

TELENET BOOKING POLICY

Amount of advance is 60 % of the calculation for all the services we provide to our clients. In some cases it is possible for this amount to change depending on the type and character of the service but if this happens our reservation agent or manager will inform you in due time. When there is no possibility to reserve the service you have pointed out, judging from your inquiry we will suggest you a solution that can meet all your requirements.

To make possible the reservation you have to follow these advance payment deadlines:

- 72 hours, 25 to 60 days before the start (arrival) date of your reservation.
- 48 hours, 15 to 25 days before the start (arrival) date of your reservation.
- 24 hours, less than 15 days before the start (arrival) date of your reservation.

Deadline for paying the rest (40%) of the calculation is TEN DAYS before the start-arrival date of your reservation.

For the period less than 10 days before the start (arrival) date of your reservation, You must pay in advance the full amount of the calculation (100%) within the period of 24 hours.

After you have chosen the method and made down the payment you must inform us by fax or e-mail. After we receive confirmation of your payment we send to you Voucher consisting of accommodation data (description of the accommodation unit or service, client information, period of your staying).

You may cancel your reservation up to 24 hours before the start (arrival) date of your reservation. Please look payment policy for cancellation of your reservation.

- 5% - if you cancel you reservation 30 days before arrival date.
- 15% - if you cancel you reservation 29 to 15 days before arrival date.
- 30% - if you cancel you reservation 14 to 10 days before arrival date.
- 85% - if you cancel you reservation 9 to 1 day before arrival date.
- 100% - if you cancel your reservation on a day of your arrival date or after the start (arrival) date of your reservation.

To cancel your reservation, please visit page MyBooking, login on member panel and go to page “Cancellation.”

The privacy policy may be revised in future. Kindly revisit our 'Privacy Policy' section periodically for new updates and addition of information. Please contact us in case you have any doubt in understanding the privacy policy. We will immediately respond to your issue in the least possible time.

This Privacy Policy summarizes the information collection practices utilized by Info Telenet Group, how the information is used and the choices you can make about the way the information you provide to us is collected and used.

Telenet Center

*“Good connection for
better communication”*

Info Telenet Group ensures that the information you supply to us while making reservation remains entirely secured.

However, some of your personal information is essential stored in our database while you are making a reservation. When you make online reservation or make the reservation by phone - you have to essentially provide us with your name, address, phone number, e-mail address. This information is collected to get in touch with you for confirming your reservation, for sending bills (online or through mails), and to contact for customer services provided with our services.

The information we store is used for:

- Personal identification and verification.
- Completion of your hotel reservation.
- Allowing us to contact you for customer service, if & when required.
- Making improvements to the web site in the future course of time.

Thank you for reading to the Privacy Policy statement.

Info Telenet Group Ltd