TheHostelNow.com

Terms and Conditions

Version v1.1-2026-08 | India-wide student hostel booking platform

1. Who can use TheHostelNow.com

TheHostelNow.com ("Platform") is open to all students. Students below 18 must have obtained the consent of a parent or legal guardian before creating an account or making a booking. At signup, every student self-declares that they meet this requirement by ticking the mandatory age & terms declaration checkbox. Providing a false declaration is a breach of these Terms and grounds for immediate account termination.

2. Account registration

You must provide accurate personal information (name, phone, email, address) and, where required, valid Aadhaar details for KYC. You are responsible for keeping your login credentials secure. You may not create more than one account per email/phone. You may not impersonate any other person.

3. Bookings

The Platform lists paying-guest / hostel beds offered by third-party hostel owners ("Owners"). When you complete a booking, a contract is formed directly between you and the Owner. TheHostelNow.com acts solely as a technology intermediary and is not a party to that contract.

4. Payments (Razorpay)

All payments are processed by Razorpay Software Pvt. Ltd., a PCI-DSS compliant Indian payment aggregator regulated by the Reserve Bank of India. TheHostelNow.com never sees or stores your full card number, UPI PIN or net-banking password. Booking fees, meal charges and any add-ons are payable at the time of booking. For yearly plans on the Quarterly Split Payment option, subsequent instalments (Q2, Q3, Q4) fall due every 90 days and must be paid before the corresponding quarter begins.

5. Security deposit

The Owner may collect a refundable security deposit at the time of physical check-in. The amount and refund conditions must be disclosed by the Owner on the listing page and are governed by the direct contract between you and the Owner. The Platform is not responsible for holding, escrowing, or refunding any such deposit.

6. Cancellation and refunds

You may cancel a booking any time before 6:00 PM IST of the day preceding your check-in and receive a full refund minus applicable payment-gateway charges. Cancellations after that cutoff are refunded at the sole discretion of the Owner. No-shows are non-refundable. Refunds are processed to the original payment method within 5-10 working days.

7. Check-in / check-out

Standard check-in is from 2:00 PM IST on the arrival date. Standard check-out is by 11:00 AM IST on the departure date. Early check-in or late check-out is subject to the Owner's discretion and may incur additional charges.

8. House rules

You must obey the Owner's house rules and Indian law while on the premises. Absolute rules for every listing on the Platform: (a) NO SMOKING inside the hostel building, rooms or common areas; (b) NO CONSUMPTION OF ALCOHOL, tobacco or narcotic substances anywhere on the hostel campus; (c) No firearms, explosives or hazardous materials; (d) No pets unless the listing explicitly permits them; (e) No unauthorised overnight guests; (f) Quiet hours between 10:00 PM and 6:00 AM. Violation may result in immediate eviction without refund and permanent suspension of your Platform account.

9. Student conduct

You agree to treat Owners, staff and fellow occupants with respect. Harassment, discrimination, physical violence, sexual misconduct or damage to property will result in permanent account termination and, where applicable, referral to the police.

10. Platform liability

TheHostelNow.com is a technology intermediary under section 2(1)(w) of the Information Technology Act, 2000. To the maximum extent permitted by Indian law, our aggregate liability arising out of or in connection with your use of the Platform is limited to the amount you paid to us in the 12 months preceding the claim. We do not warrant that any Owner's listing is free from defect, delay, or non-performance. We are not liable for indirect, incidental, consequential or punitive damages, including but not limited to loss of luggage, personal injury, or loss of examination opportunity.

11. Dispute resolution

Disputes between you and an Owner must first be attempted to be resolved directly. If unresolved, either party may escalate to TheHostelNow.com's grievance officer at grievance@thehostelnow.com; we will mediate in good faith within 15 working days. Any dispute you have with the Platform itself will be resolved by binding arbitration seated in Jaipur, Rajasthan, under the Arbitration and Conciliation Act, 1996, and the courts at Jaipur will have exclusive jurisdiction.

12. Grievance officer

In accordance with the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules 2021, our Grievance Officer is reachable at grievance@thehostelnow.com. Complaints will be acknowledged within 24 hours and resolved within 15 days.

13. Account termination

We may suspend or terminate your account without notice if you (a) breach these Terms, (b) submit false KYC information, (c) chargeback a legitimate booking, (d) violate a house rule, or (e) engage in conduct that harms other users or the Platform's reputation. You may delete your account at any time from your dashboard; pending paid bookings must be completed or refunded before deletion takes effect.

14. Changes to these Terms

We may amend these Terms from time to time. Material changes will be notified to your registered email/WhatsApp. Continued use of the Platform after 15 days of such notification constitutes acceptance of the amended Terms.

15. Governing law

These Terms are governed by the laws of India.