



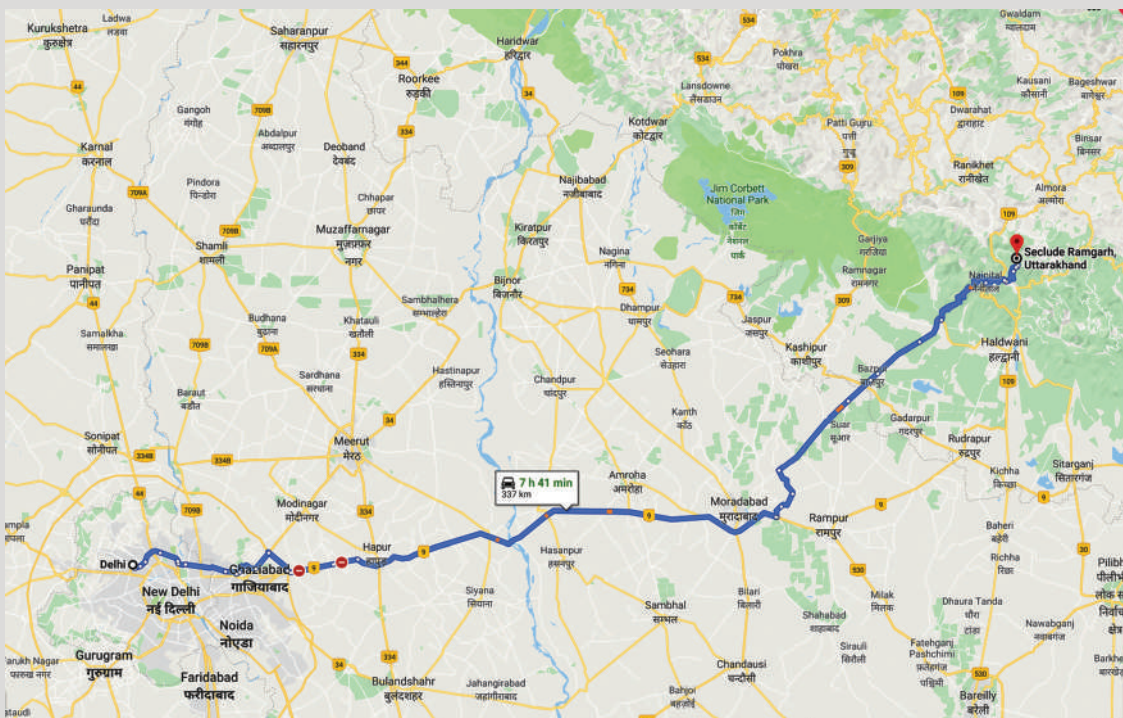
## FACT SHEET-SECLUDE RAMGARH



**Ramgarh** is a small hill station and tourist destination on way to Mukteshwar in the Nainital district of Uttarakhand, India. It stands at a height of 5900 ft. This place is rich in fruit orchards and provides an unobstructed view of the snow-capped ranges of the Himalayas. The famous poets Rabindra Nath Tagore and social worker Narain Swami had established their ashrams over here. The writers Ramdhari Singh 'Dinkar' and Sachchidananda Hirananda Vatsyayan, famous by his pen-name "Agyeya" also lived here. There is an entire library dedicated to famous Hindi poet writer Mahadevi Varma, who got the idea of writing Lachma, the famous story over here in Ramgarh.

# LOCATION

Nestled at the edge of the cliff in the heart of Ramgarh, standing tall at 5900 ft. Seclude offers its guests nine well-appointed and amazing rooms, with accessible balconies to take in the wilderness. Here the sky holds every dream you have ever had and the trees whisper their stories. Tall windows let you gaze at the mountains in the front and the deep valley down below. There are numerous outdoor areas to take in the view and chill, as well as a large common fire pit to warm up your evenings.



## SECLUDE RAMGARH

Gram & Village, Behrakot, Malla, Ramgarh, Uttarakhand - 263137 India

If you are coming from either Haldwani or from Tanda-Kala Dungji road, head towards Bhowali and from Bhowali take the road which goes to Malla Ramgarh. As soon as you reach Malla Ramgarh, take a sharp hairpin left before the market on the road which goes down to the Dak Bungalow/ Neembrana Bungalow. Go down this road all the way to the end where the metaled road ends at the entrance of the Neembrana Ramgarh Bungalows. There is a path going down towards Seclude with tall trees on either side. Park just here and walk towards Seclude Ramgarh. You've arrived. Welcome to Seclude!

The Google Pin Location is <https://goo.gl/maps/QnauvhbVyq92>



## GETTING THERE

### By Air

The nearest domestic airport is “Pant Nagar” and the nearest International Airport is Delhi. Pant Nagar Airport is 76 kms away (a three-hour drive) and Delhi Airport is 341 kms which is a 7-hour drive away.

### By Train

The nearest railway station is Kathgodam Railway Station and is 53 Kms away which is a one-and-a-half-hour drive. Taxis are easily available and can be arranged as well.

### By Road

Seclude Ramgarh is a beautiful 7-hour drive from Delhi through villages and mountains. It is about 2 hours from Haldwani and only 1 hour away from Mukteshwar and Nainital.

### Transfers

Seclude is happy to arrange transfers (at an additional charge) from either the bus stop, airport or the railway station to/from the hotel. For assistance, please contact the **Property Manager @ +91-9548229824**. Or, you may also contact at our **corporate office @ +91-9810743242**.

### Parking

There is a common parking area about 200 meters walk from the property.

### Accessibility

Since Seclude Ramgarh is located on a steep cliff and is as off track as you can get. It requires an walk of 200m along a trail and VOILA.. you’ve arrived.

Seclude Ramgarh has nine rooms and is built on a cliff. To ensure all the rooms offer stunning views, the property has sixty odd steps top to bottom. The room names are inspired by the “Seasons name” based on Hindu calendar.



### VASANT

This awesome bedroom, with specially commissioned art, offers spectacular views of the Ramgarh valley. Wooden flooring, pine wood king bed, stone tiled ensuite bath, each accent in this room spells class. It's a spacious 384 sq ft room and can accommodate an extra mattress (additional cost) as well. It is the first room as you enter the property and thus, is best if you don't enjoy climbing up and down steps. It is also our most sought after room at the property for it's 'top of the word' feeling and of course, the view.

Private balcony with unobstructed view of the hills from the room.

### GRISHMA

Includes specially curated art, stone flooring, pine wood king bed, exclusive deck and an ensuite stone bath with wooden sink counter. Expansive 459 sq feet and can accommodate an extra mattress (additional cost) as well.

Private balcony with unobstructed view of the hills from the room.



### SHISHIR

This cool & classy styling of this bedroom comes with wide-glass façade with a view of the Ramgarh mountains. This spacious 310 sq feet room features a king size bed and can accommodate one extra mattress (additional cost). It offers an exclusive grassy sitting area with a stone fire pit and a specially designed ensuite bathroom. This is our second most requested room because of the private fire pit and 'at the edge of the world' feeling.

Private sit out area with unobstructed views of the hills Private fire pit (light up for you at an additional cost)





## HEMANT

This corner bedroom, offers spectacular 180 degrees view of the Ramgarh valley from its wooden deck. This 159 sq feet room includes, a pine queen bed, specially commissioned art, side tables, writing desk, floor lamps and an ensuite bathroom. It can accommodate an extra mattress too (additional cost).

Small private balcony offers unobstructed view of the hills from the room.

## SHARATH

This sunny mid-sized, 169 sq ft bedroom has a queen size bed and can accommodate an extra mattress (additional cost) It offers spectacular views of the surroundings, specially curated art, classy floor lamps, loft windows and an ensuite bathroom.

Small private balcony unobstructed view of the hills from the room.



## MEGHA

This cosy room with wide glass windows overlooking the Ramgarh valley, comes with a writing desk, floor lamps, funky side tables and an ensuite spacious bathroom. Accessed via the reception and common living area, it opens onto a private stone balcony. Megha is a moderate sized 210 sq ft room and features a king size bed and can accommodate an extra mattress (additional cost).

Small private stone balcony with unobstructed views of the hills.





## KARTIK

A 133 sqft cosy room with glass window overlooking a stone deck, comes with a queen size bed which can accommodate one extra mattress (additional cost) mirror cupboard, a writing desk, floor lamps, funky side tables and an ensuite cool-blue bathroom.

It is next to our Simha room and shares a balcony with it. It is ideal for guests booking two rooms.

Small semi-private balcony offers unobstructed view of the hills from the room

## SIMHA

This sunny mid-sized, 169 sq ft bedroom has a queen size bed and can accommodate an extra mattress (additional cost) It offers spectacular views of the surroundings, specially curated art, classy floor lamps, loft windows and an ensuite bathroom.

Witness unobstructed view of the hills from the room



## VARSHA

This recessed cosy bedroom comes with a king size bed, spacious attached bath and a stone balcony. Includes specially curated art, writing desk and great views of the property and the mountains. It is 194 sq feet in size and can accommodate one extra mattress (additional cost).

Small private balcony unobstructed view of the hills from the room.





Seclude places the well being of everyone as their top priority and has therefore adapted the following measures as per WHO, Hospitality Industry and the local authorities during these tough times.

- ✔ Spaces are being setup keeping social distancing in mind, so that you don't have to share your private holiday space with any other guest
- ✔ Entrance to all private holiday spaces is private
- ✔ All entrances and outside areas are sanitized with a disinfectant on a regular basis
- ✔ All high touch points are cleaned frequently with alcohol and sodium hypochlorite solution
- ✔ All our property managers have been trained by qualified medical professionals to ensure that all necessary steps for COVID prevention are being followed
- ✔ Body temperature of all staff members is monitored on a regular basis and they wear face masks at all times
- ✔ Sanitizers have been placed at entrances and critical contact points and all staff members wash their hands with soap and water frequently
- ✔ Travel history of all guests is taken at the time of booking
- ✔ Guests have to wear face masks and their body temperature is taken at the time of check in. The luggage is disinfected before being allowed inside



## MEALS & MORE

### **Breakfast**

8:00 AM - 10:00 AM

### **Lunch**



1:00 PM - 3:00 PM

### **Dinner**

8:00 PM - 10:00 PM

### **All day feasting**

11:00 AM - 10:00 PM



**SECLUDE RECHARGE MODE**

ALL SERVICES PAUSE AT **10 PM**

RESUME AT **8 AM**





## MEALS & MORE

Dine your heart away on a long, wooden hewn table and similar wooden benches, where the beautiful murals of yellow lilies brighten up the place. There is a bark of tree suspended from the ceilings from which lights glow giving an illusion of fireflies sitting on the bark. Along with lilies, there are murals of kids playing around and climbing trees filling one up with the nostalgia of those innocent and carefree days.

Available at an additional cost:

- Bonfire
- Bar-be-que
- Candle light dinners
- Outdoor dining
- Room Decorations
- Birthdays Packages
- Anniversary Packages
- Honeymoon Packages
- Group Packages

For more information and current promotions and packages call 9810743242



## HOTEL POLICIES

As per Government of India's security regulations, It is mandatory for all guest (including kids) to show a valid photo identification (passport for foreigners) at the time of check-in. Please do ensure to carry this with you .

Check-in time : 02:00 PM and Check-out time : 12:00 NOON

### Early Check-in (subject to availability) -

Our standard check-in time is 2 PM. Early check-in is subject to availability and cannot be confirmed in advance. Extra charges will apply as per the below policy:

| <u>Check-in Time</u>     | <u>Early check-in charges</u>  |
|--------------------------|--|
| Before 6 AM              | 100% charges for one day payable as per standard (not discounted) room rates of the previous day |
| Between 6 AM and 12 Noon | 30% charges payable as per Standard (not discounted) room rates of the previous day              |
| Between 12 Noon and 2 PM | Complimentary  |

\*The above does not include charges for breakfast.

### Late Check-out (subject to availability) -

Our standard check-out time is 12 Noon. Late check-out is subject to availability and cannot be confirmed in advance. Extra charges will apply as per the below policy:

| <u>Check-out Time</u>    | <u>Early check-in charges</u>                          |
|--------------------------|--|
| Until 12 Noon            |  |
| Between 6 AM and 12 Noon | 30% charges payable as per room rates of the next day  |
| After 5 PM               | 100% charges payable as per room rates of the next day |



## GUEST POLICIES

Smoking / Hukkah in the rooms is not allowed.

There is no room service for meals - only a limited snack menu at select locations.

All homestyle meals are served in the dining area during the time stated on the menu.

There is a minimum of Rs. 1000/ surcharge for advance requests for serving a meal in any other area (outside of the dining room) - available only at the Managers' discretion during regular meal hours.

No outside catering is permitted.

Guests do not have access to our kitchen and are not allowed to cook on property.

Seclude properties have standardized menu and fully staffed kitchens. In addition, specially curated meals are available for groups with advance notification/planning.

We care about your well being, if you have special needs, food allergies etc, please notify us in advance. We can discuss the possibilities to accommodate your dietary requirements.

Our last order for food is 10pm, and all staff retire by 11pm. (with the exception of NYE).

We provide daily housekeeping service.

For your use, we have selected handcrafted Osadhi natural guest toiletries which are refreshed as needed during your stay, but not more than once in a day. Should you require additional product, you can purchase them via the property Manager at the listed price on the product.

Following our eco-friendly, water conservation policy - we change our bed linens and towels every two days, should you want it daily, we can accommodate your request for nominal charge of Rs. 450/- per service. Please notify the Manager to arrange additional service.

Should you have a fireplace in your room, at an additional charge of Rs. 450/ our staff will light it for you - it lasts for about 1.5 hours and will be put out no later than 10pm by our staff. This is for your safety and that of the property.

Guests are required to adhere to the noise ordinance policy as per individual property.

QUIET HOURS begin at 9:30 p.m. disturbing the peace through loud music or drinking, or unruly behaviour is not permitted. Property manager reserves the right to decide what is loud music and caution the guest to reduce sound levels to personal listening level.

Guests are required to wear appropriate casual attire during their stay and behave in a manner that is respectful to other guests, our staff and our property.

Not adhering to a decency code on any Seclude property or a violation of our policies can result in removal from property without a refund.

We provide other additional service on chargeable basis like Bonfire (fixed hrs subject to weather permitting), Driver / Maid accommodation, Bar-be-que dinner, Cake ,Candle Light Dinner / set up, Room decoration, etc.

## STANDARD ROOM AMENITIES

Projector with Tatasky  
Room heater  
Intercom

Electric kettle  
Electric blanket  
Toiletries

Geyser  
Wifi



## OTHER POLICIES

Any breakage or damage of any items in the property will be charged as 'actuals'.

**Billable items will be deducted from security deposit or additionally billed. These include:**

- Breakage of glassware and crockery.
- Damage to property, furniture and fixtures, linen, etc.

**Few chargeable add-ons:**

- Fire place (fixed hrs.)
- Bonfire (fixed hrs.) subject to weather permitting
- Driver / Maid accommodation
- Bar-be-que dinner
- Cake
- Candle Light Dinner / set up
- Room decoration

Prices are available with Sales team and the Property Manager on request.

### Child Policy

|               |   |
|---------------|---|
| Below 5 years | Complementary stay without extra bed, on existing bed |
| 6-18 years    | Rs.1680/- each with breakfast and taxes               |

Call 9810743242 to find out about current packages and promotions.



## CANCELLATION POLICY

### A. Standard Rate (SR)

**Cancellation Policy :** In case of cancellation, out of the total tariff of the entire period booked:

- For period more than 15 days before the date of booking- 100% refund
- For period of 7 days to 14 days before the date of booking- 50% refund
- For a period less than 7 days from the date of booking- No refund
- No shows will be treated as 100% cancellation – no refund
- Cancellations refund of Credit card and online payments will be charged 5% extra. It takes about 15 days to process such refunds.
- In the event of part cancellation of the reservation (i.e. reduction in duration or number of rooms), the above cancellation policy will apply on a pro-rata basis.

\* **Seclude Covid19 Policy** - In case of Government advisory changing and we are unable to take guests on arrival due to Covid 19 rules of the departing state of the guest or the rules of the state where the hotel is situated, the booking amount will be adjusted as a “Hotel Credit” which can be used for any future booking dates (subject to availability) for a period on 6 months from the date of the original check in date.

### B. Non Refundable Rate (NRR) (Discounted Rate – on DISCOUNT OF %)

**Cancellation Policy :** In case of cancellation of a booking made of a Non Refundable Rate amount, the total tariff is to be paid in advance at the time of confirming the booking and is non-refundable.

\* **Seclude Covid19 Policy** - In case of Government advisory changing and we are unable to take guests on arrival due to Covid 19 rules of the departing state of the guest or the rules of the state where the hotel is situated, the booking amount will be adjusted as a “Hotel Credit” which can be used for any future booking dates (subject to availability) for a period on 6 months from the date of the original check in date.

**Note:** Any “Hotel Credit” will be adjusted against the rates applicable on the revised date of travel and for the Seclude Property selected.