

Terms and Condition



Welcome to Team Mati-Ta – Your Holistic Outdoor Escape

Mati-Ta Wellness & Hospitality offers more than just accommodation—we provide a transformative, nature-connected, wellness-driven experience. Nestled in hills, valleys, and jungle, our eco-resort combines sustainability, holistic healing, and outdoor adventure to create soul-deep rejuvenation.

Whether you're visiting solo, as a couple, family, or group—we welcome you into our space of healing, silence, and self-discovery.

Right of Refusal

We reserve the right to refuse entry or service to anyone, anytime to whom we deem inappropriate or disruptive to the Mati-Ta experience.

Booking, Cancellation & Rescheduling Policy

- All bookings are **non-refundable once confirmed**.
- **Rescheduling** possible only if requested at least **14 days before check-in**.
- **No changes or cancellations** allowed within 14 days of arrival.

Our Eco-Conscious Philosophy

We are not a conventional, luxury or star hotel. We are a **sustainable, nature-first retreat** built on principles of **permaculture, self-sufficiency, and authentic connection**.

Please come with:

-  A **positive mindset**
-  An **open heart**
-  A **spirit of adventure**

We do **not** offer five-star luxury; we offer something deeper—**purpose, peace, and presence**.

We don't have 24/7 front desk or concierge service .



Our Water Source

Our water comes from a deep tube well, naturally filtered and rich in minerals. ~~Due to~~ ^{From} its mineral content, the water may sometimes feel slightly slippery when used with soap. This is completely natural and, in fact, helps leave your skin feeling soft, moisturized, and hydrated.

Bugs & Mosquitoes

At Mati-Ta, we strive to create a balanced natural habitat. To help control mosquitoes, we encourage the breeding of dragonflies, their natural predators. However, as we are located in the middle of a lush jungle with many water bodies, mosquitoes are still a part of the environment. For your comfort, we provide mosquito nets in every room and recommend using mosquito repellent during your stay.

Your Time, Your Way

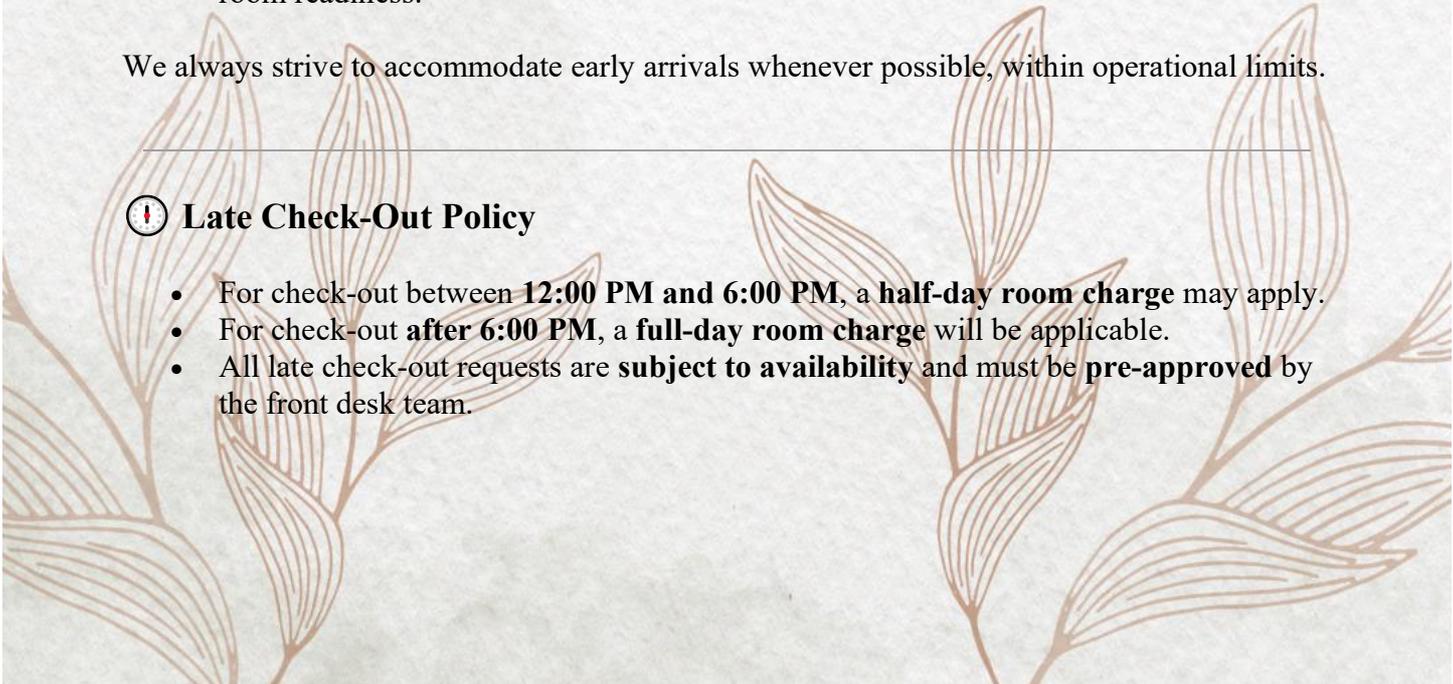
You are free to set your own rhythm. Join guided activities, explore nature, or do absolutely nothing. Let nature set the pace. Let your body rest. Let your spirit breathe.

Early Check-In Policy

- Early check-in is **subject to availability** and **cannot be guaranteed** in advance.
- For check-in between **8:00 AM and 12:00 PM**, a charge of **₹1000 per hour** may apply.
- For check-in **earlier than 8:00 AM**, a **half-day room charge** may apply.
- Guests are encouraged to **inform us in advance** if early check-in is needed so we can make appropriate arrangements.
- All requests will be handled **on a case-by-case basis**, depending on occupancy and room readiness.

We always strive to accommodate early arrivals whenever possible, within operational limits.

Late Check-Out Policy

- For check-out between **12:00 PM and 6:00 PM**, a **half-day room charge** may apply.
 - For check-out **after 6:00 PM**, a **full-day room charge** will be applicable.
 - All late check-out requests are **subject to availability** and must be **pre-approved** by the front desk team.
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Mati-ta

Eco Resort

Respect for Nature:

- **Do not pick leaves, flowers, or fruits** from any part of the property.
- Preserve the **natural integrity** of the environment.

Use of Buggy Service

Our buggy vehicles are primarily designated for housekeeping operations and essential resort maintenance. They may also be used to assist guests with mobility challenges, subject to availability. We encourage all other guests to enjoy walking around the property to experience the natural beauty of Mati-Ta Eco Resort in an eco-friendly manner.

Meal Timings & Freshness Advisory

At Mati-Ta, all meals are prepared **fresh and served on time** to ensure the highest quality, hygiene, and nutrition.

Please Note:

- Guests are kindly requested to **arrive on time** for all meals—**lunch, snacks, and dinner**.
- **Delayed arrivals** may affect food freshness, quality, and availability.
- As we prioritize health and sustainability, we do **not reheat or store food** for long durations.
- Food left unconsumed beyond designated meal times may **spoil or degrade in quality**, and **cannot be replaced or refunded**.
- As all our food are served in Buffet , it is not possible to pack these food for takeaway

Your punctuality helps us maintain food safety and ensures a delightful dining experience for all.

Room Service

Room service at Mati-Ta Eco Resort is limited and subject to availability. We cannot guarantee service to rooms at all times, and certain menu items may not always be available. Please note that **in-room dining service is unavailable during regular lunch and dinner hours**, as our kitchen remains focused on serving guests at the main dining area.

Dining Seating Arrangement

- Seating is allocated based on **first booking serials**.
- Late bookings may **not guarantee** your preferred dining location or seat.
- During busy periods, guests may need to **share tables** with others to accommodate everyone.

- We appreciate your understanding and cooperation in creating a welcoming dining experience for all.



Eco Resort

Outside Food, Pet Policy & Environmental Respect

Food Policy:

- Outside food is **strictly prohibited**.
- No food brought from outside will be stored, served, or prepared at our restaurant or villas.

Pet Policy:

- Pets are **not allowed** inside the resort.
- Guests arriving with pets **without prior approval** are fully liable for any damages caused.
- The resort reserves the right to **cancel or deny accommodation** if the policy is violated.
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Child Policy

- Children **0–2 years**: No charge.
- Children **3–12 years**: **meals will be charged**.
- Children **6+ years cannot share a bed**—must use an **extra bed**.
- Children in **separate rooms** pay **full adult rates**.
- Family rooms are subject to availability.

Internet & Connectivity

- Wi-Fi is available via **Starlink**, but speed may be limited due to our **remote hilltop location and weather condition**.
- **No wired ISP is available**; mobile networks like **Grameenphone, Airtel, and Robi** work best with 4G.
- **Wi-Fi Usage**
Wi-Fi service at Mati-Ta Eco Resort is limited and may not be consistently available in all areas due to our natural setting. While we strive to provide connectivity where possible, we cannot guarantee uninterrupted access. Guests are advised to use their own mobile data if a reliable internet connection is required.
- **We suggest to Disconnect from screens. Reconnect with yourself and your partner .**



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Rooms

Allocation & Availability

We will always do our best to accommodate your preferred room/villa. However, due to **unpredictable maintenance** or **operational constraints**, we may not be able to provide the **exact unit** you selected.

In such cases, a **similar or upgraded accommodation** will be provided and if not available we will make arrangement to book and transfer your stay at Hotel Radisson Blu , Chittagong Your understanding is appreciated.

As a nature-inspired retreat, Mati-Ta is designed to encourage guests to disconnect and embrace the environment around them. In line with this philosophy, many of our rooms do not include televisions, ovens, or refrigerators. Should you require any assistance, our housekeeping team will be pleased to provide support.

Some of our rooms are designed to be extremely rustic, featuring natural terracotta floors that may display spots or patches as part of their authentic character. Please note that these are natural variations, not signs of uncleanliness. As certain rooms are very close to nature, guests may occasionally come across harmless insects. If you have a strong sensitivity or phobia toward insects, we recommend avoiding these particular rooms for your comfort.

Swimming Pool – Rules & Access

Our pool is a tranquil wellness zone, designed as a lagoon-inspired, naturally filtered swimming pool. Since we do not use harsh chemicals, the water may appear slightly cloudy, just like a natural lagoon, rather than sparkling clear. This is a natural feature of our eco-friendly system and is safe for swimming. To protect all guests and ensure hygiene:

Access:

- Complimentary for overnight guests.
- BDT 500 per use per person for day-long or evening guests.
- **In Case of thundering we may close the pool without prior notice**

Rules:

- Use only during **designated hours** (provided at check-in).
- **Showering is mandatory** before entry.
- Only **proper swimwear** allowed—no regular clothes or undergarments.



- Must Use changing room
- We Mati-ta Can not be held liable for any loss of items kept un attended
- **No dipping or washing feet** in the pool.
- **No food, drinks, or glassware** near the pool.
- Children must be **supervised at all times**.
- No Life Guard on Duty, Swim at your own risk
- We Mati-Ta cannot be held liable in case of any mishaps.

✘ Not Allowed:

- No horseplay, running, loud music, or disturbance.
- Do not pluck leaves, fruits, or flowers.
- Pool access may be revoked for any violation **without refund**.

Per-Person Booking Policy & Group Terms

All bookings at Mati-Ta are **per head**, not per room or unit.

◆ Group Bookings:

- The confirmed guest count during reservation is **final**.
- We always cross check and do head counts .
- **No-shows** will be charged—**no refund or adjustment**.
- Meals and services are arranged based on **original confirmation**.

◆ Extra Guests:

- Any guests **exceeding the original booking** will be **charged at the standard per-person rate**.

This system ensures quality service for everyone and avoids last-minute disruptions.

Entry Fee for External Visitors

Guest who may have visiting **guests** must pay an **entry fee of BDT 1,500 per person** to access the premises. Entry is **subject to approval and availability**.

This supports maintenance and guest privacy.

Media, Photography & Influencer Policy

Allowed:

- Unlimited mobile phone content.
- Tag us! We love seeing your stories.



Eco Resort

✘ Not Allowed:

- **Professional shoots**, drones, SLRs, or point-and-shoot cameras unless part of an **approved event**.
- **Unauthorized, harmful, misleading, or reputation-damaging content** is prohibited.

By entering the property, guests **agree** to allow Mati-Ta to use **any images or videos** captured on-site for promotional use unless otherwise informed.

Legal action may be taken against those attempting to defame or misrepresent the resort.

Activities & Group Programs

We offer over **300 group-focused activities**:

- Yoga, meditation, team-building
- Outdoor adventures & climbing
- Wellness workshops & detox programs

These are primarily for **large groups** (corporate, school, wellness retreats). Couples/small groups may have limited access—**check with your Camp Marshal**.

Health Advisory – Activity Restrictions

Do **not** participate in adventure activities if you have:

- Asthma or chronic respiratory issues
- Pregnancy
- Acute arthritis
- Heart conditions
- Severe height phobia
- Recent major surgery

Always inform instructors of medical conditions beforehand.

Mati-Ta Boot Camp – House Rules

Do's:



- Use safety gear.
- Follow marshal/trainer instructions.
- Stay in assigned groups.
- Respect wildlife and nature.
- Return all borrowed gear.

✘ Don'ts:

- No unsupervised use of equipment.
- No harming nature.
- No late arrivals for activities.

Good to Know:

- Pool not included in day packages unless paid.
- Comfortable clothes & shoes recommended.
- Drivers not allowed inside camp area.
- Keep your valuables secure.
- Strict check-out times apply.

⚠ Disclaimer & Outdoor Safety

We are located in a **wild, natural environment**. While we uphold the highest safety standards, all guests must take **personal responsibility** during their stay.

Please note:

- All adventure activities carry inherent risks.
- Be aware of insects, wild animals, uneven terrain, and weather changes.
- Use all **safety gear** and follow staff instructions.

Mati-Ta will **not be liable** for injury, loss, or damage during your stay

🔧 Service & Facility Availability

All facilities (pool, AC, activities, etc.) are subject to:

- Weather
- Maintenance

- Operational challenges
- Safety protocols

We ensure **24/7 power backup** via solar & hybrid generators—fans/lights always available. AC may not run during grid outages.



Guest Terms & Resort Conditions

By confirming a booking, guests agree to:

1. Accept **joint & full liability** for all charges until bills are settled.
2. Be responsible for any **damage, loss, or disturbance** caused by them or their party.
3. Acknowledge that **Mati-Ta is an eco-resort**, not an urban/luxury hotel.
4. Follow all rules regarding **smoking, alcohol, noise, and behavior**.
5. Understand that **complaints filed to third parties** such as consumer rights agencies **without first notifying Mati-Ta management** will be considered a violation of terms.
6. **False claims, public defamation, or intentional reputation harm** will lead to **legal action**.
7. **Respect all resort policies**—noncompliance may result in removal without refund.

Mandatory Agreement Clause

By entering our property, making a reservation, or confirming a booking, you hereby:

-  Acknowledge that you have **read, understood, and agreed** to all terms and policies outlined above.
-  Understand that **legal protection** is in place to safeguard the integrity of Mati-Ta Wellness & Hospitality.

Let's Co-Create a Beautiful Journey

Let's create something soulful—together.
Rooted in Nature, Inspired by Life, Driven by Adventure.
With love,

Team Mati-Ta

Note : At Mati-Ta, we do not collaborate with bloggers or influencers, nor do we engage in paid sponsorships. Every story, post, or feature you see is an honest reflection, shared organically by our guests who have experienced Mati-Ta first-hand.



Eco Resort

