



Hotel Policy & Regulations

The Trios Hotel, Kochi

Namaste! A warm welcome to The Trios Hotel. We thank you for choosing us for your stay at Cochin. Our hotel in Kochi, a landmark of rare beauty and unique style, holding hands together to give you a memorable experience in Kochi, Kerala, India. Our hotel is located in propinquity to major business or tourist places of interest & shopping malls make here perfect sense to nest up at the Trios Hotel Kochi. Be it for business or travelling to explore the cultural heritage and weather, The Trios Hotel is the best hideout. Located at a distance of 28 km from Kochi Airport and 1.5 km from Railway Station make this hotel a perfect location for your travel needs.

We assure you of our best service during your stay with us. We strive to provide our guests with an exceptionally clean, safe, and friendly hotel experience. The following Hotel Policy/House Rules have been established based on industry standards, management and operational procedures, and our personal experience of owning and operating The Trios Hotel. These Hotel Policy/House Rules are considered a part of our reservation agreement with you. As our hotel guest, by reading and signing your hotel registration form, you are agreeing to abide by all of our Hotel Policy/House Rules, terms and conditions, and procedures. These Hotel Policy are presented here to help promote our guest's safety and enjoyment and to ensure that each guest is aware of the understandings between the Trios Hotel and the guest. Our Hotel Policy/House Rules may update from time to time, so please check back often.



I. Introduction

A. Purpose of the Document

The purpose of this document is to outline the house rules, policies, and procedures of The Trios Hotel, ensuring that all staff and guests are aware of and adhere to the standards and regulations that maintain the hotel's high quality of service and operational efficiency. These guidelines are designed to enhance guest satisfaction, ensure safety and security, and uphold the reputation of The Trios Hotel as a premier lodging destination.

B. Scope of Application

This document applies to all employees, guests, suppliers and service providers of The Trios Hotel. It covers various aspects of hotel operations, from reservations and guest services to safety protocols and employee conduct. By adhering to these policies, The Trios Hotel aims to provide a consistent and excellent experience for all guests while maintaining a safe and productive working environment for employees.

C. Our Core Principles

At The Trios Hotel, Kochi, every rule and policy we uphold is rooted in a simple philosophy: **Ethical Hospitality**. We believe that a truly memorable stay is built on a foundation of integrity, which is why we operate under the "Holy Money" concept—a commitment to ensuring that every rupee earned is through fair, transparent, and professional service.

Our decisions are guided by three primary intentions:

- **Uncompromising Standards:** We prioritize your well-being through rigorous hygiene protocols and a dedicated safety and security framework, ensuring genuine value for all our guests.
- **A Culture of Respect:** We believe that happy, well-cared-for heart-of-house staff provide the best service. By ensuring our team is treated with dignity, and provided with quality welfare, we empower them to welcome you with authentic warmth.
- **Inclusion & Integrity:** We host without prejudice. The Trios is a space of zero discrimination, where every guest is treated with equal respect. We extend this same fairness to our local partners and suppliers, ensuring that the entire ecosystem supporting your stay is built on healthy, sustainable relationships.



- **Environmental Stewardship:** We are dedicated to a sustainable future through significant green investments, including solar energy for power and hot water, advanced rainwater harvesting, and on-site waste management.

These principles are the "why" behind the rules that follow. We thank you for respecting these guidelines, as they allow us to maintain the high standards of professionalism and care that define The Trios experience.

D. Mission Statement

Our mantra: **“Service to Please”**. Our friendly staff are well trained to provide personalized and detailed attention to all your needs. Our mission is to provide exceptional hospitality and unparalleled service to our guests. We are committed to creating a welcoming and comfortable environment, where guests feel valued and staff are empowered to deliver their best. Guest satisfaction is our top priority at and we strive to ensure that every guest has a positive and memorable experience.

E. Definitions and Terms

- **Guest:** Any individual who has made a reservation or is currently staying at the hotel.
- **Employee:** Any individual employed by The Trios Hotel, including full-time, part-time, and temporary staff.
- **Reservation:** The process of booking a room or service at the hotel.
- **Check-In:** The process of registering and providing a guest with a room upon arrival.
- **Check-Out:** The process of finalizing a guest's stay and processing any outstanding payments.



II. Reservation and Booking Policies

A. Reservation Process

Reservations at The Trios Hotel can be made through various channels, including the hotel website, phone, email, and third-party booking platforms. The reservation process involves:

- **Inquiry:** Guests can inquire about room availability, rates, and amenities. Through website, phone, email, and third-party booking platforms.
- **Booking:** Guests provide necessary information, including personal details, dates of stay, and payment information.
- **Confirmation:** A confirmation email or message is sent to the guest with the details of their reservation.

NOTE:

- *Reservations without advance payment are not confirmed.*
- *A minimum of 50% of the total billing amount is required as advance to confirm a booking.*
- *Full payment must be transferred at least 24 hours before check-in. All dues must be cleared prior to check-in.*

B. Cancellation Policy

Cancellations must be made within a specified time frame to avoid charges. The policy is as follows:

Notice Period Before Check-In (1:00 PM)	Refund
7 or more days in advance	Full Refund
3 to 6 days in advance (72+ hours)	50% of total billing for booked period
Within 72 hours / No Show	No Refund

C. Long stays & Corporate Billing

- For extended stays, services are settled on a weekly basis.
- Corporate accounts and bulk bookings are managed by the General Manager of the Hotel. Please contact reservations for corporate rate agreements.



III. Check-In and Check-Out Procedures

A. Check-In Procedure

- Check-In Time begins at 1:00 PM.
- **Identification:** All guests must present a valid photo identity document.
 - **Accepted IDs:** Aadhaar Card, Voter's ID, Driving License, or Passport.

Note: PAN card is not accepted as it does not contain a physical address.

- **Foreign Nationals:** Must provide a copy of their Passport, Visa, and emigration entry stamp. The hotel is legally required to submit a C-Form registration to the FRRO immediately. Guests with expired visas will not be permitted to check in.
- **OCI card holders:** Providing a C-Form is optional, but a copy of the OCI card must be collected.
- **Children (< 10 years) & Extra Occupancy:** A maximum of one child (without an extra bed) is permitted at no additional charge. Children below 10 years of age may be exempted from individual ID requirements, subject to the accompanying adult's registration. Extra person tariffs apply for children aged 10 and above.

B. Check-Out Procedure

The check-out process is designed to be quick and hassle-free. Check-Out Time is 11:00 AM.

The steps include:

- **Room Inspection:** Housekeeping performs a final inspection of the room to ensure no damages or missing items.
- **Final Bill:** The front desk prepares the final bill, including room charges and any additional services used.
- **Payment:** Guests settle their final bill.
- **Feedback:** Guests are encouraged to provide feedback about their stay.

C. Early Check-In & Late Check-Out

Early check-in and late check-out requests are subject to room availability and cannot be guaranteed in advance.



Time Window	Charge (incl. GST)
Early check-in after 11:00 AM / Late check-out until 1:00 PM	Complimentary (subject to availability)
Early check-in before 11:00 AM / Late check-out after 1:00 PM (up to 3 hours)	INR 500/-
Early check-in after 5:00 AM / Late check-out until 6:00 PM	INR 1,000/-
Guaranteed early check-in (before 5:00 AM)	Previous night's room charge applicable
Late check out (after 6:00 PM)	Full day rent

Note: Please inform Reception at least 10 minutes before check-out. Kindly inform Reception 24 hours in advance if you need to check out earlier than planned – otherwise a full night's stay with breakfast will be charged.

D. Extension of Stay

- Extension of stay is subject to room availability and applicable rate adjustments.
- Please contact Reception to confirm availability before planning an extended stay.

IV. Tariffs and Payment

A. Room Rates

- EP – European Plan: Room Only (no meals included).
- CP – Continental Plan: Room with complimentary buffet breakfast.
- MAP – Modified American Plan: Room with breakfast and one additional meal (lunch or dinner).

Standard Tariff (Walk-in / Direct)

Room Type	Plan	Occupancy	Rate (INR)
Deluxe AC Room	CP (with Breakfast)	Double	Check our website for latest tariff rates.
Deluxe AC Room	EP (Room Only)	Double	
Deluxe AC Room	CP (with Breakfast)	Single	
Deluxe AC Room	EP (Room Only)	Single	



- 5% GST is applicable on standard tariffs (unless otherwise indicated).
- Tariffs are subject to change without prior notice. Premium rates apply from 25 December to 1 January.

Corporate / B2B Tariff (incl. 5% GST)

Contact reception at +91 8875 397 397 or email us at reservations@thetrioshotel.com for details.

B. Additional Charges

- Extra Person Charges

Plan	Rate (incl. GST)
CP Plan	Rs. 700/-
EP Plan	Rs. 600/-
MAP Plan	Rs. 1200/-

- Adding Buffet Breakfast for an EP guest: INR 250/- per head (incl. GST).
- Special Arrangement charges

Arrangement	Rate
Flower Bed Decoration	Rs. 1,000/- Net per day
Candle Light Dinner	Rs. 1,500/- Net per couple per day
Honeymoon Cake	Rs. 750/- Net
Fruit Basket	Rs. 300/- Net per day

C. Accepted Payment Methods

- UPI: GPay, PhonePe, Paytm, BharatPe
- Bank Transfer: NEFT / RTGS / IMPS.

Field	Details
Account Name	THE TRIOS HOTEL
Bank	Axis Bank, Kochi Branch
Account Number	921020014647464
IFSC Code	UTIB0000081

- Online Payment Link: <https://razorpay.me/@thetrioshotel>
- UPI ID: BHARATPE09913622926@yesbankltd



V. Room Amenities & Usage Policy

A. In-Room Amenities

- 32" Smart TV with Airtel set-top box (327+ channels).
- Centralized Air Conditioning (Daikin VRF system) and ceiling/wall fan.

NOTE: Air conditioning will not function if windows are open or not properly closed. Please ensure windows are fully shut to allow the AC to operate effectively.

- Electric kettle with tea, coffee, and milk powder is placed in the room. A minibar/cooler box is also available.
- 24-hour hot water via solar water heaters.
- Complimentary high-speed Wi-Fi is available in the rooms and throughout the hotel
 - **Wi-Fi Network Name:** THE TRIOS, **Password:** trios@2021
 - The Wi-Fi password is also printed on the Welcome Note in your room.
 - Guests are expected to use the internet responsibly and refrain from activities that may impact other users or violate applicable laws.

Room Type Reference

Room Type	Room Numbers
Twin Bed Rooms	101, 105, 106, 201
Queen Bed Rooms	27 Rooms (6 ft. Beds)
Balcony Rooms	107, 208, 308, 408
Inter-connected	206, 207

B. Housekeeping Schedule

- Stay-back room cleaning is available between 8:30 AM and 4:30 PM. Kindly inform Reception in the morning if you require this service.
- Bed linen is changed every third day. To assist with our environmental sustainability goals, guests are encouraged to reuse towels.
- Used towels are replaced daily — please leave used towels on the floor of the room to indicate replacement is needed.
- Additional housekeeping services (extra towels, linen changes) are available on request at Reception.
- Shaving kits, shower caps, hair dryers, combs, bathroom slippers, baby cradles, and wheelchairs are available on request via Reception.
- **Guest laundry:** washing, dry cleaning, and ironing services are available at an additional charge. Please contact Reception or dial Ext. 9 to avail laundry services.

C. General Room Policies

- Quiet hours are observed from 10:00 PM to 6:00 AM. Guests are kindly requested to keep noise to a minimum during this period.



- Guests may receive visitors until 8:00 PM provided they register (with a valid ID) at the reception. In the case of an extended visit after 8:00 PM, an additional charge of INR equivalent per person per night applies for the visiting guest. The hotel reserves the right to deny entry to unregistered visitors or those deemed disruptive to other guests.
- The provided "Do Not Disturb" sign may not be displayed for more than 24 consecutive hours. After this, the hotel reserves the right to enter for a safety check.
- All indoor areas and guest rooms are strictly non-smoking. Designated smoking areas are located outdoors and on the Roof Terrace. Violations will result in penalty as per applicable regulations.

D. Prohibited Items & Devices

- Use of personal irons, hot plates, electric heaters, or any external heating/cooking appliance is strictly prohibited. An Electric Iron and board are available on request from Reception.
- Explosives, weapons, flammable materials, or any other dangerous substances are not permitted on hotel premises.
- Food and beverages brought from outside are not permitted in the hotel. The hotel reserves the right to remove such items.
- Please do not remove room inventory (pillows, towels, blankets). Any damage to hotel property will be charged to the guest's account.
- Pets are not allowed in the hotel premises.

E. Parking

- Complimentary parking is available in front of the hotel: up to 10 cars and 6 bikes.
- The hotel accepts no responsibility for any damage, theft, or loss of vehicles or their contents while parked on hotel property.
- All vehicles are parked entirely at the owner's risk.
- EV charging facility is available on the premises.
- Drivers accompanying the guests can use the toilets in the ground floor of the Hotel to freshen up.



VI. Restaurant

Meal Period	Timings	Notes
Buffet Breakfast	8:00 AM – 9:45 AM	Complimentary for CP/MAP guests. No room service for breakfast.
Lunch	12:30 PM – 3:00 PM	Last order at 2:30 PM.
Tea, Coffee & Snacks	3:30 PM – 5:30 PM	Available at the restaurant and room service.
Dinner	7:00 PM – 10:00 PM	Last order at 9:30 PM.
Room Service	7:00 AM – 10:00 PM	Available for all in-room dining (except breakfast).

- Guests are requested to wear appropriate clothing and footwear when visiting the restaurant and all public areas of the hotel.
- Consumption of alcohol is not permitted in the hotel.
- Bringing food or beverages from outside into the restaurant is not permitted. The hotel reserves the right to remove any such items.



VII. Safety & Emergency Procedures

A. Fire safety

- The hotel is equipped with a full Fire Detection and Fire Fighting System, smoke detectors, and fire extinguishers.
- In the event of a fire alarm, use the rear stairs and proceed to the assembly point calmly.
- Do not use the lift during an evacuation.

B. Security

- CCTV surveillance is operational in all common areas and outside the property around the clock
- The hotel bears no liability for lost, misplaced, stolen or damaged personal belongings. Guests are required to take responsibility for all their personal belongings.
- In case of any loss or theft, please inform Reception immediately.
- Any items found in a room after check-out will be logged, secured, and the guest will be notified
- If you believe you have left something behind, please contact Reception immediately at +91 8875 397 397 or email reservations@thetrioshotel.com

C. Medical Assistance

In case of a medical emergency, please contact Reception immediately. Nearby hospitals include:

- Medical Trust Hospital, M.G. Road — Ph: 0484 235 8001
- Krishna Hospital, Chittoor Road — Ph: 0484 409 5888
- Lisie Hospital — 2 km
- Aster Medicity — 9 km
- Amrita Hospital — 10 km

D. Property Damage

- Guests are liable for any damage caused to hotel property, fixtures, furnishings, or equipment — whether accidental or deliberate — by themselves or any person in their party.
- The cost of repair or full replacement will be charged to the registered guest's account.
- Any damage discovered after check-out will be charged to the guest's card or payment method on file.
- In serious cases, the matter may be referred to appropriate legal authorities.



IX. Environment & Sustainability

The Trios Hotel is proud of its commitment to environmental responsibility. Our green initiatives include:

- Roof-top Solar Panels (45 KW capacity) for renewable energy generation.
- Solar Water Heaters providing 24-hour hot water across all rooms.
- Rainwater Harvesting Tanks and an on-site Water Treatment Plant.
- Sewerage Treatment Plant for responsible wastewater management.
- Waste Incinerator and Bio-Composting Plant for sustainable waste disposal.
- EV Charging Facility available for electric vehicle users.

Guests are encouraged to participate in our sustainability efforts by reusing towels and linens, conserving water and electricity, and turning off lights and air conditioning when leaving the room.



X. Feedback, Complaints & Service Requests

- Guest feedback is invaluable to us. We invite you to share your experience using our QR code scanner available at the reception.
- For any service defect, technical issues, or complaints during your stay, please contact Reception immediately so we can address it promptly.
- Complaints raised after departure when the hotel had no opportunity to respond during the stay will not be considered grounds for accommodation rate discount.
- For escalations, please contact the General Manager directly at +91 8875 186 186.
- We are also available on Google Reviews, OTA platforms, Facebook (Trios Hotel Kochi) and Instagram (@trioskochi). We read and respond to every review personally.

We wish you a most pleasant stay!

Warm Regards, Management & Staff— The Trios Hotel