

Terms of Use

These Terms of Use govern your access to and use of the website, mobile applications and online services of Vijan Mahal, a unit of Vijan Hotels Pvt Ltd ("Vijan Mahal", "we", "us", "our"), with its registered office at 114/2 & 107, Mandla–Jabalpur Rd, Tilhari, Jabalpur, Madhya Pradesh 482020, India. By using this website or its online payment facility, you confirm that you have read, understood and accepted these Terms. If you do not accept them, please do not use the site.

1. Use of the Website

This website is provided for your personal, non-commercial use — which includes making hotel bookings, submitting enquiries, and downloading or printing information for your own reference. You agree not to misuse, alter, reproduce or commercially exploit any content on this site without our prior written consent.

2. Terms & Conditions for Online Payments

Please read these terms carefully before using the online payment facility. Using the online payment facility on this website indicates that you accept them. All payments are subject to the following conditions:

- All fees are quoted in Indian Rupees (INR) and are exclusive of applicable GST unless otherwise stated at the time of booking. Vijan Mahal reserves the right to revise fees in accordance with government directions.
- Upon successful payment, you will normally receive confirmation of your booking without undue delay. Settlement of the funds to the Vijan Mahal account may take up to two working days; this does not affect the status of your confirmed booking.
- Vijan Mahal is not responsible for any delay caused by an incorrect account number or incorrect personal details, and cannot accept liability where payment is refused or declined by your card issuer for any reason.
- Under no circumstances shall Vijan Mahal be liable for any damages whatsoever arising out of the use of, or inability to use, this site or any linked site, whether based on warranty, contract, tort or any other legal theory, and whether or not advised of the possibility of such damages, save as required under applicable law.

3. Rates, Cancellation & Refund

Our room rates are dynamic and may vary according to date, demand, season and availability. The rate applicable to your booking is the one confirmed to you at the time of booking.

Bookings are made on a non-refundable basis. Once a booking is confirmed and the applicable amount has been paid, the booking is not eligible for cancellation, amendment or refund, except where required under applicable law or as expressly agreed by us in writing. These terms are disclosed to you at the time of booking, and completing your booking constitutes your acceptance of them.

Standard check-in is from 12:00 noon and check-out is by 10:00 AM. Early check-in and late check-out are subject to room availability and the discretion of Management, and may attract additional charges at the applicable rate. A valid government-issued photo identity document is required for all guests at check-in.

Nothing in this clause limits any rights you may have under applicable law, including the Consumer Protection Act, 2019, and it does not affect our obligation to provide a refund where we are unable to honour a confirmed booking for reasons attributable to us, or where a refund is otherwise required by law.

4. Security

All e-payment transactions are executed using state-of-the-art SSL technology to ensure a secured transaction. Card details are processed within the PCI-DSS-compliant environment of our payment gateway partner and are not stored by Vijan Mahal.

5. Payment Service Provider

- Vijan Mahal is not directly involved in processing online payments; these are handled through our service provider, the payment gateway of HDFC Bank.
- If your account has been debited but you have not received a confirmation of your booking, please contact us promptly so that we may verify and confirm the status of your payment and booking.
- You remain responsible for the amount payable until confirmation of receipt is issued by Vijan Mahal, together with any outstanding amounts owed to us.

6. Intellectual Property

The name “Vijan Mahal”, our logo, and all content on this website — including text, graphics, layout, and all photography and video, every frame of which depicts our own property — are the intellectual property of Vijan Hotels Pvt Ltd and are protected under applicable law. Any unauthorised use, alteration, reproduction or distribution of this content is strictly prohibited. You are further prohibited from embedding, framing or deep-linking any page of this website into another website without our prior written consent. Vijan Mahal reserves the right to pursue legal action against any person who misuses, alters or reproduces the content or information available on this website.

7. Accuracy of Information & Pricing

We take care to keep the information on this website — including descriptions, rates and availability — accurate and current. Rates and availability are subject to change and are confirmed at the time of booking. In the rare case of a genuine error in a published price or in availability, we will inform you before your booking is confirmed or your card is charged, and you may choose to proceed at the correct price or to cancel that booking for a full refund of any amount paid in respect of it. Save as required under applicable law, including the Consumer Protection Act, 2019, we are not otherwise liable for losses arising from inadvertent errors or omissions on the website.

8. Third-Party Links

This website may contain links to third-party websites operated by others. Such links are provided for convenience only; we do not control and are not responsible for the content, policies or practices of any linked site.

9. Force Majeure

Vijan Mahal shall not be liable for any failure or delay in performing its obligations where such failure or delay results from circumstances beyond its reasonable control, including but not limited to acts of God, natural calamities, fire, epidemic or pandemic, government orders or restrictions, civil disruption or failure of utilities or telecommunications. In such circumstances, we will work with you in good faith to reschedule your booking or agree a suitable alternative where reasonably possible.

10. Governing Law & Jurisdiction

These Terms of Use are governed by and construed in accordance with the laws of India. Any dispute arising out of or in connection with this website or these Terms shall be subject to the exclusive jurisdiction of the courts at Jabalpur, Madhya Pradesh.

11. Contact

For any queries regarding these Terms, please contact us via our website or write to reservations@vijanmahal.com, Vijan Hotels Pvt Ltd, 114/2 & 107, Mandla–Jabalpur Rd, Tilhari, Jabalpur, Madhya Pradesh 482020, India.

12. Severability

If any provision of these Terms is found by a court or competent authority to be invalid, illegal or unenforceable, that provision shall be severed and the remaining provisions shall continue in full force and effect.