

Bassein Catholic Co-Operative Bank Ltd

Guest-House Booking FAQ

➤ *Where is the link for booking the Guesthouse?*

Please visit www.bccb.co.in and look for 'Guesthouse' link at top right corner of the webpage. Follow the onscreen instructions for booking.

➤ *Is offline booking allowed. How can I book offline?*

Offline booking of BCCB guesthouse is not allowed and is currently discontinued.

➤ *How many months' advance booking is allowed?*

You are allowed to book the bungalow 60 days (2 month) in advance from your date of booking.

➤ *I am not a shareholder; can I book the guesthouse?*

BCCB Guesthouse facility is only for Class A Shareholders of the bank. Ordinary members or non-shareholders are not allowed to book the Guesthouse.

➤ *Are non-members allowed to stay with me (shareholder) at the guesthouse?*

BCCB Guesthouse is limited to shareholders and their family. Definition of family means husband, wife, children and parents.

➤ *I am trying to login on the booking site, but gets message saying "You are not a Shareholder or Account not found or KYC not completed. Kindly contact the bank for assistance."*

For login, please use the SB account linked to your shareholding account. In case mobile number is not updated, please complete the KYC of your account by visiting the bank branch.

➤ *What options are available to make the payment.*

You are allowed to make the payment using Rupay cards and BCCB Net banking only.

➤ *I am not receiving OTP on my mobile number.*

Confirm mobile network range. Contact the branch to get your mobile number updated for receiving SMS.

- *Amount has been debited from my account, but no booking confirmation has been received.*

Please get in touch with our helpdesk team at guesthouse@bccb.co.in. We will help you with your booking reference number, post verification / confirmation of payment.

- *I have already done my booking for a future date, however I want to add more persons to the guest list.*

Find 'Manage Bookings' tab on the guesthouse booking website to add guests' / cancel reservation online.

- *I have completed my stay. When will I get refund of my security deposit?*

Security deposit will be auto-refunded to the account within 10-15 working days, post deduction of damages, if any. Refund will be credited to the account from which the payment of the booking had been done.

- *Where do I find the terms and conditions of the stay?*

Terms and conditions of the stay can be read at - <http://guesthouse.bccb.co.in/home/terms>

- *What are the booking cancellation charges?*

- If the reservation is cancelled prior to 15 days than 25% of the amount will be deducted and 75% amount will be refunded.
- If the reservation is cancelled prior to 10 days than 50% of the amount will be deducted and 50% amount will be refunded.
- If the reservation is cancelled prior to 5 days than 75% of the amount will be deducted and 25% amount will be refunded.
- During the bank holiday and on reservation day cancelation won't be allowed.

For any technical assistance, please contact guesthouse@bccb.co.in or helpline number 1800 233 6000 (8AM to 8PM Monday to Saturday)