



### **American Express®: Terms and Conditions**

- This offer is open to American Express Platinum Cardmembers whose accounts are valid and in good standing. An American Express Platinum Cardmember ("member") for the purpose of this offer means a person holding a card issued by American Express® Banking Corp. in India.
- This offer is not valid for American Express Corporate Cards issued by American Express Banking Corp. in India.
- This offer is not valid for American Express Cards issued by a third party bearing the name or trademark or service mark or logo of American Express ("Network Cards ") issued in India.
- All the offers in this program will be fulfilled at the merchants' end only. This offer is being made purely on a "best effort" basis. Cardmembers are not bound in any manner to participate in this offer and any such participation is purely voluntary.
- These offers are being made purely on a "best effort" basis. Cardmembers 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 Cardmembers 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 Cardmember 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 Cardmember 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.
- This offer is subject to partner Terms and Conditions.

**The Khyber Himalayan resort and spa**  
**Terms and Conditions**

• **Offer Details:**

- Flat 20 % discount on F&B
  - Flat 10 % discount on Rooms on best available rate
  - Flat 10 % discount on Spa by L'occitane
  - Flat 10% discount on transfers from Airport to The Khyber. \*Subject to availability\*.
- 
- Offer is valid for bookings and stays between **29<sup>th</sup> May 2023 – 28<sup>th</sup> May 2024**.
  - Offer is valid for supplementary Cards as well.
  - The discount is inclusive of GST.
  - Flat 10% discount on the accommodation is inclusive of GST and not on any other relevant fee/taxes.
  - Flat 20 % discount on F&B service including GST.
  - Flat 10 % discount on Massage Treatments at The Khyber Spa by L'occitane including GST.
  - The rate is discounted from the Best Available Room Only Rate. \*Subject to availability\*.
  - The offer cannot be combined with any other offer.
  - The Khyber is Non-Alcoholic serving resort and the 20% Discount is applicable on Food and Soft Beverage including Tea/Coffee.
  - For Platinum cardmembers reservation must be made via American Express Platinum Travel and lifestyle Services.
  - In case of availability issue or escalation, Cardmembers can contact Khyber reservation team at [revenue.gulmarg@khyberhotels.com](mailto:revenue.gulmarg@khyberhotels.com) from Monday to Saturday 9AM to 6 PM.
  - This offer is non-transferable and cannot be used in conjunction with any other The Khyber Himalayan resort and spa offer or promotion.
  - Rates are subject to availability, applicable taxes, fees.
  - The occupancy is maximum 3 people in each Room Category.
  - All bills will need to be settled at the time of Check-out by the Cardmember through the same American Express® Platinum Card only.
  - 100% of the booking amount to be paid at the time of initiating the booking confirmation
  - No request for cashback/discount would be entertained after the booking or stay period if the guest doesn't avail the offer during reservation/payment.
  - The Cardmember needs to be present and stay to avail the discounted price.
  - Rates and Taxes are subject to change without prior notice.
  - American Express and The Khyber Himalayan Resort and Spa reserve the right to withdraw the promotion or amend these terms and conditions without prior notice at any time, for whatever reason, and without any liability for doing so.
  - Queries related to the offer will be entertained only till 15 days from transaction date.
  - COVID-19 Update: During this time, services provided by Khyber Himalayan resort and spa may differ – Please reach out to them directly for more information.
  - Please contact The Khyber Himalayan Resort and Spa ([revenue.gulmarg@khyberhotels.com](mailto:revenue.gulmarg@khyberhotels.com)) or Platinum Travel & lifestyle Services for any queries related to the offer.
  - Cardmembers can expect a response within 72 hours from the date of raising the query.
  - The offer shall be subject to the booking conditions of The Khyber Himalayan Resort and Spa.

- **Blackout dates for this offer are:**
  - 10<sup>th</sup> November 2023 to 15<sup>th</sup> November 2023 (Diwali weekend)
  - 23<sup>rd</sup> December 2023 to 1<sup>st</sup> January 2024 (Including 01st January) Christmas and New Year
  - 25<sup>th</sup> to 29th January 2024 (Republic Week)
  - 10<sup>th</sup> February to 15<sup>th</sup> February 2024 (Valentines Week)
  - 21<sup>st</sup> March to 25<sup>th</sup> March 2024 (Holi Week)

**Cancellation Policy:**

- Reservation must be cancelled before 42 days from the date of arrival for free cancellation.
- Reservations cancelled within 42 days from the date of arrival will incur a cancellation fee equivalent to the entire length of stay.
- In case of early departure, retention equivalent to balance room nights will be levied.
- In case of no show, 100% retention equivalent to total room nights booked will be charged.
- Any amendments of dates for a guaranteed reservation within 42 days may invite retention.
- Exception of cancellation will only be possible in case of any force majeure clause like any kind of natural calamity or any kind of Lockdown.
- As per Khyber's refund policy, Refund will be processed in Cardmember's bank account in 15 days.