

TERMS & CONDITION / USER AGREEMENT

This website is Designed, Developed and operated by Witii Global Hotels Management Private Limited.

We are happy that you are taking the time to read these terms of service.

Please read these terms carefully before accessing, using, obtaining or availing any products or Services by Witii Global Hotels Management Private Limited. These terms and conditions tell you the terms and conditions on which you may make use of our website of Witii Global Hotels Management Private Limited, whether as a guest or a registered user.

Use of our Site includes accessing, browsing, or registering to use our Site. Please read these terms and conditions carefully before you start to use our Site, as these will apply to your use of our Site. By using our Site, you confirm that you accept these terms and conditions and that you agree to act in accordance with them. If you do not agree to these terms and conditions, you must not use our website. These conditions must be read in conjunction with any other applicable terms and conditions governing the use of Witii Global Hotels Management Private Limited products or Services.

We reserve the rights to revise / amend this user agreement or Terms and conditions from time to time if any required for us for business purpose/ for user friendly policy / any kind of Govt. laws changes from time to time / any other changes by local authorities / any other issues may be, so that we may recommend you to visit our website to know all the changes of user agreement or terms and conditions from time to time is subject to you accepting those updated Terms. We recommend that you save or print a copy of these Terms and conditions.

If you have questions or concerns about our user agreement or Terms and conditions rather than showing on our website or wish to make a request in respect of your personal information please contact us through our Email address or if you prefer by writing us at:

C/O- DINABANDHU MOHAPATRA,
ALANDAPADA DUBAIPUR,
PURI -752014

Information about us :

“WITII GLOBAL HOTELS MANAGEMENT PVT LTD” is a premier hospitality service provider that strives to provide the highest quality services in the industry. We offer a wide range of services, including Hotel management, Reservation & OTA management, Restaurant & Bar management, Digital Support, Branding & Promotion. We have a team of experienced professionals with years of experience in the hospitality industry. Our goal is to provide our clients with the highest quality service and to ensure that their needs are met

1. Our Products or services :

We take reasonable care in providing our products or services, but we can't guarantee that everything on it is accurate. The content of this website is for your general information and use only.

The user agreement is subject to change without notice. Neither Witii Global Hotels Management Private Limited nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose.

To the extent permitted by law, we can't be held responsible for any errors, any inaccuracies, any interruptions, or any missing bits of information - although we will do everything we can to correct/fix them as soon as possible we can as per the rules and regulations acceptable by law.

2. User should agree that :

As per user Agreement or our terms and conditions of Witii Global Hotels Management Private Limited You (user) agree as follows:

- That you should not to send unwanted commercial emails to customers
- That you should not to hiding your identity
- That you should not upload viruses, malware, or other malicious code
- That you should not modify or change, hamper, or avoid any processes built into the Witii Global Hotels Management Private Limited systems
- That you should not disclose, share or resell login credential of Witii Global Hotels Management Private Limited

3. Our core values :

1. **Integrity:** Acting with strong ethics is a priority for everyone representing the organization as well as the company's behavior as a whole.

2. **Honesty:** We will be honest, not deceptive, in all that we do. It's not just the best policy. It's a core business practice to act in a transparent, trustworthy manner that earns the respect of colleagues, customers, and the public. We will not hide from the truth. We expect others to not hide the truth from us. We will tell people what they need to hear, not just what they want to hear. We will not duplicitous, or deal unfairly with others. We speak with truth at all times.
3. **Humility:** We understand that everyone is good at something. We are good at certain things; others are good at certain things. We think neither less nor more of ourselves than we should. We are confident in our strengths, and we acknowledge our weaknesses. We know that we don't know everything, but what we *do* know, we are confident in. We ask for help when we need it. We establish relationships with others who are strong in areas where we are weak. We offer help to those who need our expertise. We hold our heads high when it comes to the work we specialize in.
4. **Fairness:** Treating everyone with the common decency we all deserve and expect.
5. **Accountability:** Accepting responsibility for your actions (and inactions) is the ultimate way to build trust internally and externally.
6. **Profitability:** We must stay in business to continue serving our customers. It is a disservice to our clients if we are unable to continue serving them. We must be profitable as a company in order to survive. We do not compete on price. We compete on quality and specialized knowledge. We do not want the commoditized part of the market, because it will not sustain us. We reinvest in our business, in training, in equipment, in our people, in education. We reinvest in order to grow and stay relevant. We want our workers to be profitable, too. We pay a fair wage for their work. We invests in our workers, knowing they will eventually outgrow us and rise to greatness of their own.
7. **Transparency:** we will not inflate our accomplishments, our down play our shortcomings. We will be open about our business, so others in our industry may learn from us. We believe this benefits ourselves and our clients.

8. **Reliability:** Our word is bond. We come through on our promises and assurances. We are there for our clients and each other. We look out for clients, and give them a heads up to any changes in the technology or market which could affect them. We do positive things for people we work with and for, even when we don't tell them ahead of time, even when we don't get the credit. We will do the things we say we will do.
9. **Fearlessness:** We recognize that fear can be a signal of the things that we must do. We dream big. We do not wish to settle. We jump before we are 100% ready. We have confidence in our ability to grow.
10. **Community:** We believe in the power of our local community, and the different communities we are a part of. We are honored to give back to the people around us.
11. **Promise to users / Customers:** Creating a great customer experience begins with staying true to the words we speak and the bonds we make.
12. **Diversity and Inclusion:** We are 100% committed to a diverse workplace and a multicultural society where our diversities are viewed as strengths and not liabilities. Organizations succeed by bringing different lived experiences and a range of backgrounds into a shared environment where everyone has equal opportunity.
13. **Learning:** No one has all the answers. A culture of humility and continuous learning is a bedrock principle of successful companies.
14. **Teamwork:** When people work together, they can create something greater than themselves as individuals.
15. **Passion:** Having a joy not just for the work itself but also the people around us, so that everyone can be bold, innovative, and creative.
16. **Teachable Spirit:** We have open minds, and look for lessons everywhere. We have a curious nature and inquisitive spirit. We teach people in our industry and community, in order to empower them to have more control over their business, their revenue, and their lives.

4. Booking / Room reservation :

1. WITII GLOBAL HOTELS MANAGEMNT PVT LTD provides booking Platform by which Service Providers can provide the inventory or reservation service to customers directly through us.
2. Your booking or reservation what you make that's directly to the service providers.
3. Our online platform only provide the accommodations service That's not show all the service or facilities' on mandatory basis other services
4. We provide all the details of information about the service like: Availability, Booking policy, cancellation Policy & Payment is completely provided by the service providers.
5. Information about Service Providers (e.g. facilities, house rules and sustainability measures) and their Travel Experiences (e.g. Prices, availability and cancellation policies) is based on what they provide to us. They're responsible for making sure it's accurate and up to date.
6. As per your requirement or needs We may help you for your booking modification / changes or cancellation or amendment as per booking / reservation terms.
7. Please read our terms & conditions for making the booking / reservation
8. Feel your details of contact correctly to contact you further any requirements
9. We help to provide the details & information with the references of the hotel. If any discrepancy found between website updated & actual things at hotel, then WITI will not be responsible for this. The customer can inform to hotel & that should be solved directly between the customer and hotel. WITI will not be responsible for any kind of issues like this
10. The User & Customer will be responsible for provide the valid Id Proof to the hotel at the time of check in. Hotel has rights to not the check in without Id Proof.
11. The Time of check in and Checkout can be changed as per the hotel Terms & policy. Early Check in and Early check out depends on the availability. The concern hotel can charge additionally for this also

5. Prices :

We do not compete on price. We compete on quality and specialized knowledge. When you make a booking, you agree to pay the cost of the services, including any charges and taxes that may apply. Some of the prices you see may have been rounded to the nearest whole number. It has been made mandatory for the companies to round off the figures appearing in the Financial Statements depending upon their total income.

Prices for our Services are dynamic and can change at any time. Price changes will not affect bookings already accepted, except in cases of noticeable error. We reserve the right to correct any pricing errors on our Service. If there is an obvious error and you have made a booking, we will offer you the opportunity to keep your booking by paying the correct price or we will cancel your booking without penalty.

6. Taxes :

All amounts to be paid by CUSTOMER to Witii Global Hotels Management Private Limited herein are Inclusive / exclusive clearly mention on the website before payment. Such taxes may include amounts associated with goods and services tax, any local Tax and other taxes of a similar nature; we are required to be collect from customer under applicable law.

We are responsible for remitting applicable taxes to the applicable taxing jurisdictions. Taxability and the appropriate tax rate vary greatly by jurisdiction of the state / country. In certain jurisdictions, you may be responsible for paying local taxes imposed by local tax authorities. The amount of local taxes can change between the

booking date and stay date. If taxes have changed by your stay date, you may be liable to pay taxes at the higher rate.

7. Payment :

For providing any service provide service provider charge payment for it. A payment is possible through a bank transfer, PayPal or online services like UPI or any other mode as offered by our website. We also accept Visa and MasterCard. An online link to credit card payment will be sent on request.

If the Service Provider requires an Upfront Payment (An upfront payment is when a customer pays for at least part of a service before it's completed. While requesting upfront payments isn't applicable to all situations, there may some instances where it might be beneficial both to the business and client) it may be taken or pre-authorized when you make your Booking and an Upfront Payment may be non-refundable. So before you getting any services offer by us, please check the Service Provider's Upfront Payments policy (available during the booking process through our website). If you found or suspect any fraud or unauthorized use of your Payment Method during the time of payment against any service provided by us, please contact your payment provider / notify your bank immediately.

If costumer made the reservation for room and made the payment then that is only paying for room not for other facilities.

8. Rooms Booking / Reservation (Amendments, cancellations and refunds)

Amendments

- If you want to amend or extend your confirmed booking or reservation, that can be possible as per the service provider's policies of booking / Reservation & availability of rooms.

Cancellation & Refund Policy

- Cancelling the booking within 24 hours of booking that can be fully refundable.
- If you are cancelling the booking / Reservation after 24hours of making reservation then will charge 20% of booking amount as cancellation charges and rest will be refund.

Note:

- (1) The user will be responsible for any kind of goods or damages done by guest at the hotel & for that hotel can take action accordingly. We will not be responsible for this.
- (2) Witi Global Hotels Management Pvt Ltd has rights to Modify/Edit/add on the Terms & Conditions as per requirements.

For any Information / Equerry, to contact on:-

Corporate Office: Plot no-03, Saileshshree vihar, Near Akhandalmani temple, Puri (Odisha)752002

Contact: +91 9938882446

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