

## **TERMS & CONDITIONS**

### **MEMBERSHIP**

1. The Membership term (validity period) is 12 calendar months from the date of issuance of the Membership.
2. The Membership Card is not transferable and can be used by the member only.
3. The total amount of the Membership fee will be refunded provided the membership has not been used and the refund is requested within 15 days of acceptance and a written cancellation request.
4. In the event that the Membership Card or the certificates are lost, these cannot be replaced or the money refunded.

### **DINNING AND ACCOMODATION**

1. Presentation of the Program Membership Card is Imperative for availing the discounts and benefits. Only one card may be presented per table/per visit.
2. Discounts are not applicable on room service (in-room dining) and banquets.
3. Discounts cannot be given in conjunction with any other special promotion/discount program.
4. Children above 5 years of age are included in the total guest count for the purpose of calculating discounts.
5. All reservations are subject to allocation availability. Room reservations must be made directly with the 'Palms Premier Club' Help Desk. Any bookings made through Travel Agents, Corporations or direct with the hotel are NOT eligible for reservations or discounts under this program. Room reservations under this program are non commissionable. Amendments/cancellations of Room reservations must be made with a 72 hour prior notice or else the certificate will be taken as used.

### **GIFT CERTIFICATES**

1. All certificates enclosed are for one time usage only, must be surrendered at the time of arrival; have to be utilized in full and cannot be exchanged for cash or any other services.

2. The benefits as given in the gift certificates are accompanied by the terms and conditions given on the re-validated.
3. Certificates have no cash value and cannot be traded.
4. Members cannot use two (2) food and beverages certificates together.

## **PRIVACY POLICY**

1. With the acceptance of the Palms Premier Club Membership, a Member agrees that they can be contacted to receive information about the program benefits, special offers and new developments via phone, email or letters.
2. The Palms Premier Club program operated by 'Prima Nexus Relationship Management Pvt Ltd'. We will have access to your personal information which may be shared with the K. Raheja Hospitality Pvt Ltd and the partners under strict privacy control. If your personal information is not provided, it may not be possible to manage your Membership effectively or at all.

### **Palms Premier Club Member Help Desk**

Workdays- Mondays to Saturday (10.00 am – 6.30pm)

Telephone + 022 4295 5020

Fax + 022 4035 2200

Email: [palmspremierclub@primanexus.com](mailto:palmspremierclub@primanexus.com)

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