

****ANANTA PRANA FAQ****

Frequently Asked Questions (FAQs) for Ananta Prana Glamping Hotel in Mussoorie

****Welcome Message:****

Thank you for choosing our Glamping Hotel as your holiday destination. We are thrilled to have you and your loved ones for a memorable stay filled with engaging activities. Our utmost priority is to ensure that your experience with us is truly unforgettable. To enhance your stay, please take a moment to provide us with advance information about your requirements, as our location is approximately 3 km away from the main Mall Road. This will enable us to better cater to your needs and make your stay as enjoyable as possible.

1. Essentials for Glamping:

For a successful Glamping trip, make sure to pack these essentials: flashlight, weather-appropriate clothing, toiletries (please bring your own towels due to the pandemic), suitable footwear for walks and trails, personal medication, raincoat or umbrella for rainy days, insect repellent, sunscreen, phone, camera, iPad chargers, sunglasses, mask, and hand sanitizer. It's a good idea to check mobile network availability beforehand. There's no nearby petrol pump, but locals can provide fuel. When driving in the mountains, please exercise caution. Upon arrival, gather at Cafe Prana for a smooth check-in and check-out process. We hope you enjoy your stay!

2. Location of Ananta Prana Glamping Hotel in Mussoorie:

Our Glamping/Camping Hotel in Mussoorie is conveniently located near Mussoorie Mall Road, specifically at Library Chowk, a mere 3 km away. It's just a 5-minute drive by car or bike. Nestled in a picturesque setting, our luxury camping site offers breathtaking views of Gangotri & Kedarnath, surrounded by lush green forests. You can easily find the exact location and directions on our website map and Google Maps. For further assistance, we'll be happy to provide directions upon booking. Alternatively, you can take the 'Hathi Paon route' midway on the normal route to reach us directly, avoiding the entire Mall Road.


3. Accommodation Options and Safety:

At our Glamping/Luxury Camping Hotel, we offer a range of accommodation options to suit your preferences. Our spacious Swiss Glamping tents are thoughtfully equipped to provide you with a comfortable stay, including amenities like electric blankets and quilts. Each tent has charging points and attached toilets (common toilets for Nomadic Camping). We take pride in our in-house dining options and sustainability-focused design. Here's a breakdown of our categories:

A. ****Premium Tents (located near the forest end):**** These tents offer heating facilities, including blowers, electric blankets, a mini-fridge, fan, and a safe. (Two Swiss tents available).

B. ****Deluxe Tents (located in the middle):**** Equipped with electrical blankets for added comfort. (Two Swiss tents available). (Additional Rs. 1000/chargeable per night for blowers)

C. ****Himalayan View Luxe Swiss Tent (located near the entrance):**** Provides stunning views of the Himalayas, with heating equipment available at an additional cost. (One Swiss tent available). (Additional Rs. 1000/- chargeable per night for blowers and Rs. 700/- per night for electrical blankets).



Our Swiss Glamping tents are weatherproof and have withstood storms and snow. While they may make noise when it rains, rest assured they are absolutely safe.

4. Family-Friendly Amenities and Campfire:

Yes, our Glamping/Luxury Camping outdoor hotel is perfect for families with children of all ages. We provide a range of activities and facilities to ensure a delightful experience for everyone. Infants and children below 5 years stay for free, but we kindly ask parents to exercise extreme care as the Glamping hotel has open spaces. Additionally, we offer an Indoor Games Room with free Wi-Fi, featuring games like Table Tennis, Foosball, board games, and a Library for both children and adults to enjoy. You can also arrange for a campfire at the location for a small fee of Rs.200 per person.

5. Pet-Friendly Policy:

We do welcome pets on the premises with an additional charge of Rs. 1200 per night. However, it is the sole responsibility of the guest to ensure the comfort and safety of their pet and to avoid disturbing other guests on the premise. For pets staying with us, we provide a blanket for them to sleep on, and upon request, we can offer rice and chicken.

6. Liquor Policy:

For guests who wish to enjoy liquor at our Glamping/Luxury Camping Hotel, please ensure you bring your own liquor and have the necessary license for drinking and possession of liquor, as required by state authorities. Our staff strictly adheres to the policy of not procuring liquor for the guests.

7. Guided Nature Activities and Tours:

Absolutely! We offer guided nature activities and tours led by experienced guides. Guests can choose from options like hiking, including the Pine Trail, Dalai Trail, and the Yamuna Excursion. These activities are thoughtfully designed to help guests connect with nature. Please note that these are paid activities and should be booked in advance.


8. Cancellation and Refund Policy:

We understand that plans can change. Here's our cancellation and refund policy:

- A. Full refund for cancellations made within 48 hours of booking, provided the check-in date is at least 30 days away.
- B. 50% refund for cancellations made at least 30 days before the check-in date.
- C. Unfortunately, we cannot provide refunds for cancellations made within 15 days of check-in.

9. Eco-Friendly Practices:

At our Glamping/Luxury Camping Hotel, sustainability and environmental conservation are central to our values. We are committed to minimising our ecological footprint through various practices, including the use of renewable energy sources, effective waste management, and support for local conservation initiatives. We would like our patrons to follow a the 'leave no Trace/trail" for the environment.



10. Nearest Airport and Railway Station:

For your convenience, the nearest airport to Mussoorie is Jolly Grant Airport in Dehradun, situated just 60 km from Mussoorie. Additionally, the nearest railway station is Dehradun Railway Station, located at a distance of 35 km from Mussoorie.

11. Taxi Services:

We offer taxi services at Ananta Prana Glamping Hotel in Mussoorie. If you wish to use this service, please make your request at least 2 days in advance. Here are the taxi rates:

- From the Airport:

- Desire: Rs. 3200
- Innova: Rs. 4700 (exclusive of toll & parking)

- From the Railway Station:

- Desire: Rs. 2200
- Innova: Rs. 3200

- From ISBT:

- Desire: Rs. 2400
- Innova: Rs. 3400

- From Mussoorie Mall Road: Rs. 800

Please note that fares may vary during peak seasons. Additionally, if you prefer, you can rent bikes and scooters nearby for your travel convenience.

12. Must-See Locations in Mussoorie and Recommended Stay Duration:

Mussoorie boasts a variety of attractions, including Mall Road, Gun Point, Dalai Hill, Company Garden, The Mall Road, George Everest, Landour, Laal Tibba, Yamuna Bridge, and Kempty Falls, to name a few. One should at least stay for 2 nights 3 days to really enjoy the Mussoorie weather and its touristy destinations.


13. Which is the best season to Visit Mussoorie?

Aside from the Monsoon season, Mussoorie is a traveller destination that is rushed with voyagers year-round. In any case, is from April to July. The greenery is at its full blossom amid September to November and one can easily view the all-encompassing sight of the Himalayas in November. If one wants to experience snow one must visit Mussoorie between December to February.

Please feel free to contact us for more information. Kindly provide us with the names, meal preference of the people who will be checking in, and send the ID proof by WhatsApp onon : +91 8007000085 or +91 9372134853

If you have any other questions or require further information, we are here to assist you. We look forward to providing you with an unforgettable experience at our Glamping/luxury Camping hotel in Mussoorie.

Indemnity and Trip Agreement:



By participating or booking Ananta Prana or in activities provided by Ananta Prana, I hereby acknowledge and agree to the following terms and conditions:

1. **Indemnity:** I, on behalf of myself and all members of my group (including minors below 18 years), hereby indemnify Ananta Prana against any inherent risks associated with staying in a glamping site and participating in the activities during my stay.

2. **Physical and Mental Capability:** I confirm that I am physically and mentally capable of participating in the activities voluntarily.

3. **Assumption of Responsibility:** I understand that my participation is voluntary, and I assume financial responsibility for personal injury, accidents, illness, and damage or loss of personal property during the trip.

4. **Pre-existing Medical Conditions:** I acknowledge that this release covers all claims and liability, including those resulting from pre-existing medical conditions.

5. **Weather and Itinerary Changes:** I understand that changes in weather may affect the trip's itinerary. In such cases, Ananta Prana will not provide refunds. Additionally, conditions such as riots, political unrest, natural disasters, epidemics, or terrorist activities will not be eligible for refunds.

6. **Termination of Trip:** Ananta Prana reserves the right to terminate the trip of any participant whose behaviour may cause distress or harm to themselves, others, staff, or team members. No claims will be entertained in such cases.

7. **Injuries/Illness:** In case of injuries or illness during the trip, Ananta Prana is not responsible. While staff support is provided for basic safety, all expenses for medical or other emergencies are the individual's responsibility.

8. **Health Issues:** Ananta Prana holds no responsibility for injuries, death, or health/mental issues arising from dehydration, heat-related conditions, sunburn, low blood pressure, or other weather-related health concerns.

9. **Alcohol and Drugs:** Participants found with drugs or alcohol during organised hikes will be sent back without any arrangements provided by Ananta Prana. The same applies if individuals are found consuming substances from other groups or villagers.

10. **Unmarried Couples:** Unmarried adult couples staying at the glamping resort do so at their own responsibility, and Ananta Prana is not accountable if objections are raised by their parents or relatives.

11. **Staff Decisions:** Ananta Prana staff has the final authority to make decisions, and all participants agree to trust and follow these decisions.

12. **Binding Agreement:** I hereby indemnify and agree that these obligations apply to me personally, as well as to my heirs, executors, administrators, and all members of my family and group.

IMPORTANT: Our goal is to provide you with an enjoyable trip and create a community of Ananta Prana enthusiasts. We will strive to ensure your safety and support you in pushing your limits. Your cooperation is crucial for this to happen.

This contract is governed by the substantive laws of the Republic of India. Any disputes will be resolved through arbitration in Mumbai, under the rules of the Arbitration and Conciliation (Amendment) Act, 2015, with proceedings conducted in English. The decision of the arbitrator will be final, and the courts in Mumbai will have exclusive jurisdiction. These terms and conditions apply to all guests, travel agents/tour operators, and anyone availing the services of Ananta Prana's hotels. Your confirmation of booking signifies your acceptance of these terms and conditions.

