



### **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 Card member ("Card member") for the purpose of this offer means a person holding Card in India, issued in India by American Express® ("Card")
- 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.
- 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 the state of Delhi only.

## **Offer Terms & Conditions**

**Offer 1:** Book Naad 3 nights package and avail 15% discount plus a package at Turkish Hammam

**Offer 2:** Book any Naad package starting 5 nights and above. Avail one night on complimentary basis in the package, plus 10% discount on the price of the remaining nights.

**Eligible cards:** Platinum Card

- The offer is live from 27<sup>th</sup> October 2021 until 31st October 2022
- This offer is applicable for supplementary cards as well.
- No minimum purchase amount to avail the offer
- No blackout dates applicable
- There is no upper limit in number of times a Cardmember can avail the offer during the offer period.
- The discount offer cannot be clubbed with any other ongoing offers and promotion on the website.
- Discount will be applicable on overall bill.
- Cardmember will enter their details on the lead capture form on the website to request a call back and they will receive a call from Naad team within 72 hours.
- Cardmember can enter their details on <https://naadwellness.com/> to receive a call back
- The bookings by the Cardmember are non-transferable.
- No exclusions i.e. discount rooms, any specific room type, etc.
- Bookings and stay should be within the offer period.
- The Cardmember needs to go to the website <https://naadwellness.com/>, enter their details to get a call back. The cardmember needs to announce he is an Amex Cardmember to get the discount. Naad wellness will share a payment link with the Cardmember to pay.
- Payment link shared by NAAD will have discounted price by default
- No minimum purchase is applicable here. Cardmember needs to make booking of 3 or 5 nights to get the eligible discounts

- For queries related to the offer, please contact Mr. Pardeep Rawat (8222959641) or write to [Head.housekeeping@naadwellness.com](mailto:Head.housekeeping@naadwellness.com) from the booking date till stay and checkout is completed. Query will be resolved in 72 hours.

**Booking & Cancellation Policy:**

- All Government Taxes are charged additionally and will be levied as per the charges prevalent during the time of stay.
- All confirmations are subject to receipt of an advance at least 15 days prior to check-in.
- For bookings made less than 15 days prior to arrival, the advance must be received within one working day of making the reservation or else the reservation will be released automatically.

There will be no charge for any Cancellation made more than 15 days before arrival.

- 7 - 15 Days before arrival: 50% of the full amount shall be charged
- 0 - 6 Days before arrival: 100% of full amount shall be charged
- No show & early check out: 100% full amount shall be charged
- The Centre does not charge any retention for amendments that are made more than 15 days prior to arrival. However, amendments requested within 15 days of arrival will be incurring a 1-night charge.
- Credit/Debit card cancellations will be charged 5% extra.
- If you provide a credit card at time of booking, your room is held until the following day of arrival, up to the check-out time. For all other reservations, rooms are held until the cancellation time specified in your reservation
- Your credit card will be kept on file to guarantee your reservation.