



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

Unified Website Terms of Use & Business Terms

Please read these Terms and Conditions carefully before using this website or booking a stay. By accessing this website or making a reservation, you agree to be legally bound by these terms.

1. Scope of Agreement

This document governs the use of this digital portal, which functions dual-purpose as:

1. The official investor relations and corporate disclosure platform for **Best Eastern Hotels Limited (BEHL)**.
2. The official online reservation, booking, and information portal for **Ushaascot** – ushaascot.com.

2. Corporate & Investor Relations Disclosures (BEHL)

In compliance with SEBI (LODR) Regulations, 2015, the corporate information displayed on this website is for informational purposes only.

- **No Investment Advice:** Financial results, shareholding patterns, and statutory announcements do not constitute an invitation, offer, or advice to invest in the shares of the Company.
- **Delayed Data:** Any stock price feeds or historical financial performance logs are subject to standard transmission delays and should not be used for real-time market trading.
- **RTA Disclaimer:** Official shareholder queries regarding dividends, physical share transfers, or dematerialization must be routed directly to our Registrar & Share Transfer Agent and are governed by their respective processing timelines.

3. Hospitality Reservations & Booking Rules (Usha Ascot)

By placing a room reservation through this website, the guest accepts the following property rules:

- **Government Regulations:** Valid government-issued photo identification (Aadhaar Card, Passport, Driver's License, or Voter ID) must be presented by all staying guests during check-in. Foreign nationals must present a valid Visa and Passport.
- **Standard Timings:**
 - **Check-In Time:** 11:00 AM
 - **Check-Out Time:** 09:00 AM
 - Early check-ins or late check-outs are purely subject to availability and may attract additional operational charges.
- **Pure Vegetarian Property:** Usha Ascot is strictly a **100% pure vegetarian resort**. Guests are completely prohibited from bringing, ordering, or consuming non-vegetarian food or meat products anywhere within the resort premises.
- **Eco-Sensitive Zone (Matheran):** Matheran is a designated eco-sensitive, vehicle-free hill station. All vehicular transport terminates at Dasturi Point parking lot. Guests are responsible for making their own local transit arrangements (horseback, hand-pulled rickshaw, or walking) from Dasturi Point to the resort on M.G. Road.



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4. Cancellation, Amendment, and Refund Policy

All reservation cancellations or modifications made through the website payment gateway are subject to the following tier windows:

- **7 Days or More Prior to Arrival:** Standard processing fee deduction applies; remaining balance is credited back to the original source payment account.
 - **Less than 7 Days / No-Show:** The entire deposit or booking amount stands forfeited. No refunds or date-amendment credits will be issued under any circumstances.
 - **Force Majeure:** The resort is not liable for booking shortfalls, cancellations, or electrical/water disruptions caused by landslides, heavy monsoon closures, toy-train suspensions, or other acts of nature altering transit to Matheran hill station.
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5. Intellectual Property Rights

All visual layouts, brand trademarks, logos, texts, reservation software engines, code-bases, and corporate documentation displayed on this website are the exclusive property of **Best Eastern Hotels Limited**. Unauthorised copying, scraping, deep-linking, or framing of any content for commercial use is strictly prohibited.

6. Limitation of Liability

- **Digital Disruptions:** The Company does not guarantee that the website or payment gateway will operate uninterrupted, secure, or free from server errors.
 - **Financial Loss:** BEHL is not liable for any financial losses, failed transaction charges, or unauthorized banking debits arising out of third-party payment gateway failures.
 - **Property Incidents:** While inside Usha Ascot, guests are responsible for their personal valuables. The resort management provides in-room lockers but accepts no liability for the loss, theft, or damage of personal luggage and items.
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7. Dispute Resolution & Jurisdiction

These Terms and Conditions shall be governed by and construed in accordance with the laws of the Republic of India. Any legal actions, regulatory corporate complaints, or consumer hospitality disputes arising out of these terms or the use of this website shall fall under the exclusive jurisdiction of the competent courts in **Mumbai, Maharashtra, India**.

8. Amendments to Terms

Best Eastern Hotels Limited reserves the operational right to update, modify, or rewrite these Terms and Conditions at any given point without serving prior notice to shareholders or consumers. Continued use of the website following changes implies binding acceptance of the updated terms.

Last Updated: July 29, 2026