

National Institute of Technical Teachers' Training and Research, Bhopal

(Deemed to be University (Distinct Category) under the Ministry of Education,
Government of India)

SOP FOR Guest House

1. Background

This document is framed based on the committee recommendations out of the meeting held on 13 Jan. 26. The automation of Guest house booking facilities was deliberated to establish a transparent, fair & uniform policy for booking, cancellation, refunds and other needs as & when felt administratively.

2. Objective

The objective of this SOP is to ensure clarity and transparency in guest house booking cancellations with standardized procedures across all guest houses/hostels of the institute.

3. Applicability and Scope

This SOP shall be applicable to all guest house at NITTTR, Bhopal or Extn. Centres as applicable.

4. Authority and Administration

- The Guest House booking and cancellation system shall be administered by the Institute.
 - The Institute reserves the right to cancel bookings under unavoidable or administrative circumstances.
 - All cancellations and refunds shall be governed strictly by this SOP.
-
-

5. Booking and Cancellation Policy

5.1 Cancellation by the Institute

- If cancellation is initiated by the Institute, the guest shall be informed **immediately prior** to the scheduled check-in date/Time.
- In such cases, **100% refund** of the total amount paid (Booking Amount + GST) shall be made to the guest.

GH-345
5.2.26

2025 DEC 6 FMTS 00000990

5.2 Cancellation by the Guest

Cancellation charges shall depend on the time of cancellation before the scheduled check-in date:

Time of Cancellation	Deduction	Refund Payable
72 hours or more before check-in	10% of booking amount	90% of booking amount + 100% GST
48 hours or more before check-in	15% of booking amount	85% of booking amount + 100% GST
24 hours before check-in	20% of booking amount	80% of booking amount + 100% GST

- **Partial cancellation is not permitted** under any circumstances.
-

6. Refund Policy and Timeline

- Refunds may arise due to cancellation of bookings either by institute or by the guest or erroneous transactions.
 - Refunds shall be processed only after verification and confirmation of the relevant transaction.
 - The eligible refund amount shall be credited to the guest's account **within 10 working days**.
-

7. Financial Monitoring and Accountability

To ensure transparency, accountability and financial transactions related to the guest house booking system shall be monitored as follows:

- **LDC / Typist:** Daily reconciliation of all transactions will be done by Shri Rajiv Tiwari, LDC
- **Programmer:** Reconciliation and account related activities will be supervised by Shri Jagesh Chandra Mishra.

LDC / Typist/ Programmer shall be responsible for maintaining proper financial records. Further compiled data shall be Handed Over to Sr. A.O.

8. Child Age Policy

- A person **below 12 years of age** shall be treated as a child.
 - A person **12 years and above** shall be charged at the same rate as an adult.
-

9. Guest Category Policy

- Guests booking under the category "**Government Employee**" must produce valid photo ID card (Employee ID Card, Aadhar Card, PAN Card) of current government employment at the time of stay.
 - Failure to produce valid proof shall result in charging the guest as per the "**Other**" **Category**, and the guest shall be required to pay the differential amount.
-
-

10. Violation of Rules and Regulations

- Any guest found violating the rules and regulations of the guest house shall be liable for eviction. Additionally in demanding circumstances legal action as deemed fit may also be initiated by Institute
 - **No refund shall be admissible** in cases of eviction due to violation of rules.
 - The rules are subjected to Bhopal Jurisdiction only.
-
-

11. Contact Persons-

-
-
-

Issued with the approval of the competent authority.