

## **Terms & Conditions for Mirasol Resort**

1. Check-in 14:00 Hrs & Check-out 10:00 Hrs
2. Indian Nationals: It is mandatory for the guest to present valid photo identification at the time of check-in. According to government regulations, a valid Photo ID has to be carried by every person above the age of 18 yrs checking in at the resort. The identification proofs accepted are Aadhar Card, Driving Licence, Voters ID & Passport. Without Valid ID the guest will not be allowed to Check-in. Pancard not accepted as Valid ID.
3. Foreign National to submit a copy of passport and visa at Check-in
4. 100% advance before check-in at our resort at the time of reservation.
5. Resort will take a security deposit of Rs.3000/- upon check-in for 1 night reservation & Rs. 5000/- for 2 nights reservations and the same shall be refunded upon check-out in case of no incidentals. The Incidental Deposit can be paid in cash or by credit card authorization upon check-in.
6. A written communication required for all bookings for confirm booking.
7. Package starts with lunch and ends with breakfast for AP plan guests.
8. Outside food and drinks not allowed
9. Water park timings, rules and regulations to be strictly followed
10. Costumes mandatory to use water park and swimming pool
11. Discount Offered if any; not applicable on extra adult/child
12. Pets strictly not allowed
13. Guest Shall be liable for any damages to the resort asset. Guest shall help to keep the rooms & surroundings in good condition and maintain hygiene & Cleanliness
14. Rights of Admission reserved by management
15. Cancellations 7 days prior to the arrival date and No-shows will attract full retention of stay charges.

## **Terms & Conditions for Mirasol Water Park**

- Water Park Timings are 10:30 AM to 05:30 PM every day.
- Minimum 20 persons are required to start the water park operations.
- Minimum 50 persons are required to start the wave pool operations.
- Lunch Break timing is 01:30 noon to 02:30 noon; please note the water park will be closed during this period.
- Please note there are set timings for wave pool & Rough Ride and will only operate during those timing.

## **Code of Conduct**

- Do not distribute any printed material for marketing of any kind.
- Photography, videotaping, recording, broadcast or transmission for commercial purposes is prohibited.
- Do not engage in unsafe, illegal activities or offensive behaviour. It may result in expulsion from the Park without refund.
- Do not interfere with the duties of the Park staff.
- Do not disrupt any program, activity or facility at the Park.
- Do not urinate or defecate on Park property. Please refer to the Park map for washrooms.
- Do not deface, destroy, injure, misuse or remove any Park property.
- Posting notices, signs or any other objects on Park property is prohibited.
- Do not engage in gambling.
- Do not create noise through gadgets etc. so as to disturb the peace.
- Do not enter restricted areas.

- Do not conduct an unauthorized event, hold demonstrations or unauthorized public gatherings and, make speeches.
- In case you notice any irregular activity or misconduct please report it to the Park staff.

### **Safety Rules**

- For your own safety and to avoid injury, you must comply with the instructions displayed and adhere to health and height requirements posted at each attraction. Due to your height or weight you may not be able to enjoy certain rides due to safety restraint.
- Please follow the warnings and instructions given by the ride operators.
- Please be aware of any health risk that may apply to a ride / slide / attraction / activity. This may include: heart problems, back problems, high blood pressure and pregnancy. This can also include those who have fainting spells, blackouts and dizziness.
- Stay seated until the ride comes to a full and complete stop.
- Please keep all limbs within the interior of the vehicle. Utilize all safety devices to include safety harness and safety bars.
- No eatables or drinks allowed inside the attraction or the queue area.
- Seating is available on a FIRST COME FIRST SERVE basis. If a ride is full, and you are unable to get on please wait for the next ride.
- Please be careful not to push or move ahead of others in the queue. Queue jumping is strictly prohibited.
- Do not participate in any ride, activity or attraction, if you have any health conditions or pre-existing conditions or injuries, or if you are too afraid to participate, including without limitation heart, nerve, muscle, back, neck, bone, joint, brain, eye, ear, or other ailment or injury, or if you are pregnant or have had surgery in the past few months or if you are still recovering from any illness or medical condition, treatment or procedure. Only you can determine if you feel good enough to safely participate in a ride or attraction. The park does not, and cannot, guarantee your health, and you fully assume all risks of any park ride or activity in which you choose to participate.

### **Please Wear Appropriate Attire Whilst Inside the Parks**

- Theme Park - Proper attire must be worn at all times, including shirts and appropriate footwear. Clothing with rude, vulgar or offensive language or graphics is not permitted, and shirts cannot be turned inside-out as a solution. Shirt, shoes, and a bottom (shorts, pants, skirt, etc.) must be worn at all times in the theme Park. Park admission may be denied if clothing is deemed inappropriate by Mirasol Water Park. Long hair must be securely tied up.
- Water Park - Appropriate swimwear, only pure Lycra, polyester or Nylon skin fit [anything else can either damage ride or may lead to scenario of you getting stuck inside a 30 feet tunnel.] which is durable for use on the water slides/attractions, must be worn. We do not accept any responsibility for any damage to swimwear. Mirasol Water Park reserves the right to evict you from the ride / attraction, and the Park, if your attire is considered inappropriate or offensive. Babies and toddlers, if not toilet-trained, must wear swim-nappies at all times.
- The Park prohibits any jewellery that may pose a hazard to the rider, other guests, the rides itself, or other property. Prohibited items may include: bulky, protruding or dangling jewellery (e.g., large hoop earrings which could snag on something, long necklaces which can pose a strangulation hazard, bulky rings, and any piercings that could snag or catch on equipment).

## **Entry Tickets**

- Ticket for Water Park and Lake Resort is separate.
- Your entry ticket entitles you a single entry to the Park with access to all rides / slides and other attractions / activities in the Park.
- Mirasol Water Park reserves the right to offer different pricing during both normal and peak days for different groups including corporate, schools, complimentary passes, special interest groups, elderly, etc.
- No two offers can be clubbed together. However, Mirasol Water Park in its sole discretion may allow clubbing of certain offers.
- For group size of above 50, discount is available on online/advance booking only. No group discount will be offered over ticket counters.
- Tickets are non-transferable, non-exchangeable, non-refundable, non-redeemable for cash and non-replaceable, if lost or stolen, and will be void if altered.
- Re-entry to Park is not permitted after you have made an exit from the Park.
- No charge for ticket of children below 3 feet of height. Children between 3 feet to 4 feet height will be charged as children. Individuals above 4 feet of height will be charged as adults.
- Please book your tickets according to their respective category to avoid inconvenience at the time of entry.
- In case of advance purchase of tickets, there is a difference between the amount paid and the actual count of adults and children; balance amount will be collected at entry. We also strongly advice not to argue with the staff even it's for a centimetre difference.

## **Cancellations or Refund**

- Once the ticket is booked, it will not be cancelled or refunded under any circumstances.
  - No-Show: Please note that the Park tickets are issued only for the date as mentioned thereon. These tickets cannot be used on any other date and no refunds shall be given for unused tickets.
- Chargeback: Similarly, no chargeback are permissible on unused tickets

## **Parking**

- Vehicles are parked at the owner's risk. Mirasol Resort does not take any responsibility for damage caused to any vehicle using the car park and no guarantee is given as to the security of your vehicles in the car park or any contents. A parking fee applies. No vehicles are permitted to remain in the parking premises of the Park or outside after the Park operating hours.

## **You're Belongings:**

- You and your belongings are subject to security check. We reserve the right not to allow an item or belonging into the Park.
- Please take care of your belongings. Mirasol Water Park will not be responsible for any losses

## **Lockers**

- Loose items (including neck, wrist and hand jewellery, watches, glasses, cameras, phones, hats, keys and purses etc.) are not allowed to be taken onto the Park and must be left in lockers provided, although Mirasol resort accepts no responsibility for any loss or damage to such property. At the park lockers are available on FIRST COME FIRST SERVE BASIS with a rent of INR 100/- and INR 200/- as deposit. If you lose the locker keys your deposit will not be refunded.

## **Prohibited Items**

- Weapons or anything resembling to it are strictly prohibited.
- Drones, Go-Pro camera or any professional audio/video recording equipment are prohibited and illegal.
- Explosives, fireworks, hazardous material/ chemicals.
- Sharp objects like arrow, dart, knife, blade, scissors, pen knife etc.
- Bags, trolleys, cartons, parcels (except hand bags & baby bags not more than 56 cm x 36 cm x 23 cm).
- Food, drugs, alcoholic/non-alcoholic beverages (except baby food).
- Chewing gums and candies.
- Carts or other wheeled carriers (except strollers & wheelchairs).
- Pet animals are not allowed inside the park.
- Magic markers, spray paints and aerosol cans, or product similar to it are not allowed inside the park.
- Folding chairs, beach umbrellas, tents.
- Radios/boom boxes, musical instruments.
- Hover boards, skateboards, unicycles, stilts, pogo sticks, spring-loaded footwear, Segway's, bicycles, and other mobility devices, roller skates and other toys or mobility-methods of convenience.
- Mirasol Water Park reserves the right to revoke your entry to the park or expel you from the park/s without refund if you are found misusing or violating park policies, general rules, dress code, staff instructions and rules & regulations of any ride or attraction.
- Please be polite & courteous to fellow guests while waiting for attractions. Guests are not permitted to save places in queue or exit the queue and return to claim same place, for any reasons.