



### **American Express Terms and Conditions**

- These offers are open to American Express Platinum Cardmembers whose accounts are valid and in good standing.
- An American Express Platinum Card member ("Card member") for the purpose of these offers means a person holding Platinum Card and supplementary card to these card variants, issued in India by American Express® Banking Corp
- These offers are being made purely on a "best effort" basis. Card members are not bound in any manner to participate in these offers and any such participation is purely voluntary
- To receive these offers, purchase should be charged in full to the American Express Card. No cash alternative is available
- American Express Banking Corp. is neither responsible for availability of services nor guarantees the quality of the goods/services and is not liable for any defect or deficiency of goods or services so obtained/availed of by the Card members under these offers. Any disputes with regard to the quality of goods/services availed shall be taken up with the merchant/service establishment directly. American Express shall have no liability whatsoever with regard to the same
- American Express shall not be liable whatsoever for any loss/damage/claims that may arise out of use or non-use of any goods or services availed by Card member under these offers. American Express reserves its absolute right to withdraw and/or alter any of the terms and conditions of the offer at any time without prior notice
- Nothing expressed or implied in the program shall in any way waive or amend any of the terms and conditions of the existing Card member agreement with the Card issuer
- Any disputes arising out of and in connection with this program shall be subject to the exclusive jurisdiction of the courts in Delhi only.
- These offers are subject to partner Terms and Conditions. Listed below against each offer
- In the wake of COVID 19, while the merchants/service establishments may be maintaining all safety measures, we request you to ensure safety at your end as well. In no event shall American Express be held liable for any fallouts/illness or any concerns arising/occurring due to the cardmember choosing to order/avail services from the merchant/service establishment.

#### **Disclaimer: applicable for all offers:**

- ITC Limited reserves the right to add, modify, amend, withdraw and/or delete any of the benefits, privileges, rules, terms and conditions, Participating Restaurants, Participating Spas, and any or all aspects of these offers in whole or part, without assigning any reason thereto, without prior notice and without any liability.
- ITC Limited retains the sole discretion to provide these offers and its decision in all respects shall be final and binding on Card Members, Guests, Parties and any other third party.
- In no event shall ITC Limited be responsible or liable for any failure or delay in the performance of its obligations hereunder arising out of or caused by, directly or indirectly, forces beyond its

control, including, without limitation, strikes, work stoppages, accidents, acts of war or terrorism, civil or military disturbances, nuclear or natural catastrophes, pandemics, outbreak diseases or acts of God, and interruptions, loss or malfunctions of utilities, communications or computer (software and hardware) services.

- ITC Limited reserves the right to amend the terms & conditions of these offers, including extending, withdrawing or discontinuing the same without any notice, without assigning any reason, at its sole discretion and without any liability. Please note that taxes may change as per the notified rules by the state / central government and will be payable by the guest at the time of check-out
- ITC Limited has the sole discretion to accept the offer and its decision in all respects shall be final and binding on the customer
- Any and all disputes arising out of these offers shall be subject to the exclusive jurisdiction of courts in New Delhi
- Hotels: Can be added to the program in multiple phases. Participation will be based on confirmation from the respective hotels.
- **Taxes: All taxes are subject to change, with change in any government regulation**
- Enrollment - To avail the following offers services the cardmember needs to become/enroll into a Club ITC Member via <https://www.itchotels.com/in/en/enrol> - It's a free of cost enrolment.

#### **CLUB ITC MEMBERSHIP OFFER TERMS & CONDITIONS**

Offer:

- A flat 10% discount over and above the ITC standard Member discounts (2-10%) on room stays only on enrolling into the Club ITC Membership via the ITC website - <https://www.itchotels.com/in/en/enrol> or ITC app.

**Eligible Cards:**

- American Express Platinum Card.

Offer Validity:

- Bookings made from **5<sup>th</sup> November 2023 till 31 March 2024 (both days included)** and for stays until 31<sup>st</sup> March 2024.

**Terms & Conditions for the Offer:**

- Enrollment for Club ITC Membership is mandatory to avail this offer - <https://www.itchotels.com/in/en/enrol>.
- Enrollment for Club ITC Membership is free of cost.
- One night stay is mandatory in order to avail the offer.
- There is no maximum cap on the amount of discount that can be availed under the offer.
- Only 2 people can be accommodated in a single room.

- The general Club ITC Membership discount is minimum 2% and upto maximum 10% on enrolling into the Club ITC Membership via the ITC website or app.
- American Express Platinum Cardholders can get an 10% discount on the Flexible Rate with breakfast / Best Available Rate with breakfast, over and above the standard member discount (2-10%) on enrolling on to the Club ITC Membership via the ITC Hotels Website or ITC Hotels App only.
- Offer can be availed on ITC Hotels website/app through PROMOCODE – **AMEX10**
- Since the enrolment to the Club ITC Membership is free of cost there will be no billing amount while becoming an ITC Club member.
- The 10% discount offer on rooms is applicable on the billed amount exclusive of taxes.
- Applicable Taxes: Taxes extra as applicable - For accommodation under INR 7500 - It is 12% and for accommodation worth INR 7500 and above – 18%.
- Complimentary breakfast will be available on room stays as a part of this offer.
- There are no exclusions under the offer.
- Offer is valid for all the room categories except Executive Club.
- This offer cannot be clubbed with any other offers.
- The offer is applicable only on Rooms. Cardmembers will have to pay on actuals for any extra service availed such as Food, Soft beverages, Liquor, Spa, Salon, Laundry (including dry-cleaning), Extra bed, Extra occupant, Hotel owned car usage or any other third party charges at the time of checking out of the hotel property.
- The offer is not applicable on EMI transactions.
- The Cardmember can avail the offer multiple times during the offer period.
- Maximum 3 rooms reservations can be made at one go under this offer.
- Room reservation will be done by the Cardmember via ITC Hotels website: [www.itchotels.com](http://www.itchotels.com) OR via the ITC mobile App on Android and iOS.
- This offer is exclusively for American Express Basic and Supplementary Cardmembers only and is not transferrable.
- Club ITC Membership is a lifetime membership however the 10% discount on room stays will be applied during the offer period only.
- All ITC terms and conditions apply for stays, cancellation policy, child policy will apply. These are available for individual hotel properties on [www.itchotels.com](http://www.itchotels.com).
- Blackout dates apply for room reservations and are available on the website [www.itchotels.com](http://www.itchotels.com) in the terms and conditions section of individual hotels.
- The last date to raise queries regarding this offer is 31<sup>st</sup> March 2024.
- The Point of contact for Cardmembers regarding queries for the offer - Neha Bakshi ([Clubitc.care@itc.in](mailto:Clubitc.care@itc.in))
- Cardmembers can reach out to the above-mentioned contact from Monday – Friday between 9.30 am to 6.30 pm. All generic queries will be resolved within 48 hours from the day the query is raised. Exceptions can take a little longer.
- Once the membership is activated, ITC Hotel's terms and conditions shall be applicable – <https://www.itchotels.com/in/en/clubitc/terms>

- This offer cannot be combined with any other offer/promotion or benefit(s) available through any loyalty programme run by ITC Hotels.

#### **Steps to Avail the Benefit / Process:**

- Cardmembers are required to enroll with the link: [https://www.itchotels.com/in/en/enrol\\_to\\_become\\_a\\_Club\\_ITC\\_Member.It's\\_a\\_free\\_of\\_cost\\_enrollment](https://www.itchotels.com/in/en/enrol_to_become_a_Club_ITC_Member.It's_a_free_of_cost_enrollment).
- [For bookings and availing the 10% discount the Cardmember needs to](#) select the property they want to book.
- While checking out from the website, Cardmember will need to add Promocode “**AMEX10**” and by default the 10% discount will be enabled.
- This is only booking confirmation and payment will be done at the hotel at the time of check out, when the 10% discount will be extended to the Cardmembers on room stay at the time of check-out.

#### **Disclaimer:**

- ITC Limited reserves the right to amend the terms & conditions of this offer, including extending, withdrawing or discontinuing the same without any notice, without assigning any reason, at its sole discretion and without any liability. Please note that taxes may change as per the notified rules by the state / central government and will be payable by the guest at the time of check-out.
- ITC Limited has the sole discretion to accept the offer and its decision in all respects shall be final and binding on the customer.
- Any and all disputes arising out of this offer shall be subject to the exclusive jurisdiction of courts in New Delhi.
- Hotels: Can be added to the program in multiple phases. Participation will be based on confirmation from the respective hotels.

#### **LIST OF HOTEL PROPERTIES WHERE THE OFFER IS APPLICABLE**

<b>Group</b>	<b>Property Name</b>	<b>City</b>
ITC Hotels	ITC Grand Bharat	Gurgaon
ITC Hotels	ITC Grand Chola	Chennai
ITC Hotels	ITC Grand Goa Resort and Spa	Goa
ITC Hotels	ITC Kohenur	Hyderabad
ITC Hotels	ITC Mughal	Agra
ITC Hotels	ITC Narmada	Ahmedabad
ITC Hotels	ITC Rajputana	Jaipur
ITC Hotels	ITC Royal Bengal	Kolkata
ITC Hotels	ITC Sonar	Kolkata
ITC Hotels	ITC Gardenia	Bengaluru
ITC Hotels	ITC Kakatiya	Hyderabad
ITC Hotels	ITC Maurya	New Delhi
ITC Hotels	ITC Grand Central	Mumbai

ITC Hotels	ITC Maratha	Mumbai
ITC Hotels	ITC Windsor	Bengaluru
Mementos	Mementos Ekaaya Udaipur	Udaipur
Storii	Storii Amoha Retreat	Dharamsala
Storii	Storii Shanti Morada	Goa
WelcomHotels	Welcomhotel Ahmedabad	Ahmedabad
WelcomHotels	WelcomHotel Amritsar	Amritsar
WelcomHotels	Welcomhotel Bay Island	Port Blair
WelcomHotels	WelcomHotel Bella Vista	Panchkula
WelcomHotels	WelcomHotel Bengaluru	Bengaluru
WelcomHotels	Welcomhotel Bhubaneswar	Bhubaneswar
WelcomHotels	WelcomHotel Chennai	Chennai
WelcomHotels	WelcomHotel Coimbatore	Coimbatore
WelcomHotels	WelcomHotel Dwarka	New Delhi
WelcomHotels	WelcomHotel Grand Bay	Visakhapatnam
WelcomHotels	WelcomHotel GST Road Chennai	Chennai
WelcomHotels	Welcomhotel Guntur	Guntur
WelcomHotels	Welcomhotel Jim Corbett	Almora
WelcomHotels	WelcomHotel Jodhpur	Jodhpur
WelcomHotels	Welcomhotel Katra	Katra
WelcomHotels	WelcomHotel Kences Palm Beach	Mamallapuram
WelcomHotels	WelcomHotel Khimsar	Khimsar
WelcomHotels	WelcomHotel Rama International	Aurangabad
WelcomHotels	WelcomHotel Sheraton New Delhi	New Delhi
WelcomHotels	Welcomhotel Shimla	Shimla
WelcomHotels	WelcomHotel Tavleen Chail	Shimla
WelcomHotels	WelcomHotel The Savoy	Mussoorie
WelcomHotels	WelcomHotel Vadodara	Vadodara

### **ITC One: Stay offer Terms and conditions**

#### **Promotional Offer:**

- Buy two nights at ITC One or standard suite category and get the third night complimentary at ITC One category participating ITC Hotels and WelcomHotels

#### **Eligible Cards:**

- American Express Platinum Card

#### **Offer Validity:**

- Till 30<sup>th</sup> April 2024

### Terms & Conditions for the Offer:

- List of participating hotels is mentioned below.
- A maximum of two suites / ITC One rooms can be booked at one time
- **The ITC One category is only available at ITC Luxury Collection Hotels and at Welcome Hotels it will be similar/comparable room category**
- The room nights availed on the offer are consecutive and cannot be split and have to be used at the same hotel property where the offer is availed
- The offer is applicable only on accommodation. Cardmembers will have to pay on actuals for any extra service availed such as Food, Soft beverages, Liquor, Spa, Salon, Laundry (including dry-cleaning), Extra bed, Extra occupant, Hotel owned car usage or any other third party charges.
- Weekend stay at ITC Grand Goa and ITC Grand Bharat will not be available against the offer
- This offer is not applicable for bulk/group/conference bookings, rates for which shall be negotiated separately
- As the rate will be the Best Available Rate (BAR), inclusion of breakfast is based on the day's BAR. Breakfast will not be included in the extra night provided under this offer (i.e., second night at 50% off or complimentary third night).
- Usually, breakfast is based on the number of occupants being paid for, breakfast for children under 12 is at a 50% discount and under 6 is complimentary.
- Applicable Taxes: Extra taxes are applicable and for accommodation under INR 7500, it is 12% and for accommodation INR 7500 and above it is 18%
- The reservation under the offer will include stay for up to 2 Children (under 12 years) along with 2 adults in the same room. Guest/child above the age of 12 years and till the age of 18 years will be considered as an extra occupant at an additional charge, and extra bed at further additional charge.
- The cardmembers can avail the offer multiple times during the offer period
- The card member needs to stay to avail the offer
- The offer is valid for bookings and stays until 30<sup>th</sup> April 2024
- Card members can raise queries regarding the offer from the day of booking till check-out.
- Queries shall be reverted to within 24- 48 hours from the time the query is raised.
- Modification of booking: Such requests will be accommodated only at the sole discretion of ITC Limited to the extent possible or available and Any amendment to the reservation will be subject to feasibility and availability
- Once the reservation is made, ITC Hotel's terms and conditions shall be applicable
- Cardmembers will receive respective ITC property's Terms and Conditions on the respective hotel's booking site.
- Cancellation Policy: Hotel's standard cancellation policy will be applicable. Retentions would be charged as per the hotel policy (<https://www.itchotels.com/in/en/hotel-listing>)
- Check in and check-out timings: Hotel's standard check-in / check-out time will be applicable. Early check-in and Late check-out is subject to availability at the time of check-in/check-out. For more

clarifications on the hotel policies American Express card members are requested to reach out to Platinum Travel & Lifestyle Services while making the reservation.

- Important Documents: Guests must be 18 years or older with photo identification to reserve a room. As a government mandate, guests are expected to present a valid proof of identity at the time of check in
  - This offer cannot be combined with any other offer/promotion or benefit(s) available through any loyalty Programme run by ITC Hotels
  - Black out dates as applicable - The guest will not be able to make reservations on black out dates. Also, the black out dates are subject to change.
  - The Rates and package inclusions are subject to change without notice.
  - An extension of stay at the hotel is liable to be offered at the Best Available Rate available on the day of making the reservation or extension. The hotel should have availability. The offer is not a confirmation for any reservation at any participating hotel
  - This offer is applicable for limited inventory across participating room categories, cumulatively booked for given date(s) Allocation of more rooms is subject to availability and/or at the discretion of the hotel
  - Some hotel services may be curtailed as per local authority directives. If there are any restrictions, the guests are updated of the same at check in
- i. Loyalty Benefit: For all paid nights - Club ITC Loyalty points shall accrue only for non-discounted spends
  - ii. ITC Child policy applies for all stays (<https://www.itchotels.com/in/en/hotel-listing>)

#### Steps to Avail the Benefit / Process:

- For bookings and availing the offer Cardmembers to select the participating hotel
- Cardmembers to make bookings via the following link  
<https://www.itchotels.com/in/en/promotions/amex-itcone-offer>
- Payment only with eligible American Express cards.

#### Escalation Matrix:

Contact Level	Time from receipt of customer request	Contact Number + Email	Committed TAT for partner to respond to Cardmember/ Amex
Level 1	Immediate to 24 hours	Alok Chimbalkar <a href="mailto:alok.chimbalkar@Itchotels.in">alok.chimbalkar@Itchotels.in</a>	24 hours

#### List of participating hotels:

AMEX: Plat

	Hotels	Offer
		<b>Buy two nights at ITC One or standard suite category get the third night complimentary</b>
North	ITC Maurya	YES
	Sheraton	YES
	ITC Grand Bharat	YES - Deluxe suite with Rooftop Gazebo and Luxury Suite with Semiprivate-Pool
	ITC Rajputana	YES
	ITC Mughal	YES
West	ITC Maratha	YES
	ITC Central	YES
	ITC Narmada	YES
	ITC Grand Goa	YES
East	ITC Royal Bengal	YES
	ITC Sonar	YES
South	ITC Grand Chola	YES
	ITC Gardenia	YES
	ITC Windsor	YES
	ITC Kohenur	YES
	ITC Kakatiya	YES

South	WelcomHotels Bengaluru	YES
	WelcomHotels Guntur	YES
	WelcomHotels Cathedral	
	WelcomHotels Coimbatore	YES



	WelcomHotels GST	YES
	WelcomHotels VIZAG	YES
	WelcomHotels MAHABALIPURAM	YES
	WelcomHotels Amritsar	YES
	WelcomHotels Katra	YES
	WelcomHotels Savoy	YES (1st May- 15th July ' Black out date)
	WelcomHotels Jim Corbett	YES
	WelcomHotels Dwarka	YES
	WelcomHotels Chandigarh	YES
	WelcomHotels Chail	YES
East / West	Mementos by ITC Hotels - Ekaya Udaipur	YES
	WelcomHotels Aurangabad	YES
	WelcomHotels Bhubaneshwar	YES

### **ITC Club Prive: Terms and conditions**

#### **Promotional Offer:**

- **Offer: 1** American Express Cardmembers can avail the ITC Club Prive` Gold Membership Program for 7 years by paying for 5 years fee.
- **Offer 2:** American Express Cardmembers can avail the ITC Club Prive` Silver membership/ Local Individual Membership Program for 18 Months by paying for 12 months fee.
- **Offer 3:** Complimentary access to Platinum cardmembers where they can pay for the following services at a 15% discount – Private dining Room (PDR), F&B (only from coffee shops, no other restaurant), Meeting rooms, etc.
  - This is prior to the cardmembers purchasing the membership.

- One person per card can avail the benefits of membership.
- This is only valid for Primary card holder.
- **Club Access is valid from the Date of enrollment till 31st March 2024.**
- **Eligible Cards:** American Express Platinum Card

Offer Validity:

- **Offer 1 & 2: Valid till 30<sup>th</sup> April '2024**
- **Offer 3: 8<sup>th</sup> November 2023 – 31st March 2024**

**Terms & Conditions for the Offer:**

- The list of ITC Club Prive` participating clubs is mentioned in the table below.
- Offer 1& 2 is applicable for Supplementary cards as well.
- Offer 3 is only valid for the Primary cardholder.
- Payment of membership fee should be done only using American Express Platinum Card to avail the offer.
- 18% GST will be applicable over and above the membership fee. Final fee has to be paid by the Cardmember.
- There is an Annual Subscription fees for each membership tier post procurement of the membership.
- Annual Subscription fees for Gold Membership is INR 1,00,000/- (Annually)
- This offer will be applicable once per card during the offer period
- ITC Club Prive Bylaws will apply, same will be shared with American Express Cardmembers at the time of application.
- Cardmembers will receive a PDF/document via email which will include the ITC Club Prive` By laws, ITC Club Prive` Terms and Conditions, ITC Club Prive` Membership fees structure and annual fee subscription, cancellation policy, Enrollment & Membership Inclusions, Membership Cards, Benefits & usage, Refund Policy, Suspension & Termination of Membership at the time of purchasing / applying for the ITC Club Prive` Membership via the American Express Platinum Concierge Services (for Platinum Cards).
- The 3 months prior complimentary access to the club before purchasing the membership includes services only applicable on Pavilion Menu and not on any specialty restaurant
- Meeting rooms and PDR will be as per the tariff at the respective Club Prive and on that 15% discount will be given. For F&B, the minimum order has to be 3000 for the 15% discount to be applicable.
- For any further queries, cardmembers are requested to reach out to American Express Platinum Concierge Services (for Platinum Cards)
- Cardmembers can expect a response from ITC within 24-48 hours from the date of raising the query
- In the event of the membership card being lost, stolen, or damaged, a written notification is to be sent immediately to: Head of ITC Club Prive` (Afrid Mavalvala Farokh )- ITC Club Privé, ITC Limited

- Hotels Division, ITC Green Centre, 10, Institutional Area, Sector 32, Gurgaon - 122001, Haryana.  
Till such time, a written notification is received, the member shall be liable for all charges incurred through the use of the card.

**Steps to Avail the Benefit / Process:**

**Offer 1 & 2:**

- Platinum cardmembers can apply for membership via the American Express Platinum Concierge Services.
- Cardmembers need to callout the offer to Platinum Concierge to avail the same.
- The payment needs to be settled fully by the eligible American Express Card to avail the offer. ITC shall provide a dedicated link to American Express the card members for payment
- The payment needs to be settled fully via the valid American Express card only

**Offer 3:**

- Platinum cardmembers can reserve / book the access via the American Express Platinum Concierge Services.
- Cardmembers need to callout the offer to Platinum Concierge to avail the same.

**Escalation Matrix:**

Contact Level	Time from receipt of customer request	Contact Number + Email	Committed TAT for partner to respond to Cardmember/ Amex
Level 1	Immediate to 24 hours	Afrid Mavalvala Farokh - afrid.farokh@itchotels.in (For enrolments or other queries regarding the membership)	24 hours
Level 2	24-48 hours	Ruchi Parashar <u>ruchi.parashar@itchotels.in</u> - (escalations)	24 hours

**List of Hotels for ITC Club Prive`**

Hotels	City	Address
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ITC Maurya	New Delhi	ITC Maurya Diplomatic Enclave, Sardar Patel Marg, New Delhi 110021
ITC Maratha	Mumbai	ITC Maratha Sahar, Andheri (E), Mumbai-400099, Maharashtra
ITC Windsor	Bangalore	ITC Windsor 25, Windsor Square, Golf Course Road, Bengaluru- 560052, Karnataka
ITC Kohenur	Hyderabad	Plot no.5, Hyderabad Knowledge City, Madhapur, Hyderabad- 500081, Telangana
ITC Royal Bengal	Kolkata	1 JBS, Haldane Avenue, Kolkata - 700046
ITC Narmada	Ahmedabad	Judge's Bungalow Road, Vastrapur, Ahmedabad Gujarat-380015

### **ITC: Kaya Kalp offer Terms and Conditions**

#### **Offer:**

- Book any spa treatment for 60 minutes and avail it for 90 minutes, thus, get a 30 minutes complimentary service
- Book any spa treatment for 90 minutes and avail it for 120 minutes, thus, get a 30 minutes complimentary service
- **Eligible Cards:** American Express Platinum Card
- **Offer Validity:** Till 30<sup>th</sup> April 2024

#### **Terms & Conditions for the Offer:**

- This Offer shall only be applicable at Participating Spas at ITC Hotels - Available Monday - Sunday, timings 10am – 8pm. ITC Point of contact will take a maximum 24 hours to revert on any queries
- This Offer shall only be valid and provided during operational hours of Participating Spas.
- The offer is applicable for Supplementary cards too.
- The Offer shall only be availed by an American Express Platinum Card Members via prior reservations through the American Express Platinum Concierge Services
- A minimum 72 hours prior reservations are mandatory to avail this offer.

- Reservation shall only be made a minimum of 72 hours before the desired time at which the massage / treatment is sought and shall be subject to availability and at ITC Limited's sole discretion.
- To avail the following offer services the cardmember needs to become/enroll into a Club ITC Member via <https://www.itchotels.com/in/en/enrol> - **It's a free of cost enrolment.**
- Card members will receive a dedicated link via SMS/Email and pre-payment needs to be done to avail the offer.
- The payment needs to be settled fully via the valid American Express card only.
- The cardmember can book a maximum of only 1 additional guest for this offer.
- The spa appointments are subject to availability and at ITC Limited's sole discretion. Any delays in reaching the participating spa at the scheduled time of appointment may result in cancellation of the appointment.
- Details such as - name, contact information, membership ID (Club ITC Membership ID), desired Participating Spa and time slot, must be communicated to the respective participating Spa clearly in order to avoid any inconvenience. ITC Limited shall bear no liability in the event of a failure on account of miscommunication.
- Reservations shall be counted as utilized even in the event that an American Express Card member cancels or is unable to make it to the Spa at the confirmed time. No refunds will be made once the payment is done and the cardmember cancels the appointment.
- It is agreed by all Parties and the American Express Card Member that any reservation made under this Offer shall be non-cancellable and non-refundable and shall be charged in full, upon receiving the confirmation from American Express Card Member, American Express Platinum Concierge Services.
- The American Express Card Member acknowledges and agrees that they shall not be entitled to any refund, nor this Offer, once rejected by the Customer(s) either prior to or upon making a Reservation.
- Applicable Taxes: Taxes extra as applicable - Currently 18%. Subject to change without notice as per government regulation.
- The cardmembers can avail the offer multiple times during the offer period.
- The offer is valid for Spa services until 30<sup>th</sup> April '2024
- Once the reservation is made, ITC Hotel's terms and conditions shall be applicable.
- ITC Hotels Terms & Conditions will be shared with the cardmember at the time of making the Reservation via an email from American Express Platinum Concierge Services.
- The cardmembers will also need to sign an undertaking at the respective hotel Spa upon reaching the hotel.
- The Card Member should make it for the appointment well before (minimum 15 minutes prior to the appointment time) for all formalities and to avoid reduction in the duration of the treatment.
- American Express Cardmember/Guests must be 18 years or older to avail Spa treatment.
- The offer is valid on all services for Spa only and Salon services are excluded from this offer
- This offer cannot be combined with any other offer/promotion or benefit(s) available through any loyalty programme run by ITC Hotels.

- This offer cannot be combined with any other offer or exchanged against any cash or purchase of product(s)
- This Offer has no monetary value, is not transferable, is not for sale or re-sale nor redeemable for cash. Any reservation made under the Offer is non-cancellable once confirmed.
- All extras (if the cardmember decides to avail any other services or purchase products besides the offered or pre-booked treatment) shall be charged at prevailing rates at the respective Participating Spas.
- Blackout dates applicable - Cardmembers are advised to check the Blackout dates for each hotel/city before availing the offer from American Express Platinum Concierge Services.
- The Rates are subject to change without notice.
- Spa services are subject to availability subject to prior appointment.
- Some hotel services may be curtailed as per local authority directives.
- Cardmembers can refer to Menus and brochures available at Participating Spas to check services available under Spa or request American Express Platinum Concierge Services to share the link/spa menu with them at the time of making the reservation.
- Cardmember can avail the offer multiple times during the offer period.
- The last date to raise queries for this offer is seven days from the day the service is availed.
- In case of any queries, cardmembers are requested to reach out to American Express Platinum Concierge Services.
- This Offer shall not be applicable on direct walk-ins or direct bookings at Participating Spa's website or through any other platform or through travel agents or for group bookings.
- Booking request must be made minimum of 72 hours prior in advance, failing which it shall be invalid.
- Bookings are subject to availability on desired dates and time slots. State-wise pandemic/lockdown guidelines shall be applicable and applied as per Government directives. Individual merchant- hotel/ Participating Restaurant / Participating Spa terms and conditions shall also be applicable to this Offer.
- In case of non-availability on preferred date or time, American Express Card Member shall suggest an alternate date or time to American Express Platinum Concierge Services, who shall endeavor to enable. Notwithstanding anything mentioned in this sub-clause, ITC Limited shall have no responsibility or obligation to ensure such alternate date and time, and the same shall be subject to availability and ITC Limited's sole discretion.
- The cardmembers shall receive a confirmation via an email that will be shared by American Express Platinum Concierge Services post the payment.
- American Express Card Members shall carry a Government photo ID and the confirmation email to the Participating Spa to avail the Offer.
- American Express Card Members agree and acknowledge that bookings and reservations may be amended by Participating Spa due to unforeseen reasons and circumstances. In such an event, American Express Platinum Concierge Services/ITC shall keep such American Express card members duly informed on such changes.
- This Offer is subject to laws applicable in India. American Express Card Members shall comply with all applicable laws promulgated by any statutory/judicial/competent authority from time to time in this regard.

- All issues / queries pertaining to the offer shall be addressed by the American Express Platinum Concierge Services.

		SPA			
City	Hotel Name	Point of Contact		Contact No	Email
		First Name	Last name		
Delhi / NCR	ITC Maurya	Gurpreet	Kaur	9999877877	<a href="mailto:gurpreet.kaur@itchotels.in">gurpreet.kaur@itchotels.in</a>
	ITC Grand Bharat	Ritu	Srivastava	9557596596	<a href="mailto:ritu.srivastava@itchotels.in">ritu.srivastava@itchotels.in</a>
	Sheraton, New Delhi	Parvinder	Singh	9540497129	<a href="mailto:parvinder.singh1@itchotels.in">parvinder.singh1@itchotels.in</a>
Mumbai	ITC Maratha	Ramdinpuii	Hmar	9987016335	<a href="mailto:ramdinpuii.hmar@itchotels.in">ramdinpuii.hmar@itchotels.in</a>
	ITC Grand Central	Mary	Lalrinsangi	9561270482	<a href="mailto:mary.lalrinsangi@itchotels.in">mary.lalrinsangi@itchotels.in</a>
Bangalore	ITC Windsor	Shreenarayan	Cheruvally	9675110050	<a href="mailto:cheruvally.shree@itchotels.in">cheruvally.shree@itchotels.in</a>
	ITC Gardenia	Neeraj	Chauhan	9972211561	<a href="mailto:neeraj.chauhan@itchotels.in">neeraj.chauhan@itchotels.in</a>
Chennai	ITC Grand Chola	Mamtha	Ismail	9704022388	<a href="mailto:mamtha.ismail@itchotels.in">mamtha.ismail@itchotels.in</a>
Hyderabad	ITC Kakatiya	Ravinder	Srivastava	9897022822	<a href="mailto:ravinder.srivastava@itchotels.in">ravinder.srivastava@itchotels.in</a>
	ITC Kohenur	Sumanth	Kumar	9008924300	<a href="mailto:Sumanth.kumar@itchotels.in">Sumanth.kumar@itchotels.in</a>
Kolkata	ITC Royal Bengal	Anuj	Singh	8825652022	<a href="mailto:anuj.singh@itchotels.in">anuj.singh@itchotels.in</a>
	ITC Sonar	Piyali	Pal	9832190933	<a href="mailto:piyali.pal@itchotels.in">piyali.pal@itchotels.in</a>
Goa	ITC Grand Goa		Sunil	9923207080	<a href="mailto:Mvvsunil.Kumar@itchotels.in">Mvvsunil.Kumar@itchotels.in</a>
Jaipur	ITC Rajputana	Singh	Sanyogita	9833759781	<a href="mailto:sanyogita.singh@itchotels.in">sanyogita.singh@itchotels.in</a>

Ahmedabad	ITC Narmada	Rathore	Jyoti	8826114569	Jyoti.Rathore@itchotels.in
Agra	ITC Mughal	Swarup	Krishna	8699582083	kayakalp.Itcmughal@itchotels.in

**Steps to Avail the Benefit / Process:**

- The Offer shall only be availed by an American Express Platinum Cardmember via prior reservations through the American Express Platinum Concierge Services.
- Card members will receive a dedicated link via SMS/Email and the pre-payment needs to be done to avail the offer
- The payment needs to be settled fully via the valid American Express card only.

**Escalation Matrix:**

Contact Level	Time from receipt of customer request	Contact Number + Email	Committed TAT for partner to respond to Cardmember/ Amex
Level 1	Immediate to 24 hours	Spa SPOC – mentioned above	24 hours