

Terms & Conditions

Effective Date: August 05, 2026

Last Updated: August 05, 2026

Foxoso Hotels – Terms & Conditions

These Terms & Conditions ("Terms") govern your access to and use of the website www.foxosohotels.com ("Website") and your booking, stay, and use of services provided by Foxoso Hospitality Private Limited ("Foxoso", "Foxoso Hotels", "we", "our", or "us").

By accessing our Website, making a reservation, or using our services, you acknowledge that you have read, understood, and agreed to these Terms and our Privacy Policy.

If you do not agree with these Terms, please discontinue use of our Website and services.

1. About Foxoso Hotels

Foxoso Hospitality Private Limited owns and operates the Foxoso Hotels brand and provides hospitality, accommodation, dining, and related services through its hotels and resorts.

Registered Office:

Foxoso Hospitality Private Limited
L-10-A, Ganga Tower
Mahipalpur Chowk
New Delhi – 110037
India

2. Website Usage

The Website is provided to allow users to:

- View hotel information;
- Check availability;
- Make reservations;
- Contact Foxoso Hotels;
- Access information regarding offers, services, and promotions.

You agree to use the Website only for lawful purposes and shall not:

- Attempt to gain unauthorised access to the Website or its systems;
- Introduce viruses, malware, or harmful code;
- Use automated tools to scrape, copy, or extract Website content;
- Make fraudulent bookings;
- Provide false, inaccurate, or misleading information.

Foxoso reserves the right to restrict access to users who misuse the Website or violate these Terms.

3. Website Content and Intellectual Property

All content available on the Website, including but not limited to:

- Logos;
- Brand names;
- Photographs;
- Videos;
- Text;
- Graphics;
- Designs;
- Software;
- Website layout;

is owned by or licensed to Foxoso Hospitality Private Limited.

No part of the Website may be copied, reproduced, modified, distributed, or used for commercial purposes without prior written permission from Foxoso.

4. Reservations and Bookings

Reservations made through the Website are subject to availability and confirmation by Foxoso Hotels.

A booking shall be considered confirmed only after:

- Successful completion of the reservation process; and
- Receipt of confirmation through email, message, or other authorised communication.

Foxoso reserves the right to cancel or refuse any reservation where:

- Booking information is incomplete, inaccurate, or fraudulent;
 - Payment cannot be successfully processed;
 - The booking violates applicable laws or hotel policies.
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5. Booking Information

Guests are responsible for ensuring that all information provided during booking is accurate, including:

- Guest names;
- Contact details;
- Stay dates;
- Number of guests;
- Special requests;
- Payment details.

Foxoso shall not be responsible for issues arising due to incorrect information provided by guests.

6. Rates, Taxes, and Payments

All room rates, charges, taxes, and applicable fees will be displayed during the reservation process.

Guests agree to pay:

- Room charges;
- Applicable government taxes;

- Additional services used during the stay;
- Any charges arising from damage caused to hotel property.

Payments may be processed through authorised payment service providers. Payment processing may be subject to the terms and privacy policies of such providers.

7. Cancellation, Modification, and Refunds

Cancellation, modification, and refund terms may vary depending on:

- Booking type;
- Promotional offers;
- Rate plans;
- Advance purchase conditions.

Guests should review the applicable cancellation policy provided during booking.

Foxoso reserves the right to apply charges for cancellations, modifications, or no-shows according to the applicable booking terms.

8. No-Show Policy

If a guest does not arrive on the scheduled check-in date without prior cancellation, Foxoso may charge applicable no-show fees as mentioned during the booking process.

9. Check-In and Check-Out Requirements

Guests must:

- Provide valid government-issued identification during check-in;
- Provide passport and visa details where required by applicable law;
- Follow applicable registration requirements.

Standard check-in and check-out timings shall be communicated during the reservation process.

Early check-in and late check-out requests are subject to availability and may involve additional charges.

10. Guest Responsibilities

Guests agree to:

- Maintain cleanliness and hygiene;
- Respect hotel property and facilities;
- Follow safety instructions provided by hotel staff;
- Behave responsibly towards other guests and employees;
- Comply with applicable laws and hotel policies.

Guests shall be responsible for any loss, damage, or destruction caused to hotel property due to their actions or negligence.

11. Hotel Rules and Restrictions

For safety, comfort, and security reasons:

- Unauthorised parties, events, or gatherings may not be permitted;
 - Illegal activities are strictly prohibited;
 - Guests may be asked to leave the premises for misconduct, harassment, unsafe behaviour, or violation of hotel policies;
 - Outside food, beverages, or services may be restricted depending on hotel policies;
 - Guests must comply with applicable smoking, safety, and hygiene regulations.
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12. Food Allergies and Dietary Requirements

Foxoso Hotels takes reasonable care in preparing food and beverage items.

However, due to shared kitchens, ingredients, and preparation areas, Foxoso cannot guarantee that food items will be completely free from allergens.

Guests with allergies, dietary restrictions, or specific requirements should inform hotel management before arrival.

13. Personal Belongings and Valuables

Guests are responsible for safeguarding their personal belongings.

Guests are advised to use available safety deposit facilities where provided.

Foxoso shall not be responsible for loss, theft, or damage to personal belongings except where liability cannot be excluded under applicable law.

14. Parking and Vehicles

Parking facilities, including valet parking where available, are provided subject to hotel policies.

Guests are responsible for ensuring that valuables are not left inside vehicles.

Foxoso shall not be responsible for loss, theft, or damage to vehicles or belongings kept inside vehicles except where required by applicable law.

15. Lost and Found Items

Lost items found on hotel premises will be recorded and stored according to Foxoso's internal procedures.

Guests may contact the hotel regarding lost items. Collection or delivery of recovered items may require identification verification and applicable charges.

Foxoso shall not be responsible for items not claimed within the applicable retention period.

16. Third-Party Services

The Website may include or connect with third-party services, including:

- Booking platforms;
- Payment providers;

- Analytics providers;
- External websites.

Foxoso does not control and is not responsible for the content, security, availability, or privacy practices of third-party services.

Use of third-party services may be subject to their own terms and policies.

17. Privacy Policy

The collection, processing, storage, and protection of personal information are governed by the Foxoso Hotels Privacy Policy.

By using our Website and services, you acknowledge that you have reviewed our Privacy Policy.

18. Limitation of Liability

To the maximum extent permitted by applicable law, Foxoso Hospitality Private Limited shall not be responsible for indirect, incidental, special, or consequential losses arising from:

- Use of the Website;
- Temporary Website unavailability;
- Third-party services;
- Events beyond Foxoso's reasonable control.

Nothing in these Terms limits liability that cannot legally be excluded under applicable law.

19. Force Majeure

Foxoso shall not be liable for failure or delay in providing services caused by events beyond its reasonable control, including but not limited to:

- Natural disasters;
- Floods;
- Fire;

- Government restrictions;
 - Civil disturbances;
 - War;
 - Terrorism;
 - Epidemics or pandemics;
 - Strikes;
 - Failure of utilities or infrastructure.
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20. Indemnity

You agree to indemnify and hold harmless Foxoso Hospitality Private Limited, its employees, officers, affiliates, and representatives from claims, losses, damages, liabilities, and expenses arising from:

- Your misuse of the Website;
 - Violation of these Terms;
 - Violation of applicable laws;
 - Damage caused during your stay.
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21. Right to Modify Terms

Foxoso reserves the right to modify or update these Terms at any time.

Updated Terms will be published on the Website with a revised effective date.

Continued use of the Website or services after changes are published constitutes acceptance of the updated Terms.

22. Governing Law and Jurisdiction

These Terms shall be governed by and interpreted in accordance with the laws of India.

Subject to applicable law, courts located in New Delhi, India shall have exclusive jurisdiction over disputes arising from these Terms or use of Foxoso services.

23. Severability

If any provision of these Terms is found to be invalid, unlawful, or unenforceable, the remaining provisions shall continue to remain valid and enforceable.

24. Contact Us

For questions regarding these Terms, please contact:

Foxoso Hospitality Private Limited

Registered Office:
L-10-A, Ganga Tower
Mahipalpur Chowk
New Delhi – 110037
India

Email: crs@foxosohotels.com

Phone: +91 9355444526

Website: www.foxosohotels.com

Foxoso Hospitality Private Limited

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