



**STANDARD OPERATING PROCEDURE (SOP) FOR GUEST HOUSE OF
CENTRAL UNIVERSITY OF GUJARAT:**

The guests are responsible for proper use and upkeep of the materials/fixtures provided in the rooms as also in the guest house. The Guests are also requested to adhere to the Rules and Regulations given in SOP for smooth functioning of the Guest House.

1. Duration of stay:

Ordinarily a person will be allowed to stay for maximum three days. However, under special circumstances, he/she may be permitted to stay for a maximum period of Seven days depending upon the availability of rooms and/ or purpose and nature of his/her stay and subject to approval of the university authorities.

Extension of booking will not be automatic. However, it may be considered subject to availability of accommodation and approval on the request only.

2. Booking:

- The University Guests, Teaching and Non- Teaching staff members are requested to observe the following guidelines for accommodation in Guest House. Request for Reservation of Accommodation under different categories is given in the table shown below.
- Prior Permission for reservation is required from the university authority.
- The Master bedroom (First floor) will be booked only after Approval of the Vice Chancellor.

Category of Guest	Eligibility	Authority for approval	Room rent	Payment to be made by
A (Official)	A1: Court / EC/ FC / AC / Selection Committee Members, Officers Coming for administrative work invited by the University. A2: Guest/Individual visiting CUG in connection with scheme, project/consultancy/short term courses/workshop/seminar & conferences, etc	Registrar or such officer as designated by him/her.	Rs. 1000 (for single occupancy) & Rs. 1500 (for double occupancy)	By the guest himself/herself before checking out.
B (Non-official)	Parents/Guardians of the Students residing in Hostel / Alumni /Guest from other Academic institutes/newly appointed faculty members/ non-		Rs. 1500 (for single occupancy) & Rs. 2000 (for double	



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	teaching staffs		occupancy)	
C	Guest not covered under above categories.	Vice chancellor/ Registrar	Rs. 1500 (for single occupancy) & Rs. 2000 (for double occupancy)	
Note: If extra bed required in a room then Rs. 500/- will be charged extra per person.				

2.1. Except category (A) all booking shall be treated as confirmed bookings only if 100% payment is made in advance at the time of booking.

2.2. Students will not be accommodated in the Guest House.

2.3. Newly appointed faculty members/ non- teaching Staffs may be provided accommodation for a maximum period of seven days and will be treated in Category (B). The extension of the facility is subject to prior approval of university authority.

2.4. Booking of rooms for Conference /Workshop/Individual academic visitors should be made 15 days in advance and finally confirmed 7 days prior to the date of the Conference/Workshop/Individual guest, on appropriate booking /reservation form.

2.5. Private/Political functions are not permitted in the Guest House.

2.6. The management of guest house may at its discretion, cancel a booking or offer alternate accommodation as decided by the university authority.

2.7. The priority will be given to the Official (Category A1 and A2) guest.

3. General Rules:

3.1. Accommodation shall not be claimed as a matter of right.

3.2. Guests will not be allowed to keep additional persons in their rooms, without the prior approval of the University Authority/ Guest House-in-Charge.

3.3. Visitor(s) coming to see the guest staying in the Guest House shall have to make entries in the register available with the Guest House keeper.

3.4. Booking is not permitted for guests undergoing medical treatment/ advice who are suffering from communicable disease or are bed ridden or are post-delivery case.

3.5 The Guest should clearly mention about his/her health conditions, especially regarding contagious and chronic diseases and special precautions if any.

3.6. The canteen services of the Guest House will be closed at 10.00 pm.



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3.7. All request of bookings (by the University/departments/faculty/ non-teaching staff of the University) are to be made on the prescribed application form. Booking will be considered confirm only after receiving of confirmation by the Competent Authority.

3.8. Guests leaving rooms shall leave the room key with the office for cleaning and other maintenance works. However, the university shall not be responsible for any loss or damage of the belongings of the occupant during his/her stay in the Guest House.

3.9. Detailed rules and regulations are given in the file available with the Guest-House-Keeper.

3.10. In case of emergency due to heavy booking, a single occupant of the room may be asked to share the accommodation with another guest. The accommodation in the Guest House shall be provided to the people in the order of precedence in which they are shown in the table above.

3.11 The priority will be given to the official (Category-A) guest.

3.12 The right of reservation and cancellation at any moment lies with Central University of Gujarat.

4. Cancellation of Booking:

The concerned person/ section/ department/ center should inform the University authority designated as in-charge of the Guest House preferably through e-mail/ writing, as early as possible, about the cancellation of the bookings.

The following will be the cancellation charges (for category B only):

4.1. Booking cancelled 10 days earlier - No charges

4.2. Booking cancelled before 7 days – 25% of the entire booking.

4.3. Booking cancelled before 48 hrs - 50% of the entire booking.

4.4. Last moment cancellation - Charged for the entire booking.

5. Check-In/Check Out:

5.1. Twenty four hours from the time of check-in.

Check-In Time: 10.00 Hrs.

Check-Out Time: 09.30 Hrs.

5.2. The Guest may check in at any time. However, for the purpose of accounting, a day means 24 hours from the time of occupation/arrival. Fraction of day will be counted as full day.



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6. Payments:

- 6.1. Bills must be cleared during office hours i.e. 09.30 a.m. to 06.00 p.m. on all working days. In case, a guest need to leave on a Saturday/ Sunday or holiday, the payments should be made a day earlier.
- 6.2. All payments shall be against the official receipt and before the guest leaves the guest- house.
- 6.3. Payment is accepted only by cash/ cheque/ online mode.
- 6.4. The Vice chancellor may exempt any person from payment of lodging and/or boarding charges and may declare any person as a University guest.

Do's and Don'ts for CUG Guest House Use

1. The guest will make an entry with ID proof in the register kept at reception / counter soon after arrival and again before leaving the Guest House. A proof of identity is mandatory.
2. Persons staying in the Guest House are not entitled to bring in guest(s) to stay with them in the Guest House.
3. The Guest House closes at 10 PM. Those staying out for the night or coming late should inform the Guest-House-Keeper in advance to avoid any inconvenience.
4. The University authorities are not responsible for valuable items kept in the rooms.
5. Male visitors/guests are not allowed in the rooms occupied by female guests and vice-versa.
6. Alcoholic drinks in the Guest House are strictly prohibited.
7. The tariff is subject to change at any time without notice.
8. Visitor for guests residing in Guest House is allowed from 10.00 a.m. to 10.00 p.m. only.
9. Pets are not allowed.
10. Damaging of property or defacing any notice/poster/walls etc. of the Guest Houses is illegal.
11. Any damage or loss to the Guest House will be subject to a fine which would be paid by the guest / requisitioner.
12. All visitors coming to see a guest staying in the guest house shall have to make entries in the register available with the Guest-House-Keeper.
13. Cooking is strictly prohibited in the rooms.
14. Food / meals are served only in the dining hall.
15. The guests are requested to switch off the lights, AC and fans, close windows and lock their rooms when they go out.
16. The Guest House is meant for you. Please help us to keep it neat & clean.



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Service Schedule:

1. Breakfast: 08:00 to 09:30 hrs.
2. Lunch: 13:00 to 14:30 hrs.
3. Dinner: 20:00 to 21:30 hrs.
4. Evening Tea: 17:00 to 18:00 hrs.

Note: Only veg meal will be served.

Individual Charges:

1. Breakfast – Rs. 60/-
2. Lunch – Rs. 100/-
3. Dinner – Rs. 100/-
4. Tea – Rs. 10/- per cup
5. Milk – Rs. 20/- per glass
6. Curd – Rs. 25/- per bowl
7. Packed Mineral water bottle – Rs. 20/-



Requisition for Guest House Accommodation

Date:.....

Name of the Guest: Prof./Dr./Mr./Mrs.....

Category of Guest: Official Non-official Other

Purpose of Visit:.....

Designation and Address:.....

Organization to which belongs:.....

Age:Yrs. Details of Contagious diseases (if any):.....

Identity Proof & No (enclose a duly signed copy).....

Date and Time of Arrival.....

Expected Date and Time of Departure.....

Faculty/Staff Member who is booking the accommodation:

Name:.....

Designation:.....

Signature:..... Date:.....

Recommendation from Dean/Chairperson in case of official guest:

Name:

Designation:.....

Signature:..... Date:.....

Payment will be made by Guest or by the requisitioner

Approving Authority:

Name:

Designation:.....

Signature:..... Date:.....

For Office Use:

Room no. allotted:Period: From..... To.....

Received payment (if any) Rs.....Receipt no./date.....

Signature (Guest House- In charge).....