



**Rajasthan Tourism Development Corporation Ltd.
(Government of Rajasthan Undertaking)**

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F4/CRO/Reservation Policy/2016-2017/ 691

Date: - 5-5-2016

Office Order

In supersession of all previous orders, the reservation policy for RTDC Hotels/Motels approved by the board in its 163rd meeting dated 22/03/2016 shall come into force with immediate effect.

Encl: - Copy of Reservation Policy.


Executive Director

Copy to: -

1. P.S to Chairman, RTDC & Secretary Tourism.
2. P.S to MD, RTDC Ltd. Jaipur.
3. E.O to E.D, RTDC Ltd. Jaipur.
4. E.O to E.D-F, RTDC Ltd. Jaipur.
5. Company Secretary, RTDC.
6. General Manager (F), RTDC Ltd. Jaipur.
7. General Manager CRO, RTDC Ltd. Jaipur.
8. All RTDC Hotels, Motels _____
9. All Reservation Offices _____


Executive Director

Sub:- RTDC Hotel Reservation Policy 2016

1. **Fixation of Tariff**

The tariff of Hotels / Motels will be decided by management from time to time and can be changed without any prior notice.

2. **Check-in/Check-out time 12.00 Noon**

Early check-in/ late check-out for maximum two hours can be permitted by unit incharge keeping in view the advance bookings and arrival timings without any extra charges.

3. **Booking & Payment Procedure**

3.1 100% advance payment at the time of booking for both online and manual bookings.

3.2 Online booking can be done through credit/debit card or net banking.

3.3 Early check-in can be permitted between 6am and 12noon subject to availability of room & payment of 20% tariff of room.

3.4 Late check-out can be permitted between 12noon and 6pm subject to availability of room & payment of 20% tariff of room.

3.5 Taxes are applicable extra as per government policy.

4. **Cancellation & Refund Rules**

4.1

| Period | Cancellation Charges on Total Booking |
|--|---------------------------------------|
| 30 days prior to arrival date | 10% of total booking value |
| 29 Days to 15 days prior to arrival date | 25% of total booking value |
| 14 Days to 24 Hrs. of arrival date | 50% of total booking value |
| Within 24 Hrs. of arrival date | 100% of total booking value |

4.2 Taxes are applicable on cancellation amount as per govt. policy

5. **Complimentary Facility to Tour Leader/Escort**

One complementary room on booking of 10 or more paid rooms.

6. **Commission structure**

6.1 For authorized marketing Agents including those who are retired RTDC employees.

6.1.1 Business up to Rs. 2,00,000/- in a financial year @ 15%

6.1.2 Business of more than Rs 2,00,000/- in a financial year @ 20%.

6.2 **For other travel agents @ 15%**

6.3 5% additional commission will be given to authorized marketing agents on booking of 20 rooms or more at a time in one hotel.

6.4 ~~15% Commission shall be deducted Less TDS by authorized marketing agent/travel agent from booking amount. Additional Commission of 5% will be given after review of performance at the end of each financial year.~~

6.5 The additional commission is applicable only for those authorized Marketing Agents, who are booking online through Login/Password allotted by RTDC.

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7 **Amendment**

7.1 One time amendment in booked dates is permitted on payment of 10% of tariff and subject to availability of rooms.

7.2 Confirmed bookings cannot be transferred to any other guest.

8 **Bulk Booking:-**

8.1

| No. of Rooms | Discount in Off season (April- Sep.) except. Mt. Abu | Discount in season (Oct: - March.) |
|---|---|---------------------------------------|
| 25 to 35 rooms for one day & one Hotel | 30% | 20% |
| 36 rooms and above for one day & one Hotel | 40% | 25% |

8.2 other discounts & TAC is not applicable on such bulk bookings

9 **Discounts Offered to various category of Tourists**

9.1

| | |
|-----------------------|---|
| Employees | 20% Discount on accommodation to the officers/ employees of Rajasthan State Govt. and Govt. of India ,Public Sector Undertakings/ Boards/ Nationalized Banks and A.G. office Rajasthan on official/ private visit |
| Only Women Traveller | 25 % discount on accommodation to lady tourists, travelling single or in a group of women only |
| Senior Citizen | 20% discount on accommodation if at least one of them is a senior citizen(above 60 year) |
| Physically Challenged | 30% Discount on accommodation. Accompanying attendant shall be allowed free of charge in the same room. |

9.2 **Conditions applied for above discounts:-**

9.2.1 All type of discounts is applicable on prescribed tariff as decided from time to time.

9.2.2 Above discounts will be admissible on submission of photo copy of the valid proof at the time of Check-in.

9.2.3 Admissible amount of discount will be adjusted in catering bill or other services at the time of check-out. If there are any balance remains towards the guests after all adjustments, than this may be refunded at the time of checkout at unit level.

9.2.4 Only one type of discount is applicable **at a time** which is given to various categories i.e. employees, women traveller, senior citizen or physically challenged, etc.

9.2.5 No discount is applicable during 24-31st Dec. specified dates at place of Fair & Festival & Deepawali period.

9.2.6 No discount is permissible to RTDC staff during the period as mention in (9.2.5).

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- 10 Day-use tariff**
Keeping in view availability Unit Incharge is authorized to offer room on day use (up-to 8 hrs.)With in 6.00A.M.to 6.00 P.M. on 50% of prevailing tariff. Unit Incharge will update in H.M.S. and online reservation system to be done as per the features available for such bookings at Unit level only by putting remarks at check in/out time duly verified.
- 11 Discount powers will be as following:-**
- 11.1** CMD/Managing Director: - 50% on accommodation and catering both.
11.2 Executive Director/ Executive Director (Finance): - 20% on accommodation.
11.3 Unit Incharges and central reservation office Jaipur and Delhi: - 10% in season and 20% in off season on accommodation.
- 12 Security Money**
- 12.1** **Authorized Marketing Agents:** - Rs.25000/-. No interest is payable on security deposit. The security deposit is refundable on termination of authorized marketing agency.
12.2 **Retried RTDC Employee:** - Rs. 5000/-. No interest is payable on security deposit. The security deposit is refundable on termination of authorized marketing agency.
- 13 Power to Managing Director:-**
- 13.1** Managing Director can declare any person as Corp. Guest for lodging, boarding, transport services provided in RTDC Hotels/ Motels.
13.2 Sanction special concession in tariff for promotion of commercial interest of the corporation.
13.3 Fix the commission of travel agents.
13.4 Waive off or relaxation in cancellation charges looking to the unavoidable circumstances.
13.5 Appointment of Marketing agents or online portals viz. **MakeMyTrip, travelguru, Oyo rooms, Zoo rooms** etc.
13.6 Termination of any agency for not given satisfactory business or any other reason without any notice.
- 14 Norms for appointment of Marketing Agents:-**
- 14.1** Agency should be registered in any state Tourism Department Or Corporation.
14.2 Agency should be recognized / affiliated with any Travel Association i.e. IATO, TAAI, FHRAI etc.
14.3 Minimum three years' experience as travel agency.
14.4 Quantum of business given to RTDC.
14.5 Proposed business to be given to RTDC (Rs. in lacs)
An agency can be initially appointed for two years and can be extended based on performance.