

TERMS AND CONDITIONS

MEMBERSHIP

1. All membership term (validity period) shall be a period of 12 calendar months from the date of issuance of membership.
2. The membership card is non-transferable for use during the validity of the card.
3. The membership shall entail granting the member privileges and benefits as listed in the programme brochure and as per this terms and conditions.

DINING

1. To avail the dining discounts, the minimum requirement is that two main courses must be ordered. This discount can only be availed on total food order and only one card may be presented per table/party.
2. The value of the specific discount shall not include central, state, local taxes or room service orders or at the pool side or any dining promotions such as Christmas, New Year's evenings.
3. Children above 5 years of age are included in the total guest count for the purpose of calculating discounts.

ACCOMODATION

1. Room booking must be made directly with the Member Help Desk. Any bookings made through Travel Agents or Corporate Companies are not eligible for discounts. Reservations as subject to allocation availability. (Not valid on Christmas & New Year's Eve.)
2. Complimentary Room Night will be on double occupancy basis, inclusive of taxes. Once the booking is made and confirmed by the hotel, no cancellation will be entertained. "No show" will be treated as room night consumed.

MANDATORY TERMS AND CONDITIONS

To avail the discounts the minimum requirement is this that two main courses must be ordered. This discount can be availed on the total food order and only one card may be presented per table/per visit. Children above 5 years of age are included in the total quest count for the purpose of calculating discounts.

CERTIFICATES

1. All Certificates Enclosed in the membership pack are for one time usage only, have to be utilized in full and cannot be exchanged for cash or any other services.
2. The benefits as given in the Certificates are accompanied by the terms and conditions given on the face of the Certificate. This are valid strictly as indicated, and cannot be extended or validated.

3. Request for booking for the complimentary stay can be made 15 days in advance however the confirmation/regret for the request of booking will be intimated 72 hours prior to the date of the stay requested. Confirmation for the complimentary stay for the member(s) is at the sole discretion of the Management.
4. Complimentary Birth cake and House Wine will be available at the restaurants provided a reservation has been made 48 hours in advance. This Certificate can be used only if a minimum of two main courses are ordered.

GENERAL

1. Presentation of the Programme Membership Card is imperative for availing the discounts under the programme.
2. The Hotel reserves the right to add, modify, with draw or delete any of the benefits, rules, terms and conditions, the duration of the programme, the participating Hotel(s), with or without prior notice. All decisions in this regard will be final and binding on the member of the programme.
3. The total amount of the membership fee is refunded, provided the Membership has not been used and the refund is requested by the member within 15 days of the acceptance of membership. The refund will only be actioned after the receipt of the membership card and all the Certificates.
4. Membership of the programme entitles the Hotel to update and retain information provided by the member in the Hotels database. As a member, you have agreed that the Hotel may, from time to time, send your information regarding your membership benefits and about the Hotel or programme partners.
5. Fraud or abuse concerning The Programme Membership Card is subject to appropriate administrative and/or legal action by the Hotel, including termination of membership.

LOST OR STOLEN CARD

In the event that the card is lost, a replacement fee will be applicable.