

Welcome to a Unique ZoonDub Experience in the middle of nature!

Here are the answers to some of the most common questions asked by our guests before booking.

Que: What is the Check In and Checkout Time, is there any charge for late check out?

Ans: The Check-in time is **2:00 PM** and check-out time is **11:00 AM**.
Please stick to Check In / Check Out timings to avoid an additional charge at the rate of half a day – in case of any deviation

Que: What are my various Booking Options?

Ans: Subject to availability you can book ZoonDub in various combinations to suite your level of comfort, privacy and luxury. This ranges from a Single Couple to Groups up to 20. Based on your preference you choose the sleeping arrangement from the option below

Que: How many and how big are the Bed Rooms?

And : Total Five, Well Appointed, Bed Rooms each with

- A Direct view of the Valley and the Sun Rise
- Queen size bed with a 10” mattress can liberally accommodate two adults and a child with enough space for two large extra mattresses.
- Built-in cupboard and an attached bath room with a large window for a direct Sun Rise view
- Air Conditioned and have a Tea / Coffee Kettle and supplies.

Que: What is the maximum Sleeping Capacity in ZoonDub?

Ans: Based on your preference, you can choose form the following arrangements which most guests in the past have used.

Bed Room	Location	Bed Type	Sleep on Bed	Sleep on Extra Bed
1	1st Floor	King Size Bed with 10" Mattress	2 Plus Kid	1 Plus Kid
2	1st Floor	King Size Bed with 10" Mattress	2 Plus Kid	1 Plus Kid
3	2nd Floor	King Size Bed with 10" Mattress	2 Plus Kid	1 Plus Kid
4	House Boat	Queen Size Bed with 10" Mattress	2 Plus Kid	1 Kid
5	House Boat	Queen Size Bed with 10" Mattress	2 Plus Kid	1 Kid
	Indian Baithak Carpeted Family Room			5 Plus 3 Kids
	Total Maxi Capacity (20)		10 Adults 5 kids	10 Adults 8 Kids

Groups More than 20 are provided sleeping rooms in adjacent villa

Que What are the common areas in ZoonDub

Ans: here is a list of the common areas in ZoonDub Meadows and Chalets

- Total area around 2.5 acres
- Sloping Lawn with a direct View of Tikona and Tonga Forts
- Hanging Garden – an Outdoor Dining Space
- Sheesh Mehal Party Hall
- Infinity Swimming Pool and Raised Wooden Deck,
- Hard Rock – the Dance floor and Event Space with live BBQ stands.
- Baithak – Family Room with a Wine Cellar and 360 deg views
- Sun Set Varandah – with a capacity for 15
- Vegetable Farm / Paddy Fields
- Outdoor Sports Field
- Driver Maid sleeping (extra charge)

Que: What are Amenities available

Ans : Here is a short list

- Dish TV
- Generator
- Indoor Games
- Car Park
- Kids Milk
- Mineral Water
- Complimentary Wi-Fi
- Daily Changed Linen
- Shampoo and Body Wash/ Freshly laundered Towles

Que: What Activities and Games are available

Ans : Pawna offers a number of opportunities for outdoor activities. In addition, ZoonDub offer a set of indoor games and entertainment. Please see full details of the same on this page.

Que: Do you have a caretaker / staff at ZoonDub?

Ans: Here is a list of our permanent staff at ZoonDub

- One Care Taker Couple (stay on campus)
- House Supervisor (9 AM – 7pm)
- Chef on Duty
- ZoonDub Manager On Call

Que: Do you provide food and what are Meal Options

Ans: ZoonDub Food has been rated 5 Star on Google by all our previous guests. For your ease and economy various meal options offered are

- Only Dinner and Breakfast
- Lunch, Dinner & Breakfast
- Kashmiri Food
- NO MEALS

Que: What are the Menu options

Ans: We offer a wide variety Menu in each of the options. The guests have a choice to order items of their choice or from our Menu.

A copy of the Menu card will be sent along with the confirmation and you can inform your choice two days ahead of your check In date.

Pure Veg / Jain Food is provided on demand – this is cooked in a separate kitchen where no non veg is every cooked.

Que: What is the booking process

Ans: Please fill the Booking Form at the end of this page. We will send you the best option and package suited to your needs – along with the payment process. In case the requested dates are not available, alternate available dates shall be suggested on phone. Upon receiving and accepting our written proposal, please make the advance payment to Lock the Booking. The Booking is confirmed once you Pay the Advance Amount.

Que: Can I modify my Booking after paying advance?

Ans: Changes to your reservation, such as adjusting the dates or room type, are subject to availability and may not result in a rate change if you have informed 10 days in advance.

Que: Will I get refund if I use only part of the time booked:

Ans: No refunds are provided for early departures or unused nights. Earlier check-in or late check-out requests are subject to availability and may incur additional charges.

Que: Can I cancel the booking after paying advance?

Ans: Cancellation of a booking must be made in writing via email and are subject to following conditions

- In the event of a last-minute cancellation due to force majeure conditions, the advance amount shall be kept secured for a booking on a future date within 6 months.
- For cancellations made 15 days or more prior to the check-in date, the advance payment is treated as cancellation charge.
- For cancellations made less than 15 days prior to the check-in date, 50% of the total estimated bill is chargeable as cancellation charge.
- For cancellations made less than 2 days of the check-in date or no-shows, the full cost of the reservation will be charged.

Que : What is the Payment Schedule?

Ans: A non-refundable advance of 25% is required to secure your booking. The remaining 75% must be received 1 week prior to check-in or according to the terms mentioned in your confirmation email.

Que: What is the payment mode?

Ans: We accept online transfers or app- based payments. GST wherever applicable shall be charged. Credit / Debit Card Payments shall attract a 2% transaction Fee by the service provider.

Ques : Are there any other Charges?

Ans: Guests shall be responsible for any incidental charges incurred during their stay, such as consumables other than what was agreed, purchases or damages to the property. A security deposit of Rs 500 per head will be required

upon check-in to cover any potential incidental charges or damages. This deposit will be refunded upon check-out, minus any applicable charges.

Que: Do you have Google page and how are the reviews?

Ans; We have a Google page and 100% of our past guests have rated us 5 Star – [you may please read the reviews here.](#)

Que: My question is not Listed here

Ans: Please send your exact question to manager@zoondubpawna.com and you will get an answer within 8 working hours.