

## **Frequently Asked Questions**

### **Q. What is the offer?**

A. **Up to 70% off** on room rack rate of all available hotels and resorts of Cox's Bazar at [gozayaan.com/hotel](http://gozayaan.com/hotel).

<b>SL.</b>	<b>Partner Name</b>	<b>Discount %</b>
1	Best Western Heritage	50%
2	Royal Tulip Sea Park beach Resort	55%
3	Praasad Paradise	50%
4	Long Beach Hotel	55%
5	Sayeman Beach Resort	40%
6	Prime Park Hotel	45%
7	Windy Terrace Boutique Hotel	55%
8	Hotel Sea Uttara	60%
9	Inani Royal Resort	60%
10	Hotel Vista Bay	70%
11	Resort beach view	60%
12	Hotel Coastal Peace	55%
13	Bay Marina	65%
14	Hotel Coral Reef	60%
15	La Bella Resort	50%
16	Hotel Ocean palace	50%
17	Hotel Elaf International	70%
18	Castle Bay Touch	70%
19	Hotel Silver Bay	60%
20	Seagull Hotels Ltd	45%
21	Grace Cox Smart Hotel	29%
22	Hotel Golden Hill	70%

### **Q. Who is eligible for the offer?**

A. All UCB Credit and Debit Cardholders can avail the offer by booking room of any available Cox's Bazar hotels and resorts from [www.gozayaan.com/hotel](http://www.gozayaan.com/hotel).

### **Q. How long is this offer valid?**

A. The offer is valid from 15<sup>th</sup> September 2020 to 31<sup>st</sup> October 2020.

### **Q. What is the staying period of this offer?**

A. Both booking and staying must be within 31<sup>st</sup> October 2020.

**Q. For which hotels and resorts are the offer available?**

A. Go Zayaan has a wide range of hotels & resorts available in the website. You can avail discount on any available hotels/ resorts within campaign timeline. Kindly search with your dates on go zayaan website [www.gozayaan.com/hotel](http://www.gozayaan.com/hotel) to check availability of hotels on that specific date.

**Q. What is the date change and refund policy under this offer?**

A. Refund policy:

- Full refund if cancelled before 72 hours
- 50% refund if cancelled before 48 hours
- Nonrefundable if cancelled less than 48 hours of check in
- Nonrefundable on blackout dates.
- 3% service charge will be applicable for each cancellation.

**Q. What is the policy or charge of extra bed?**

A. You can check the details of extra bed availability and also price for your preferred room in our website before booking. But you have to book extra bed and complete the extra payment to the property after reaching there.

**Q. What is child policy?**

A. The details are given in the platform. When customer will select child number in the guest section, the price will be shown including the child price according to the policy.

**Q. Can I avail transportation within Cox's Bazar from Go Zayaan?**

A. Yes, you can avail the transportation service from Go Zayaan's end as well. Forward your details to Go Zayaan team for further communication.

**Q. Can I get a full package for Cox's Bazar?**

A. Yes, Go Zayaan can provide full package as well. Kindly share your travel details and contact number with Go Zayaan. Concerned team of Go Zayaan will communicate for detailed assistance.

**Q. Can I select 3 adults for hotel booking?**

A. After selecting 2 adults, you will get all the details and can check if extra bed is available for your preferred one or not. If available, you can avail extra bed directly paying to the property and stay 3 adults. But in our platform, you need to book for 2 adults only.