



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.

Leela Terms & Conditions:

Offer 1: Get 20% discount on minimum bill of INR 3500 on Home Delivery. For American Express Platinum Card.

- Offer is valid from 10 February 2022 to 31 July 2022 (both days inclusive).

- Offer is applicable at The Leela Palace Bengaluru, The Leela Palace Chennai, The Leela Ambience Convention Hotel Delhi, The Leela Ambience Gurugram, The Leela Mumbai, The Leela Palace New Delhi and The Leela Palace Udaipur.
- Discount would be calculated on bill value excluding taxes.
- There is no cap on maximum cap discount.
- There are no blackout dates under this offer.
- The offer is applicable on Supplementary card as well.
- This offer cannot be clubbed with any other ongoing offer with the merchant.
- Cardmembers will need to call respective hotel for placing their orders.

Hotel	Phone number	website
The Leela Palace Bangalore	080 2521 1234	https://www.theleela.com/contact-us/
The Leela Palace Chennai	044 6665 1234	https://www.theleela.com/contact-us/
The Leela Ambience Convention Hotel Delhi	011 71721234	https://www.theleela.com/contact-us/
The Leela Ambience Gurugram	0124 4771234	https://www.theleela.com/contact-us/
The Leela Mumbai	022 6691 1234	https://www.theleela.com/contact-us/
The Leela Palace New Delhi	011 3933 1234	https://www.theleela.com/contact-us/
The Leela Palace Udaipur	0294 6701234	https://www.theleela.com/contact-us/

- 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.
- Cardmembers will need to make extra payment against delivery charges, if any, as applicable basis distance of delivery location from the hotel. Alternately Cardmembers can arrange for delivery or take away.
- 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.
- 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)
- Cardmembers can raise their queries at reservations@theleela.com within 2 working days from the date of transaction.
- Query raised by Cardmember will be addressed within 2 working days from the date of query raised.
- For queries or escalations, click [here](https://www.americanexpress.com/content/dam/amex/in/benefits/escalation_delivery.pdf)
https://www.americanexpress.com/content/dam/amex/in/benefits/escalation_delivery.pdf

Location	Escalation contact (Email/Phone)	Queries can be raised until

The Leela Ambience Convention Hotel, Delhi	+91 8130990941 / +91 8130990944	2 business days
The Leela Ambience Gurugram	+91 9205116424 / +91 9711619712	2 business days
The Leela Palace, New Delhi	+91 9560093862	2 business days
The Leela Mumba	+91 9167693863	2 business days
The Leela Palace Bengaluru	+91 8939898337	2 business days
The Leela Palace Chennai	+91 8939898337	2 business days
The Leela Palace Udaipur	+91 9587030674 / +91 9587017757	2 business days