

Tenant Policy

- Tenant Policy articulates the Terms & Conditions of a PG Property which is defined by the management of respective property. Policy spells out the rules ranging from admission formalities, usage of services & facility, documentation required, code of conduct, exit formalities etc. Policy may vary from one property to other. Please refer to the **Tenant Policy** section under each property for additional details and read carefully before booking the accommodation in that property and using the service
- Its Tenant's responsibility to know and be well versed and understood the specific terms and conditions of the property where he avail booking services. EZPG doesn't cover all such information on their website / App. Hence, EZPG reiterates that its Tenant's sole responsibility.
- Should any action by a Tenant be deemed inappropriate by the Host, or if any inappropriate behaviour is brought to the attention of the Host, the Host reserves the right, after the allegations have been investigated, to take action against the Tenant. Tenants should make a note that EZPG shall not be responsible and shall not be required to mediate or resolve any dispute or disagreement between Tenant and Host. In no event, shall EZPG be made a party to dispute between Tenant(s) and Host(s) (among Users).
- Certain locations and respective properties may have different policies for specific times during the year. Tenant to make note of it.
- Tenants shall be liable for any damage, except normal wear and tear to Property assets. Tenant shall keep the Property (accommodation provided or any other facilities) in a good condition and maintain hygiene and cleanliness.

CANCELLATION PROCESS

Cancelling Your Booking is easy.

- Tenant can cancel booking using website or mobile app. However, refund may take 5 - 14 working days to reflect in his/her account, depending on the processing time taken by bank or the payment gateway.
- If tenants cancel the booking 4 days prior to check in date, they would get 100% refund
- If tenants cancel the booking 4 days to 2 day prior to check in, they would get 70% refund
- If tenants cancel the booking in less than 2 day prior to check in, they would not get any refund
- Auto cancelled after 23:59 hours of check in date if tenant didn't show up
- If booking is cancelled due to technical issues, tenants would get 100% refund
- If the booking is cancelled by the host, the tenant would get 100% refund.