



American Express Terms and Conditions

- Lohono Stays offer is open to American Express Platinum Cardmembers whose accounts are valid and in good standing
- This offer is not valid for American Express Corporate or Network cards.
- An American Express Card member ("Card member") for the purpose of this offer means a person holding American Express Platinum Card 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.
- 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.

PROMOTIONAL OFFER FOR DOMESTIC VILLAS:

Platinum:

- A flat 20% discount on the villa along with a complimentary bottle of Wine/Gift Hamper, one complimentary Exclusive Experience and a 10% discount on Food & Soft Beverages (In Villa Menu) on a minimum booking of two nights stay.
- Gift Hamper (Includes cookies, pastries, bottle of wine)
- Exclusive Experience (Floating breakfast, BBQ Set up, Basic Décor, welcome drink, candle-light dinner set up) based on feasibility
- Food & Soft Beverages discount is applicable (in-villa menu)
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Offer Terms & Conditions:

- Offer Validity: 27th May 2023 – 27th May 2024 (both days included)
- Eligible Cards: American Express Platinum Card
- The offers are valid across all Villas in India only on www.lohono.com
- In case any villa needs to be excluded from this offering, Lohono will pro-actively intimate at the time of reservation
- This offer cannot be clubbed with any other offers.
- Offer inclusions:
 - Entire villa for stay
 - Private pool or any other amenity that are available at each villa unless any advisory at villa level
 - Breakfast is complimentary for all guests
 - Villa Attendees would be available for all kind of assistance 9AM to 9PM
 - Card member wise benefits that are eligible would be extended as part of AMEX member benefit (mentioned above in the offer)
 - Any event or celebration that can be curated during stay with an additional charge.
 - Lohono Stays Guest Relations Manager will be available all the time for any help
 - Dedicated concierge services during stay for any request.
- Offer exclusions:
 - All house rules and its inclusion and exclusion can be referred on www.lohono.com website.
 - At the time of booking Lohono will communicate villa specific inclusions and exclusions
 - This will be informed to customer through standard booking confirmation voucher via email along with Lohono stays will attach a pdf document mentioned villa specific inclusions, exclusions, and other terms & conditions for Lohono stays
 - All additional activities or any special celebrations or events or any catering that will be chargeable with prior intimation at the time of booking/upon request.
- Discount will only be applicable on the MRP and not on any ongoing discounts/promotions.
- Discount eligible amount is excluding taxes which is 18% GST or as applicable at the time of reservation as per Govt. rules and regulations.
- The offer can be availed during the offer period once every three months or maximum 4 times through the year.
- The Blackout dates will be communicated at the time of reservations. The offer is not

- applicable in any blackout dates that are pre-announced on Lohono website.
- Cardmembers can make the booking either on Lohono website (www.lohono.com) or Lohono App.
- Maximum discount in a booking capped at INR 1 lakh per transaction.
- The card members can raise any queries from the time of reservation confirmed till the day of their check-out.
- Villa's booking is basis subject to availability.
- The offer will be valid for Supplementary cards too.
- The offer will not be valid on EMI transactions.
- All guest policy will be governed by Lohono stays and will be communicated to the cardmembers at the time of reservations.
- House rules are applicable as per details stated on Lohono

Website Fulfilment or Booking Process:

Platinum:

- To avail the offer on the Website, Cardmembers need to use the promocode **LOHONOPLATINUM20** for Platinum Cardmembers.
- OR Cardmembers can avail the offer via the dedicated concierge helpline from 10AM to 6 PM Monday to Friday
- Payment has to be made via a valid American Express card only on the website or via the dedicated link shared by Lohono Stays via SMS/email

Dedicated Helpline contact & email id:

- Dedicated Helpline Number: 9513233411
- Email ID: amexsupport@lohono.com
- TAT Response: Immediate to 24hrs (Business working days)

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	8430600600 Email ID: amexsupport@lohono.com	Within 24 hours Mon-Fri (10.00 am- 6:00 pm)