



03-08-2026

NOTIFICATION

The Guest House Management Committee of the North-Eastern Hill University is pleased to notify the University Guest Houses Room Booking and Cancellation policy as follows below with immediate effect until further order.

This has the approval of the Vice-Chancellor.

University Guest Houses Room Booking and Cancellation Policy

1. Booking by NEHU Employees and NEHU Students

- a. A refundable advance payment of 20% of the applicable room tariff shall be paid at the time of booking.
- b. The advance payment shall be adjusted against the final bill at the time of check-out.
- c. Cancellation must be communicated at least 72 hours (3 days) before the scheduled check-in date and time.
- d. Failure to cancel within the stipulated period shall result in the forfeiture of the advance payment.
- e. The refundable advance shall be processed after verification of the cancellation request and subject to applicable financial procedures.

2. Booking by Non-NEHU Guests

- a. A non-refundable advance payment of 50% of the applicable room tariff shall be paid at the time of booking.
- b. The remaining amount shall be paid at the time of check-in or as prescribed by the University.
- c. Bookings shall be confirmed only upon receipt of the advance payment.

3. Group Bookings by NEHU Employees

- a. Group bookings involving more than four (4) rooms shall require a refundable advance payment of 20% of the total estimated room charges.
- b. Any cancellation or reduction in the number of rooms must be communicated at least five (5) days before the scheduled check-in date.
- c. Failure to comply shall result in the forfeiture of the advance payment for the cancelled rooms.

4. Bookings by Academic Departments, Centers and Administrative Offices

- a. No advance payment shall be required for bookings made by Academic Departments, Schools, Centers, Administrative Offices and University-approved Committees for official University purposes.
- b. This provision shall apply to bookings of guest rooms, conference hall, seminar hall and auditorium, subject to availability.
- c. If a confirmed booking is cancelled, the concerned department/office shall provide at least three (3) working days' prior notice.



- d. Failure to provide the required notice may result in recovery of the applicable booking charges from the concerned department or project budget.
- e. This condition shall not apply where cancellation becomes necessary due to law and order situations, natural disasters, Government or University directives, or any other circumstances beyond the control of the department.
5. **Booking under Sponsored Projects, Conferences, Workshops and Academic Events**
 - a. Bookings made under sponsored research projects, consultancy projects, externally funded programmes, conferences, workshops, seminars, training programmes, FDPs, or similar academic activities may be made by the concerned Principal Investigator (PI), Project Coordinator, Organising Secretary, or Head of the Department/Centre.
 - b. The applicable tariff shall be paid from the respective project or programme funds unless specifically exempted by the competent authority.
 - c. Cancellation and refund rules shall be governed by the provisions applicable to the category under which the booking is made.
6. **Additional Recommendations**

Check-in and Check-out

 - a. Check-in: 12:00 Noon
 - b. Check-out: 12:00 Noon
 - c. Early check-in and late check-out shall be subject to room availability and may attract additional charges.
7. **Confirmation of Booking**
 - a. Booking shall be considered confirmed only after approval by the Guest House Office and receipt of the applicable advance payment, wherever required.
8. **No-show Policy**
 - a. If the guest fails to check in without prior intimation by 6:00 PM on the scheduled date, the booking may be treated as cancelled and the room may be allotted to another guest.
9. **Extension of Stay**
 - a. Requests for extension shall be considered only subject to room availability and approval by the Guest House Manager.
10. **Priority of Allotment**
 - a. University official guests.
 - b. NEHU employees.
 - c. Visiting faculty, examiners, and invited speakers.
 - d. Guests sponsored by academic departments and research projects.
 - e. NEHU students.
 - f. Non-NEHU guests.
 - g. No concession in room tariff shall ordinarily be granted to any category of guest, including University employees, students, research scholars, interns,



project staff, or participants in academic programmes. All guests shall pay the room tariff as approved by the University from time to time.

- h. Any relaxation or concession in exceptional circumstances may be granted only with the prior approval of the Competent Authority, in accordance with the decisions of the Executive Council or other statutory authority of the University.

11. Identity Verification

- a. All guests shall produce a valid Government-issued photo identity card at the time of check-in.

12. Damage and Liability

- a. Guests shall be responsible for any loss or damage to Guest House property and shall bear the cost of repair or replacement.

13. Competent Authority

- a. Any relaxation of these rules may be granted only with the approval of the Vice-Chancellor or an officer authorised by the Vice-Chancellor.

Convener

Copy forwarded to:

1. P.S. to VC, NEHU, Shillong for kind information of the Vice-Chancellor
2. PS to PVC, NEHU, Shillong/Tura for kind information of the Pro Vice-Chancellors
3. PS to Registrar, NEHU, Shillong for kind information of the Registrar
4. PS to COE, NEHU, Shillong for kind information of the Controller of Examination
5. PS to Librarian, NEHU, Shillong for kind information of the Librarian
6. All the Deans of School, NEHU, Shillong
7. All the Heads of Department/Centre, NEHU, Shillong
8. The Dean Students Welfare, NEHU, Shillong
9. The University Engineer, NEHU, Shillong
10. All Joint Registrars/Deputy Registrars/Assistant Registrars, NEHU, Shillong
11. Computer Centre/NDVN, NEHU, Shillong, to kindly upload in the University Website.
12. President/Secretary, NEHUTA/NEHUNSA/NEHUSU
13. Office file.

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