

Business Operations & Compliance Profile

Operating model, network, compliance commitments and guest protection framework.

1. Operating Model

MTDC owns and operates resorts, wayside amenities and restaurants across Maharashtra. Selected properties are run by approved operating partners under MTDC supervision at published government tariff. Reservations are created centrally through MTDC Central Reservations, and inventory, tariff and cancellation terms are controlled centrally.

2. Resort Network

Beach & Konkan Resorts	Coastal properties along the Konkan and Sindhudurg belt
Hill & Lake Retreats	Ghat, plateau and lakeside properties
Heritage & Caves	Properties serving World Heritage and monument circuits
Wildlife & Nature Lodges	Lodges adjoining tiger reserves and sanctuaries
Pilgrimage & City Stays	Properties at pilgrimage centres and urban gateways

3. Compliance Commitments

- Operations conducted under the Maharashtra Tourism Policy and directions of the Department of Tourism.
- Statutory registers, licences and fire and safety clearances maintained at property level.
- Mandatory photo identification and, for foreign nationals, Form C reporting at check-in.
- Excise, food safety and coastal or forest zone regulations observed at every property.
- Annual accounts audited and disclosed in accordance with requirements applicable to a State Government company.

4. Guest Protection Framework

- Published tariffs, transparent tax disclosure and a written voucher for every confirmed reservation.
- Free cancellation up to twenty-four hours before check-in on standard rates.
- Refunds released to the original payment instrument within two to seven working days of approval.
- Payments accepted only through the official payment page reached from the website or an official booking email.
- Grievances acknowledged within forty-eight hours and resolved within thirty days.

5. Responsible Tourism

Profits from resorts are reinvested into properties to make them more environmentally responsible and to preserve the natural habitat surrounding each destination. Community programmes including Mahabhraman and the Bed and Breakfast scheme create livelihoods for host communities and encourage self-sufficient, eco-friendly living.

6. Contact for Verification

Corporate, tender and travel-trade verification requests may be addressed in writing to MTDC Central Reservations, Apeejay House, 3rd Floor, Dr. V. B. Gandhi Marg, Fort, Mumbai 400001, Maharashtra, India.