



# Norzi Home – Terms and Conditions | 2026

## NORZI HOMESTAY – TERMS AND CONDITIONS

### Deposit

To confirm a reservation, a deposit of **50% of the total room price** (*1 night room price x n. of nights*) is required at the time of booking.

The deposit payment can be done via WeChat or Alipay.

### Cancellation and Refund Policy

Guests may cancel their reservation and receive a full refund of the deposit **up to 7 days before** the scheduled arrival date.

For cancellations made **less than 7 days** before arrival, the **deposit cannot be refunded**.

### Responsibility for Damages

Guests are kindly asked to respect the homestay, its facilities, and the surrounding environment. Any damage to property or equipment may be subject to compensation.

### Check-in and Check-out

Check-in is available **from 3:00 PM to 10:00 PM**.

Check-out time is **12:00 PM**.

If you expect to arrive outside of the check-in hours, please contact us in advance.

### Meals Time

Breakfast is available from 8:30 AM to 10:30 AM.

Lunch time is from 12:00 PM to 2:00 PM.

Dinner time is from 7:00 PM to 8:30 PM.

Lunch and dinner are not included into the room fee.

## NORZI ACTIVITIES & SERVICES – TERMS AND CONDITIONS

### Deposit

Guests may book a private car or an activity in advance.

To confirm a reservation, a deposit of **20% of the transportation fee or activity fee** is required at the time of booking.

The deposit payment can be done via WeChat or Alipay.

### Cancellation and Refund Policy

Guests may cancel their reservation for a private car transportation or for an activity **up to 7 days before** the scheduled time for the car transportation or for the activity.

For cancellations made **less than 7 days**, the **deposit cannot be refunded**.

## **Activities and Environmental Conditions**

Some activities offered by Norzi Home depend on seasonal, environmental, and animal-related conditions. While we always do our best to organize the experiences as planned, availability may vary depending on weather, natural cycles, or other local conditions.

## **Responsibility During Activities**

All activities offered by Norzi Home, whether indoors or outdoors and listed in the “Activities” section of the website, are joined by guests at their own responsibility. Norzi Home cannot be held liable for any injuries, accidents, or damages that may occur during participation in these activities.

## **NORZI HOME – GENERAL TERMS AND CONDITIONS**

### **Use of Personal Data**

All personal information provided during the booking process will be used only for accommodation registration and internal management purposes within Norzi Home. Personal data will not be shared with third parties, except where required by local regulations.

### **Acceptance of Terms**

By booking a room, reserving an activity, or making any payment related to services provided by Norzi Home, guests acknowledge that they have read, understood, and **agreed to these *Terms and Conditions***.

### **Applicable Law**

As the spaces of Norzi Home (Homestay, Black Tent Café, Nomad Hut) are located in Sichuan Province, China, all services and agreements are subject to the **relevant laws and regulations of the People’s Republic of China**.

## **NORZI HOME – COMMUNITY SUPPORT**

By staying at Norzi Homestay, guests contribute directly to supporting the local community and the preservation of its cultural heritage.

5<sup>th</sup> March 2026

Menshod, Dege County, Sichuan (RPC)