



American Express® Terms and Conditions

- This offer is open to all American Express Platinum Card members whose accounts are valid and in good standing. An American Express Platinum Cardmember ("Cardmember") for the purpose of this offer means a person holding a card issued by American Express® Banking Corp. in India.
- This offer is valid for American Express Corporate Cards issued by American Express Banking Corp. in India
- This offer is 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.
- This program is being offered by the participating service establishment only and shall be valid for the period mentioned in the offer.
- 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.
- American Express is neither responsible for availability of goods/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 this offer. 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 this offer.
- 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.
- To receive this offer, purchase should be charged in full to the American Express Card. No cash alternative is available.
- Any disputes arising out of and in connection with this program shall be subject to the exclusive jurisdiction of the courts in the state of Delhi only.

Shangri La Terms & Conditions:

Offer: Get flat 20% discount at participating Shangri-La restaurants for delivery and dine-in.

Offer valid in: Shangri La, New Delhi

- Shang Palace
- Sorrento
- Tamra
- Grappa
- Mister Chai
- This Offer is valid only in the cities (locations) specifically mentioned against the Service Establishment.
- The Offer being made cannot be availed of in conjunction with any other offer in force and is not valid on Happy Hours.
- For Dine In, the Cardmember needs to announce that he/she is an American Express Cardmember while making a booking/at the restaurant. And the 20% discount (food and soft beverage) will be given to the Cardmember when he/she pays via an American Express Card.

- Steps for delivery order.
 - Cardmembers to place their order at hotel's F&B team contact number.
 - Cardmember to make the payment at the time of placing the order using the secure payment link sent via SMS/Email by the hotel, or at the time of delivery through the GPRS machine.
 - Order will be confirmed only once the payment is completed via American Express card.
 - Full advance payment is required at the time of placing your order for confirmation.
- All disputes relating to billing, offer, services etc shall be resolved at the outlet level only.
- The offers are valid from 4 March 2022 to 31 May 2022 (both days inclusive).
- Prior reservation is required, for Table reservation Cardmember can contact **+ 91 11 4119 1040** or write to **foodandbeverage.slnd@shangri-la.com** and for food delivery Cardmembers can contact **+ 91 96549 56176** or email **foodandbeverage.slnd@shangri-la.com**
- The offer is also applicable on Supplementary Cards.
- The Cardmembers needs to keep and present the receipt in case of any non-fulfilment related concern.
- The offer can be availed multiple times.
- No delivery charges on the order value of Rs. 5,000 and above within 7 KM radius.
- The discount is applicable on the amount of exclusive of delivery charges (if applicable).
- Hotel reserves the right to terminate the offering at any time.
- Please ask for the offer before order is placed/bill is generated. Inform the staff that you will be paying with an American Express Card.
- The offers are not valid on Alcoholic beverages.
- Privileges cannot be exchanged for cash.
- Rates are payable in local currency.
- Offer is valid at Participating locations only.
- Offer cannot be clubbed with any other offer.
- Alcohol, taxes and gratuities not included.
- There is no cap on maximum discount.
- There are no blackout dates under this offer.
- For Delivery: To confirm the order, payment must be made through the Secure Link sent via SMS/Email by the hotel. Order will be confirmed only once the payment is completed via American Express card. Full advance payment is required at the time of placing your order for confirmation.
- Kindly inform the restaurant at the time of placing the order if you are allergic to any ingredient. For no onion and garlic options, please check with respective hotel prior to ordering.
- Offer can be availed multiple times by the cardmember in the offer validity period.
- Cardmembers are required to announce the offer to the restaurant before placing the order.
- The delivery offer is applicable only on Shangri-La To Go [delivery menu](#) and a weekend [brunch menu](#).
- All disputes relating to billing, offer, services etc. shall be resolved at the hotel level only.
- The offer cannot be combined with any other offer or discount program (Zomato Gold, EazyDiner, Dineout etc)
- In case of any query related to the offer, Cardmember can contact on the numbers mentioned below. For queries regarding Table reservations: call at **+ 91 11 4119 1040** or email **foodandbeverage.slnd@shangri-la.com**
- For queries regarding Food delivery: call at **+ 91 96549 56176** or email **foodandbeverage.slnd@shangri-la.com**

- Cardmembers can raise the query related to the offer within 5 working days from the transaction.
- Query raised by Cardmember will be addressed within 7 working days from the date of query raised.