SINGH VILLA

STAY • RELAX • ENJOY

Guest Information *& Policies*

STAY POLICIES · TERMS & CONDITIONS · PRIVACY POLICY · FREQUENTLY ASKED QUESTIONS

Singh Villa
Ranikhet, Uttarakhand

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Welcome to Singh Villa

Thank you for choosing to stay with us. This document brings together everything you need to know before and during your stay. If anything is unclear, please write to us — our family is always happy to help.

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CHECK-IN
from 1:00 PM

CHECK-OUT
by 11:00 AM

ADVANCE TO CONFIRM
30%

CURRENCY
Indian Rupees (INR)

PART 01

Stay policies

Clear, fair terms so you can book with confidence.

1.1 Check-in & check-out

Check-in is from 1:00 PM and check-out is by 11:00 AM.

Early check-in and late check-out are possible on request, subject to availability.

1.2 Payment

A 30% advance confirms your booking. The balance is payable at check-in by card, UPI, bank transfer or cash.

Bookings are for the whole villa. Prices are per night for the villa; applicable GST is added to the final invoice.

1.3 Cancellation & refunds

- Free cancellation up to 14 days before arrival.
- 50% refund for cancellations 7–14 days before arrival.
- No refund for cancellations within 7 days of arrival or for no-shows.
- In case of road closures or extreme weather, we will work with you to move your dates.

Refunds are paid to the original payment method within 7–10 working days.

1.4 Identification & guest registration

Valid photo ID is required for every adult guest at check-in. International guests must present a passport and valid Indian visa; we register foreign guests with the authorities (Form C) as required by Indian law.

1.5 House rules

- Quiet hours are from 10:00 PM to 7:00 AM, out of respect for other guests and our neighbours.
- Only registered guests may stay overnight. Day visitors are welcome with prior notice.
- Parties and events need our written approval in advance.
- Please treat the villa as you would a friend's home — any damage beyond normal wear may be charged.
- Please conserve water and electricity; mountain supplies are precious.

1.6 Children

Children are welcome. Children under 5 stay free when sharing existing beds.

1.7 Pets

Please ask before booking — pets may be allowed on request.

1.8 Smoking

The villa is non-smoking throughout. Thank you for helping us keep it fresh for every guest.

PART 02

Terms & conditions

The terms that apply to every booking and to the use of our website.

2.1 About these terms

These terms apply to every booking at Singh Villa, Ranikhet, Uttarakhand, and to the use of this website. By sending an inquiry or confirming a booking, you agree to them together with our Stay Policies and Privacy Policy.

2.2 Booking inquiries & confirmation

Submitting an inquiry does not create a reservation. A booking is confirmed only when we have confirmed availability and terms to you in writing and received the advance payment set out in our Stay Policies.

2.3 Rates & taxes

Rates are quoted and charged in Indian Rupees (INR) per night for the whole villa unless stated otherwise. Amounts shown in other currencies are approximate and for guidance only. Applicable taxes, including GST, are added to the final invoice.

2.4 Payment

A 30% advance confirms your booking. The balance is payable at check-in by card, UPI, bank transfer or cash.

Any bank or card charges for international payments are the responsibility of the guest.

2.5 Cancellations & changes

Cancellations and refunds follow our Stay Policies in force at the time of booking. Date changes are subject to availability and are not guaranteed.

2.6 Check-in & identification

Valid photo ID is required for every adult guest at check-in. International guests must present a passport and valid Indian visa; we register foreign guests with the authorities (Form C) as required by Indian law.

We may refuse check-in if valid identification cannot be produced, in which case the cancellation terms apply.

2.7 Occupancy & guest conduct

The number of guests may not exceed the number confirmed in your booking. Guests are expected to follow our house rules and to behave respectfully towards staff, neighbours and the local community. We may end a stay without refund in case of serious misconduct or illegal activity.

2.8 Damage & liability

Guests are responsible for any damage to the property, furnishings or equipment caused by them or their visitors, beyond normal wear and tear. Guests are responsible for their own belongings; we are not liable for loss or theft of items not handed to us for safekeeping.

2.9 Activities & excursions

Treks, safaris, rafting and other activities are provided by independent operators. We are happy to recommend and arrange them, but participation is at the guest's own risk and subject to the operator's terms. We strongly recommend travel insurance.

2.10 Weather, road closures & force majeure

Mountain weather, landslides, road closures, natural events, government orders or other circumstances outside our control may affect travel or services. We are not liable for such events, but we will always work with you in good faith to reschedule or find a fair solution.

2.11 Website content

We work to keep descriptions, photos and prices on this website accurate, but they may change. If a detail is important to your stay, please confirm it with us before booking.

2.12 Governing law

These terms are governed by the laws of India. Any dispute will be subject to the jurisdiction of the courts of Uttarakhand.

2.13 Contact

For any question about these terms, write to info@singhvilla.com or call +91 98999 83151.

PART 03

Privacy policy

How we collect, use and protect the information you share with us.

3.1 Who we are

Singh Villa is a family-run villa in Ranikhet, Uttarakhand. We are responsible for the personal information you share with us through this website, by email, phone or WhatsApp, or during your stay.

3.2 Information we collect

- Contact details: name, email address, phone or WhatsApp number and country of residence.
- Stay details: travel dates, number of guests, room preferences and special requests (which may include dietary or accessibility needs you choose to share).
- At check-in: identity documents, and for international guests passport and visa details, as required by law.
- Basic, anonymous website statistics such as pages viewed.

3.3 How we use it

We use your information only to reply to your inquiry, arrange and manage your stay, take payment, meet our legal obligations (including foreign guest registration through Form C), and keep in touch about your booking. We do not sell your information or use it for unrelated marketing.

3.4 Legal basis

We process your personal data with your consent and for the purpose you shared it, in line with India's Digital Personal Data Protection Act, 2023, and to comply with legal requirements.

3.5 Who we share it with

- Our email service provider, which delivers inquiry messages to us.
- Payment providers, when you make a payment.
- Government authorities, where the law requires it (for example Form C registration for foreign guests).

Each of these receives only what is needed for that purpose.

3.6 How long we keep it

We keep inquiry and booking information only as long as needed to manage your stay and meet accounting and legal requirements, after which it is deleted.

3.7 Cookies & analytics

This website does not use advertising cookies. We use privacy-friendly analytics that count visits without identifying you.

3.8 Security

We take reasonable technical and practical measures to protect your information, and limit access to the people who need it to look after your booking.

3.9 Your rights

You can ask to see, correct or delete the personal information we hold about you, or withdraw your consent, at any time by writing to info@singhvilla.com. We will reply within 30 days.

3.10 Changes to this policy

We may update this policy from time to time. The latest version is always on this page, with the date it was last updated.

PART 04

Frequently asked questions

Quick answers about booking, your stay and travelling to Uttarakhand.

Booking & payment

How can I book a stay?

Send us an inquiry through the booking form or WhatsApp. We reply within 24 hours with availability and the next steps.

How do I check availability?

Our family checks availability for each inquiry personally and replies with confirmed dates.

Which currency are prices in?

Rates are in Indian Rupees (INR). The US$ amounts shown on the website are approximate.

How do I pay?

A 30% advance confirms your booking. The balance is payable at check-in by card, UPI, bank transfer or cash.

What is the cancellation policy?

Free cancellation up to 14 days before arrival. 50% refund for cancellations 7–14 days before arrival. No refund for cancellations within 7 days of arrival or for no-shows. In case of road closures or extreme weather, we will work with you to move your dates.

Is the villa booked as a whole?

Yes. Singh Villa is booked as one private villa — all 3 bedrooms and 4 bathrooms, for up to 9 guests. Send your dates and we reply with a personal quote.

Your stay

What are the check-in and check-out timings?

Check-in is from 1:00 PM and check-out is by 11:00 AM. Early check-in and late check-out are possible on request, subject to availability.

Are families welcome?

Yes. Singh Villa welcomes families, couples and groups. Children are welcome. Children under 5 stay free when sharing existing beds.

What food do you serve?

Breakfast is complimentary. Lunch is served from 1:00 to 3:00 PM and dinner from 7:30 to 9:00 PM. Tell us about any dietary needs (vegetarian, vegan, allergies) in your inquiry.

Is there Wi-Fi at the villa?

Yes, Wi-Fi is available for guests. Mobile coverage in the mountains can vary, so we recommend downloading offline maps before long drives.

Are pets allowed?

Please ask before booking — pets may be allowed on request.

Is there parking?

Yes. Free private parking is available at a location near the villa, and no reservation is needed. There is also space for bicycles.

Can I cook at the villa?

Yes. The villa has a kitchenette with a stovetop, oven, microwave, refrigerator, electric kettle and kitchenware, plus a dining area. Breakfast is complimentary, and lunch and dinner can be served at set times.

Is the villa accessible?

The upper floors are reached by stairs only. If anyone in your group has limited mobility, tell us in your inquiry and we will help plan the most comfortable arrangement.

Is smoking allowed?

The villa is non-smoking throughout. Thank you for helping us keep it fresh for every guest.

Is the villa safe?

Yes. The villa has fire extinguishers, smoke alarms, CCTV outside the property and key access, and a caretaker is on site.

Travel & international guests

Can international tourists book?

Yes, international travellers are very welcome. Please bring your passport and valid Indian visa; we are required by law to register foreign guests (Form C) on arrival.

Do foreign tourists need a visa or permit?

Most international visitors need an Indian visa, and many nationalities can apply for an e-Visa online. Some remote areas near the international border need special permits for foreign nationals; normal travel to the villa does not.

How do I get there?

The villa is in Majkhali, about 12 km from Ranikhet. The nearest railway station is Kathgodam (roughly 3 hours by road) and the nearest airport is Pantnagar (roughly 4 hours). See our How to reach page for details.

How do I get from the station or airport?

Taxis are easily available at Kathgodam station and Pantnagar airport. Ask us and we will help you find a reliable driver.

What is the best time to visit Uttarakhand?

October–November and March–April usually offer the clearest mountain views and most comfortable weather. Summer (May–June) is busy, the monsoon (July–September) brings heavy rain, and winter is cold with snow at higher altitudes.

Is Uttarakhand safe for international travellers?

Uttarakhand is generally a welcoming and safe region for travellers. Use normal travel common sense, avoid driving mountain roads at night, and trek only with registered guides. We are always a phone call away during your stay.



We look forward to *welcoming you.*

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This document reflects our policies as of 2 November 2026. The latest version is always available on our website.