance providers or nearby medical facilities where reasonably possible. Such assistance does not make the resort responsible for medical diagnosis, treatment, outcome, cost, delay or availability of external medical services.

Guests with medical conditions, allergies, physical limitations, mobility concerns or special needs are requested to inform the resort in advance so that reasonable assistance can be considered, subject to feasibility and availability.

19. GST and Invoicing

Guests or organisations requiring GST invoices must share accurate GSTIN details, registered business name and billing address before check-in or at the time of booking.

GST invoice details cannot be amended after check-out once the invoice has been generated and processed as per applicable GST procedures. Input Tax Credit eligibility is subject to the GST Act, applicable rules and the recipient's own compliance requirements.

20. Force Majeure

The resort shall not be liable for delay, disruption, cancellation, relocation, curtailment, closure or inability to provide services due to events beyond its reasonable control, including but not limited to natural calamities, extreme weather, fire, flood, epidemic, pandemic, government restrictions, law and order issues, strikes, power failures, utility disruption, public emergencies or other force majeure events.

21. Management Rights

The management reserves the right to update tariffs, packages, facility access, operating hours, safety rules, guest policies and these Terms & Conditions from time to time. Facility closures, maintenance shutdowns, event bookings, private access restrictions and operational changes may occur without prior notice where required.

These Terms & Conditions are subject to applicable law. Any dispute shall be subject to the jurisdiction of the competent courts having jurisdiction over the resort location in Karnataka, unless otherwise required by applicable law.

For queries or assistance, please contact the front desk or the management team of Cosmion Family Resort.