



Shiva Ganges View – Guest Information Guide

Namaste & Welcome!

It is our pleasure to host you at **Shiva Ganges View**, located on the sacred banks of the River Ganga at *Mansarovar Ghat* (next to Kedar Ghat) in the Old City of Varanasi. We look forward to making your stay comfortable, memorable, and truly enriching.

Facilities & Services

- Complimentary Breakfast – Freshly prepared every morning.
- Free High-Speed Wi-Fi – Seamless connectivity during your stay.
- Intercom Facility – For in-house assistance.
- Premium Customized Toiletries – For your comfort.
- Government-Approved Guides – Available on prior booking.
- Travel Desk Assistance – For air, train, and road bookings.
- Sightseeing Arrangements – Including Varanasi City Tour, Sarnath Trip, and more.
- Pickup & Drop Services – From Airport and Railway Station (chargeable).
- In-House Dining – Breakfast, lunch, and dinner on prior order.

Hotel Policies

Arrival & Departure

- Check-in Time: 1:00 PM
- Check-out Time: 11:30 AM
- Early check-in subject to availability. For guaranteed early check-in, book from the previous night.
- Rooms held until 4:00 PM unless guaranteed by credit card or deposit.

Cancellation

- 15 days or more prior: No charges.
- 7–14 days prior: One night's charge.
- Within 6 days or No-show: Full booking amount charged.

Booking Guarantee

- Reservation must be guaranteed with a credit card or advance payment of at least 1 night's tariff or 50% of the booking amount (whichever is higher).
- Full payment due 45 days before check-in.

Photo Identification

- All guests must present a Government-approved photo ID.

- Foreign guests must present a valid passport and visa.

Child Policy

- Up to 6 years: Complimentary stay and meals (without extra bed).
- 6–10 years: Complimentary stay; meals charged as per plan.
- Above 10 years: Considered adults; extra bed and meals charged as per plan.

Parking

- Located at the Ghats, the property is not accessible by car.
- Parking can be arranged near taxi drop-off point; charges payable by guests.

We look forward to making your stay peaceful, memorable, and filled with the charm of Varanasi's heritage.

Best regards,

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Shiva Ganges View

Email: shivagangesview@gmail.com