

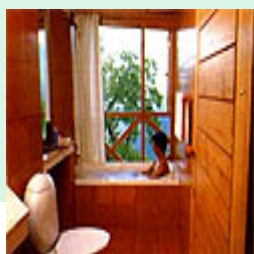
Siddhartha Kapoor Vs. Pink Royale

1. Siddhartha and Riddhima are newly weds. Siddhartha works in a call center and Riddhima is pursuing her studies in ayurvedic medicine. They surfed the net for honeymoon packages and came across the site <http://www.traveleasy.in/mussoorie-thepinkroyale.html>.
2. This site displayed pictures and beautiful photographs of the hotel Pink Royale. One of the things mentioned on the site was :

Mussoorie, the Queen of Hills is a landmark destination for patrons looking for ideal picturesque locations. It is a tourist resort with ideal climatic conditions, breath-taking views and waterfalls; it typically is a holidayer's paradise. Apart from flora & fauna, it is also renowned for its Flower Valleys. Surrounded by the Snow capped Himalayas, it is also the gateway to religious shrines - Badrinath, Kedarnath, Gangotri & Yamnotri.

'The Pink Royale has seen flower shows, boxing matches and dog shows at a time when Mussoorie was a fashionable summer resort for the ruling elite. The memsahib and sahibs met to have tea, watched a Shakspearean play, and danced in the evening to lilting music.

Nature at its most beautiful - that's Mussoorie for you. Here tall pine trees, swaying to the tune of the wind whistling through their leaves, herald your arrival, to the Pink Royale which is tucked away in a quiet little corner, for all appearances, looking like an old-world palace. But inside, it boasts of all the conveniences modernity can offer. Apart from facilities for indoor games, people with a yen for the great outdoors will find a lot that is to their liking. Legend has it that Queen Allisini visited The Pink. "Pink Royale". Ever since, efforts were made to preserve the memories of the colonial Raj. The balconies of the magnificent wooden hall are open from all sides. Today, the Pink Royale is a boutique hotel. Come visit the Pink Royale and rediscover the colonial era. The resort is located in rich, lush green surroundings with captivating view of Mussoorie. All tourist attractions of this lovely hill station are within a short distance.



Super Extravagant Room



Exterior



Deluxe Extravagant Room



Pool

ACCOMMODATION

Forty-two elegant and contemporary rooms greet you overlooking flower filled valleys.

FACILITIES

The Pink Royale is a hotel with modern facilities for large conferences, business meetings, theatre performances, fashion shows & literary workshops. It also makes an excellent family get away.

A cafeteria abounds serving your favorite recipe and when you have had enough, just gaze through the windows and dream about the pristine calm of unsullied nature. The Pink Royale's roller skate rink is built on one of the largest wooden floors in India. You can enjoy skating under the guidance of experts and don't be surprised to discover that your grandparents also skated here to their favorite tune. The billiard saloon of Pink Royale is magnificent. Play your days away... and relax. January to November is the best time to visit us. During this season Pink Royale holds theatre shows, games, etc. Otherwise during the off season, Mussoorie is very cold and cozy.

| Tariff Card - Extravagant | | | |
|---------------------------|-----------|--|--|
| Room Type | Occupancy | INR Rates Valid from 23/11/2007 To 01/1/2008 & Taxes as applicable | INR Rates Valid from 02/1/2008 To 22/11/2008 & Taxes as applicable |
| Deluxe Room | Double | 30000 | 55,000 |
| Super Deluxe Room | Double | 25000 | 45,000 |
| Standard Room | Double | 20000 | 40,000 |
| Tariff Card - Luxury | | | |
| Room Type | Occupancy | INR Rates Valid from 23/11/2007 To 01/1/2008 & Taxes as applicable | INR Rates Valid from 02/1/2008 To 22/11/2008 & Taxes as applicable |
| Super Deluxe Room | Double | 18000 | 35,000 |
| Deluxe Room | Double | 12000 | 30,000 |
| Standard Room | Double | 15000 | 25,000 |
| Tariff Card - Royal | | | |
| Room Type | Occupancy | INR Rates Valid from 23/11/2007 To 01/1/2008 & Taxes as applicable | INR Rates Valid from 02/1/2008 To 22/11/2008 & Taxes as applicable |
| Super Deluxe Room | Double | 12000 | 20,000 |
| Deluxe Room | Double | 10000 | 17,000 |
| Standard Room | Double | 6000 | 15,000 |
| Tariff Card - Deluxe | | | |
| Room Type | Occupancy | INR Rates Valid from 23/11/2007 To 01/1/2008 & Taxes as applicable | INR Rates Valid from 02/1/2008 To 22/11/2008 & Taxes as applicable |
| Super Deluxe Room | Double | 4800 | 10,000 |
| Deluxe Room | Double | 3200 | 50,00 |
| Standard Room | Double | 2500 | 35,00 |

| Tariff Card - Standard | | | |
|------------------------|-----------|--|--|
| Room Type | Occupancy | INR Rates Valid from 23/11/2007 To 01/1/2008 & Taxes as applicable | INR Rates Valid from 02/1/2008 To 22/11/2008 & Taxes as applicable |
| Deluxe Room | Double | 1500 | 3500 |
| Super Deluxe Room | Double | 1200 | 3000 |
| Standard Room | Double | 1000 | 2500 |

BOOK NOW

Please fill all the requested information

| | |
|------------------------|--|
| Name | <input type="text"/> |
| Country | <input type="text"/> |
| Email | <input type="text"/> |
| Telephone / Mobile No. | <input type="text"/> e.g. +91 294 2412081 |
| Check in Date | <input type="text"/> |
| Check Out Date | <input type="text"/> |
| Room Type | <input type="text" value="Select Room"/> ▼ |
| No. of Rooms | <input type="text"/> <input type="text"/> <input type="text"/> |
| | Single Double Extra Bed |
| Mode of Payment | <input type="text" value="Credit Card"/> ▼ |
| Special Request | <input type="text"/> |

Please read our Cancellation & Reservation Policy

BOOK NOW

Travel Easy
 1009, Harkat Road, Mussoorie
 Front desk: 098771654320 Email id: managerhelp_pr@hotels.com

3. Siddhartha and Riddhima were mesmerized by the pictures on the site and the commentary provided. So they called on the number provided on the bottom of the page with the intention to enquire about the payment method. However, even after several calls there was no response. They couldn't get to talk to anyone at the hotel. Riddhima suggested that they opt for some other hotel, however, the pictures provided on the site appealed to Siddhartha so much that he contacted the hotel manager via email.
4. In the 17 e-mails exchanged from October to November 7, 2007 Siddhartha and Pink Royale's manager, Harkat Ram Chaurasia, worked out a reservation plan. During the exchange of e-mails, Siddhartha asked about the payment method through credit card. He explicitly asked "...one of my major concerns is giving your guys my credit card details. How do I know it's not misused or not used at all? What if I come with my wife and no room's there, then what?". Chaurasia responded, "Your concern is well founded. We don't charge your credit card till the booking for the room is confirmed by you. Generally, you only present your identification to the hotel reception when you check in. A voucher will be given to you, after you have checked in."
5. Satisfied by the assurances of the manager, Siddhartha mailed "I would like to book a Super Deluxe Room in the Deluxe category of your hotel for a stay of 3 days and two nights, i.e., 24-11-2007 to 26-11-2007. You may expect us around noon on 24-11-2007 and we shall check out in the evening of 26-11-2007."
6. Siddhartha urged Chaurasia to finalize the agreement, and Chaurasia responded, "I am pleased to confirm the reservation in Hotel Pink Royale in the name of Mr. & Mrs. Siddhartha Kapoor." To this Siddhartha e-mailed: "Sounds good-we have a deal." He then turned in his credit card details in the same e-mail and sent a duly completed form.
7. On 26-11-2007 when the couple reached the hotel around 4 pm. They entered the hotel as it looked Ok from outside. When they entered the hotel the reception desk was deserted. After ringing the bell for several minutes a man appeared, who identified himself as Harkat Ram Chaurasia, the manager. Siddhartha entered his particulars and the duration of his stay in the Register kept with the reception, at which Siddhartha and Riddhima were given the keys to their room. Suspicious about the conditions of the hotel Siddhartha asked Riddhima to stay at the reception desk with the luggage while he went and checked the room. The lobby was dark and being oblivious to the conditions of the surroundings Siddhartha went to check the room. While walking towards the lobby, Siddhartha enquired from a waiter, as to how many other people were there in the hotel. The waiter informed them that there were only four other couples in the hotel.
8. Upon entering the room the condition of the room further enraged Siddhartha. The room smelled musty. The bed covers seemed used and soiled. The bathroom had a broken window. He immediately went to inspect the rest of the hotel and was shocked to find that the famous rink was in a dilapidated condition. The pool table was covered in dust. Some kind of construction work seemed to be going in the verandah. Therefore, it too was not in a usable condition. Upon enquiry, Siddhartha found that a disco floor was being constructed and would be completed in another couple of days. None of the attractions cited in the site were there as in the advertisement they had been explained. Siddhartha was disappointed and angered by what he had found, informed Chaurasia that they did

- not wish to spend their time in Pink Royale and that he not be charged on his card, left the hotel with his wife.
9. For the duration of those three days and two nights he stayed at a Hotel named Rawaat which was just two blocks away from Pink Royale. Accommodations were easily available, November being the off season in Mussoorie.
 10. After Siddhartha returned to his home in Delhi he received a mail stating that his credit card had been charged for Rs. 14,500/- (Room Rent + taxes). Siddhartha contacted Chaurasia through email as his calls were not received in which he wrote “ I demand a 100% of the amount that has been charged on my credit card as I had not stayed in your hotel, which was a criteria for the credit card to be charged as per our correspondence. I was shocked by the condition of your hotel and so had not stayed in your hotel. It was unconsciable what you did, offering us sub standard services for such exorbitant prices. If you don’t return the money I’ll sue you for your worth, which I know is not much!”
 11. Chaurasia responded “You reserved for yourself a Deluxe category room. You cannot expect an ‘Extravagant’ service. We had mentioned that this is the off season on the site itself. The amount has been charged as you had checked in. It shall not be refunded. Please read the ‘Cancellation & Reservation Policy’, it clearly states that once a guest checks into the hotel and confirms the reservation, to which you agreed when you sent the registration form, the money shall not be returned. The registration form is the valid agreement, whatever else that we corresponded in the emails was just information for your benefit.”
 12. At this Siddhartha replied that he had not seen or read the ‘Cancellation & Reservation Policy’ as it was in such fine prints that he had missed it, thereby, not opened to read it.
 13. Siddhartha enraged by the attitude adopted by the Manager filed a civil suit.
 14. Prepare briefs from both the sides.