



Best Eastern Hotels Ltd.

CIN : L99999MH1943PLC040199

Regd. Office: 401, Chartered House, 293/299,

Dr. C.H. Street, Near Marine Lines Church, Mumbai - 400 002

Tel: + 91 22 69314400

Email: booking@ushaascot.com • Web: www.ushaascot.com

Official Reservation Payment & Billing Policy

By initiating an online booking or making a financial transaction on this website, you explicitly agree to the payment, billing, and currency terms detailed below.

1. Booking Confirmation & Advance Payment Requirements

- **100% Advance Payment:** To successfully secure and guarantee a room reservation at Usha Ascot, a full 100% advance payment of the total room tariff, applicable taxes, and pre-booked meal plans must be settled at the time of online checkout.
- **Provisional Bookings:** Any booking initiated without a successful payment transaction footprint will be automatically treated as "provisional" and purged by our Central Reservation System (CRS) within twenty (20) minutes.
- **Peak Season & Weekends:** For bookings falling on weekends (Friday–Sunday), public holidays, festival weeks (e.g., Diwali, Christmas, New Year), and peak summer/monsoon vacation dates, no partial deposits are accepted.

2. Accepted Modes of Payment

Through our integrated, secure third-party payment gateways, the resort accepts the following digital payment instruments:

- **Credit & Debit Cards:** Visa, Mastercard, RuPay, and American Express.
- **Unified Payments Interface (UPI):** Direct QR code scan or VPA transfers via BHIM, Google Pay, PhonePe, or Paytm.
- **Net Banking:** Real-time account debits across all major Indian scheduled commercial banks.
- **Prepaid Wallets:** Verified digital wallets integrated into our checkout window.

Note: Cash payments are accepted strictly at the physical front desk of Usha Ascot for incidental charges only, subject to the limits prescribed under the Indian Income Tax Act, 1961.

3. Taxes, Levies, and Currency Standards

- **Goods and Services Tax (GST):** All room tariffs published on our portal are subject to statutory Luxury/Hospitality GST rules mandated by the Government of India. Taxes are calculated dynamically based on the slab rates applicable to the final per-night room tariff.
- **Currency:** All transactions, billing entries, and digital receipts are processed strictly in **Indian National Rupees (INR)**. For international cards, the final debit amount is subject to the exchange rates and foreign currency markup fees levied by your specific card-issuing bank.

4. Incidental Charges and Security Deposits

- **Post-Arrival Billing:** The initial online reservation payment covers only the room tariff and included meal plans specified in your voucher.



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- **Extra Amenities:** All additional expenses incurred during your stay—including room service orders, extra mattress requests, telephone calls, laundry, or paid recreational amenities—must be settled directly at the front desk prior to or at the time of your check-out (09:00 AM).
 - **Damage to Property:** Usha Ascot reserves the operational right to assess and bill guests at check-out for any structural damages, deep-cleaning requirements, or breakage caused to the room infrastructure or cottage inventory during their stay.

5. Chargebacks, Transaction Failures, and Disputes

- **Failed Transactions:** If your bank account is debited but our booking engine issues a transaction failure message, the funds are typically held in escrow by the payment gateway. Such amounts are automatically reversed by your bank within 5 to 7 working days.
- **Duplicate Debits:** In the event of a system error resulting in duplicate debits for a single reservation, the secondary amount will be refunded in full to the original payment source once verified by our accounts team.
- **Chargeback Protection:** Guests attempting to initiate fraudulent chargebacks through their credit card issuers for services already rendered, or for cancellations falling outside our permitted free-refund windows, will be subject to collection actions and corporate legal notices from Best Eastern Hotels Limited.

Last Updated: July 29, 2026