

5-Star Food Delivery Escalation Contacts

Delhi			
Participating Hotel	Location	Escalation contact (Email/Phone)	Queries can be raised until
Accor	Pullman and Novotel New Delhi Aerocity	H7559-fb1@accor.com, H7559-fb2@accor.com	2 business days
Hilton	Hilton Garden Inn, Saket, New Delhi	Sourabh.chandna@hilton.com	2 business days
Hilton	Hilton Garden Inn, Baani, Gurgaon	rajat.bahl@hilton.com	2 business days
Hilton	DoubleTree by Hilton, Gurgaon	Avinash.kumar3@hilton.com	2 business days
Leela	The Leela Ambience Convention Hotel, Delhi	+91 8130990941 / +91 8130990944	2 business days
Leela	The Leela Ambience Gurugram	+91 9205116424 / +91 9711619712	2 business days
Leela	The Leela Palace, New Delhi	+91 9560093862	2 business days
Lodhi	The Lodhi, Delhi	011-43633333	5 business days
Oberoi	The Oberoi Gurgaon	+91 9811289169 or +91 8697140019	5 business days
Roseate	Roseate House, Aerocity (Roasted, Kheer and DEL)	9818808394	5 business days
Roseate	Roseate New Delhi, Samalkha (Kiyani and Chi Ni)	9910023962	5 business days

Mumbai			
Participating Hotel	Location	Escalation contact	Response time
Accor	Sofitel Mumbai BKC	H6451-fb9@sofitel.com	2 business days
Accor	Novotel Mumbai Juhu Beach	h6926-fb1@accor.com	2 business days
Hilton	Hilton Mumbai	Manoj.Kumar@ConradHotels.com	2 business days
Leela	The Leela Mumbai	+91 9167693863	2 business days

Bangalore			
Participating Hotel	Location	Escalation contact	Response time
Accor	Grand Mercure Bengaluru at Gopalan Mall	h8908-fb3@accor.com	2 business days
Accor	Grand Mercure Bangalore	Arokyadas.maimarulla@accor.com	2 business days
Accor	Novotel Bengaluru Outer Ring Road	ganapathy.mallya@accor.com	2 business days
Hilton	Conrad Bengaluru	Manoj.Kumar@ConradHotels.com	2 business days

Hilton	DoubleTree by Hilton Suites Bangalore	Rakhi.dubey2@hilton.com	2 business days
Leela	The Leela Palace Bengaluru	+91 8939898337	2 business days