



### 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 Platinum Card respectively, 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
- 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 the state of Delhi only.
- This benefit is 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.

### **Ananda Offer Details and Terms & Conditions**

- Book a Suite or a Villa on any wellness programme of 5 nights and get the 6<sup>th</sup> night free on accommodation and meals basis.
- Promocode for Platinum cardmembers - “AMEXPLAT”.
- The Offer will be applicable for reservation and stays starting 29<sup>TH</sup> March 2022- 24<sup>th</sup> March 2023 (both days included)
- The Offer from Ananda is applicable only on Suites and Villas on wellness programmes only.
- The Offer is limited to Villas and Suites bookings for a minimum length of 5 nights (on wellness programme).
- The Offer is subject to availability of suites & villas and on reserving a minimum of 5 consecutive nights.
- The Offer can be used by a Cardmember unlimited times during the period.
- The offer allows only one suite/villa to be booked at a time.
- The complementary night will be given at the end of 5 nights and all extras (barring meals) would be charged as per actual usage /consumption.
- This Offer is also valid on Supplementary Cards.
- Bookings and stays needs to be completed within the offer period.
- Cardmember needs to be present at the property at the time of check-in to avail the offer.
- The Offer is non-transferable, and the guest will have to pay using his/her American Express Platinum Card.
- The Offer cannot be clubbed with any other ongoing promotional Offer by American Express or by Ananda.
- American Express Platinum Cardmembers can use this offer by making a reservation at Reservations@anandaspa.com, share his/her reservation details along with the Promo code – AMEXPLAT.
- The Cardmember will receive a provisional confirmation certificate. Cardmember will receive an online link (via email) to make the complete payment, within 48 hours of making the reservation.
- Prior reservation is mandatory to avail this offer.
- All payments need to be made through American Express Platinum card issued in India by American Express Banking Corp.
- Cardmember's Stay related queries can be raised within 7 days of checkout. Cardmembers can raise offer related queries by last date of the offer.
- The offer and applicable rates in INR are applicable only to guests residing in India.

### **Guarantee Policy**

- Bookings for Suites & Villas can be guaranteed by making 25% of the booking value within 48 hours of making the reservation and the balance 75% not later than 22 days prior to the date of arrival. In case of reservations made within 22 days prior to arrival, 100% payment is required at the time of making reservation and guarantee policy would not be applicable.
- Cancellations for any **Suite or Villa** category.
  - 21 days or more prior to date of arrival – no penalty charge. Full refund of advance deposit paid as guarantee is applicable in case of such cancellation.
  - Between 15-21 days of date of arrival – 50% of the advance deposit will be charged as penalty and balance will be refunded.

- Within 15 days of date of arrival -100% of the advance deposit will be charged as penalty.
  - Any applicable refunds will be done after deduction of applicable card service charges.
- Blackout dates will be from 22<sup>nd</sup> December 2022 till 2<sup>nd</sup> January 2023.
- In case of any queries, Cardmembers are requested to write to Mr. Neeraj Sejwal at [neerajs@anandaspa.com](mailto:neerajs@anandaspa.com) or call at 011- 61210000 (All days (9AM to 6PM)). The query will be resolved within 2 working days.
- The offer and applicable rates in INR are applicable only to guests residing in India.

**COVID-19 GUIDELINES:**

- All bookings made by Cardmembers will have to comply with protocols as required by Central Government of India and the Uttarakhand Government. As these are subject to change, the protocols are displayed on Ananda's website <https://www.anandaspa.com/en/about-us/ananda-reopens> and will be considered as the latest applicable as per information received by Ananda.
- Cardmembers are advised to also independently verify the updated regulations as listed on the Uttarakhand State Government website. Ananda does not take any responsibility or liability for change in these regulations as applicable for stay at Ananda.
- List of documents will need to be refurbished basis the guidelines stated by the Ministry of Tourism and Uttarakhand State Government.
- COVID-19 related protocols will be applicable as per Central and State Government districts.
- American Express will communicate this promotion to Cardmembers in accordance with the terms of the agreement/points mentioned in the below communication plan.
- Availability of rooms, Check-in and Stay at the property is subject to guidelines issued by Ministry of Tourism/State Govt/Local authorities/municipalities from time to time. Hence, please check the applicable guidelines before making any booking or travelling to destination.
- Before making a booking with any merchant/service establishment/property, please check the COVID-19 related guidelines which you will have to follow, while staying at the property booked/reserved.
- All benefits and offers are subject to COVID-19 guidelines and American Express shall not be liable for non-fulfillment of any Offer or if the merchant/service establishment cancels any booking due to any restrictions imposed by State Govt/Local authorities/Ministry of Tourism/ municipalities.
- 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 use services from any merchant/service establishment.
- In case of cancellation on account of COVID-19 related travel restrictions/scenario – the refund policy for the following scenarios will be as follows:
  - In case Hotel location is under lockdown.
  - In case location from where cardmember is travelling from is under lockdown or Cardmember is unable to reach hotel location due to lockdown.
  - In case the booked travellers test positive for Covid upto 21 days prior to the date of arrival.

All guests booking Ananda must submit one of the following to confirm their booking and for admission to Ananda

- Vaccination certificate showing fully vaccinated status (or)

- If partially vaccinated or unvaccinated, guests will have to complete an RT-PCR Test not earlier than 72 hours from time of arrival at Ananda. Admission to Ananda will be based on submission of the negative report not later than 24 hours prior to arrival and subject to due verification.
- To prevent exposure after RT PCR test, guests must maintain all necessary precautions from the time of the test till time of travel to Ananda. If other hotels, events or crowded places are visited between time of RT PCR test and arrival at Ananda, they may be asked to complete another RT PCR test prior to arrival.
- If admission is through RT PCR test, then after arrival at Ananda, guests must remain strictly within Ananda's premises and not undertake any outdoor excursions or visits outside of Ananda till completion of stay.

All guests will undergo Rapid Antigen Tests on arrival at Ananda and admission will be based on negative result. In the event of a positive result from Rapid Antigen Test or if guests display Covid symptoms while at Ananda they will need to undergo an RT PCR test conducted at a nearby hospital and abide by subsequent local government regulations. Guests will be required to remain in isolation till the test report is available.

- **No-Show and Early Check-out:** A retention amount of 50% of the booking value in addition to the cost of Airport pick up will be charged.
- **Triple Occupancy Policy:** All category of accommodation, viz. Suites and Villas can accommodate a maximum of only two adults except for the Two bedroom Villa which can accommodate 4 adults.
- **Taxation Policy:** Any subsequent change in taxes will be levied as per tax rates prevalent on the dates of stay. The hotel does not levy service charge.
- **Commission Policy:** For all bookings using the MR Points system, the rates are non-commissionable to American Express.
- **Reservation Contact details:**

Contact no – 011- 61210000 (All days (9AM to 6PM))

Email id [Reservations@anandaspa.com](mailto:Reservations@anandaspa.com)

#### **Points of Contact:**

Reservations Manager -Neeraj Sejwal ([9899693060](tel:9899693060)) (All days (9AM to 6PM)) /neerajs@anandaspa.com

Head of Sales – Manini Sen (9820491034) (All days (9AM to 6PM)) [/manini@anandaspa.com](mailto:manini@anandaspa.com)

#### **Arrival and Departure Time**

- Check-In time is 14:00 hours and Check-Out Time is 11:00 hours.
- Early check-in charges: To guarantee a room any time prior to 09:00 hours, 100% of the 1<sup>st</sup> night charge will be levied. To guarantee a room any time beyond 9:00 hours, 50% of the 1<sup>st</sup> night will be levied.
- Late check-out charges: To guarantee the room any time beyond 17:00 hours, 100% of the previous night's charge will be levied. To guarantee the room any time up to 17:00 hours, 50% of the previous night's charge will be levied.

#### **Coorg Wilderness Resorts (Paul Resorts & Hotels Pvt Ltd) Offer Details and Terms & Conditions**

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- The Offer will be applicable for reservation and stays starting 29<sup>th</sup> March 2022 to 20<sup>th</sup> December 2022 (Both days included).
- **Check in time is 1500hrs and check out time will be 1200hrs.**

- **Stay needs to be completed during offer period.**
- **Cardmember needs to make the payment through his/her American Express card.**
- Cardmembers can get the following complimentary experiences at the staying hotel:
  - Breakfast at our all-day dining restaurant. (As per the package)
  - ☕ Complimentary tea/coffee with cookies every evening.
  - · Tea and coffee maker with necessary provisions replenished once a day.
  - · Complimentary Wi-Fi connectivity in the room.
  - · Usage of health club and swimming pool. (As per covid guidelines)
  - · Indoor games on the house.
  - · Activities – Coffee experience and walk to the sunset point.
- The offer is applicable to all the room types at Coorg Wilderness Resort.
- The discount will be provided on Best Available rates exclusive of taxes.
- There is no maximum cap on the discount value (in INR).
- The Offer can be used by a Platinum Cardmember unlimited times during the offer validity period.
- This Offer is also valid on Supplementary Cards. The Offer cannot be clubbed with any other ongoing promotional Offer by American Express or by Coorg Wilderness Resort.
- All payments need to be made through American Express Platinum Card issued in India by American Express Banking Corp.
- This offer is only valid by booking with Coorg Wilderness Resorts through Platinum Travel and Lifestyle Services.
- Prior reservation through Platinum Travel and lifestyle services is mandatory to avail the offer.
- In case of any queries, Cardmembers can reach Coorg Wilderness Resorts on +91 8272 226200 (All days (9AM to 10PM)) or write to email id: [reservationcwr@thepaul.in](mailto:reservationcwr@thepaul.in)
- The query will be resolved within 2 working days.
- Payment term is 100% advance at the time of reservation.
- General resort T&C applied for the booking and cancellation.
- Blackout dates will be between 20th Dec 2022 to 10th Jan 2023.
- For Stay related queries cardmembers can raise concerns with 7 days from stay date and for other queries cardmembers can raise queries until 20<sup>th</sup> December 2022.
- **Cancellation Policy:**
  - **Cancellation without a charge up to 24 hours before the arrival from 1st March 2022 to 30th September 2022. From 1st October 2022 to 20th December 2022, it is 7 days before the arrival”**
  - No shows are charged on actual.
  - In case of any queries, Cardmembers are requested to escalate to +91 8272 226200 (All days (9AM to 10PM)) or write to: [reservationcwr@thepaul.in](mailto:reservationcwr@thepaul.in)
  - COVID-19 GUIDELINES:
  - Availability and stay at Coorg Wilderness Resort will be subject to guidelines of Ministry of Tourism.
  - In case of cancellation on account of COVID-19 scenario - there will be a full refund in the following situations:
  - In case Hotel location is under lockdown.

- In case location from where Cardmember is travelling from is under lockdown or Cardmember is unable to reach hotel location due to lockdown.
- List of documents will need to be refurbished basis the guidelines stated by the Ministry of Tourism and State Government.
- COVID-19 related protocols will be applicable as per Central and State Government districts.
- Availability of rooms, Check-in and Stay at the property is subject to guidelines issued by Ministry of Tourism/State Govt/Local authorities/municipalities from time to time. Hence, please check the applicable guidelines before making any booking or travelling to destination.
- Before making a booking with any merchant/service establishment/property, please check the COVID-19 related guidelines which you will have to follow, while staying at the property booked/reserved.
- All benefits and offers are subject to COVID-19 guidelines and American Express shall not be liable for non-fulfillment of any Offer or if the merchant/service establishment cancels any booking due to any restrictions imposed by State Govt/Local authorities/Ministry of Tourism/ municipalities.
- 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 use services from any merchant/service establishment
- Last minute reservations will be nonrefundable incase cancelled.

#### **The Kumarakom Resorts (Paul Resorts & Hotels Pvt Ltd) Offer Details and Terms & Conditions**

- Flat 25% discount on the Best Available rates.
- The Offer will be applicable for reservation and stays starting 29<sup>th</sup> March 2022 to 20<sup>th</sup> December 2022 (Both days included)
- **Check in time is 1400hrs and check out time will be 1200hrs**
- **Stay needs to be completed during offer period.**
- Cardmembers can get the following complimentary experiences at the staying hotel:
  - Traditional welcome drink on arrival.
  - Breakfast.
  - Complimentary tea and snacks every evening
  - Health Club and indoor games.
  - Yoga and meditation classes.
  - Basket of exotic fruits on check in.
  - Complimentary newspaper.
- The offer is applicable to all the room types at Kumarakom Lake Resort.
- Offer is only applicable at Kumarakom Lake Resort.
- Discount is applicable on the amount exclusive of taxes.
- There is no maximum cap on the discount value (in INR).
- The Offer can be used by a Platinum Cardmember unlimited times during the offer validity period.
- This Offer is also valid on Supplementary Cards.
- The Offer cannot be clubbed with any other ongoing promotional Offer by American Express or by Kumarakom Resorts.

- All payments need to be made through American Express Platinum card issued in India by American Express Banking Corp.
- This offer is only valid by booking with The Kumarakom Resorts through American Express Platinum Travel and lifestyle services
- Prior reservation is mandatory through Platinum Travel and Lifestyle Services.
- In case of any queries, Cardmember can reach Kumarakom Resorts on +91 481 2524900 (All days (9AM to 10PM)) or write to email id: [reservationklr@thepaul.in](mailto:reservationklr@thepaul.in)
- The query will be resolved within 2 working days.
- Payment term is 100% advance at the time of reservation. Payment needs to be done at the time of check-in.
- General resort T&C applied for the booking and cancellation.
- Blackout dates will be from 20th Dec 2022 to 10th Jan 2023
- For Stay related queries cardmembers can raise concerns within 7 days from checkout date and for other queries cardmembers can raise queries by last day of the offer.
- **Cancellation Policy:**
  - **Cancellation without a charge up to 24 hours before the arrival till 30<sup>th</sup> September 2022. From 1<sup>st</sup> October 2022, it is 7 days before the arrival**
  - No shows are charged on actual.
  - In case of any queries, Cardmembers are requested to escalate to +91 481 2524900 (All days (9AM to 10PM)) or write to: [reservationklr@thepaul.in](mailto:reservationklr@thepaul.in)
  - COVID-19 GUIDELINES:
    - Availability and stay at Kumarakom Resorts will be subject to guidelines of Ministry of Tourism.
    - In case of cancellation on account of COVID-19 scenario - there will be a full refund in the following situations:
      - In case Hotel location is under lockdown.
      - In case location from where Cardmember is travelling from is under lockdown or Cardmember is unable to reach hotel location due to lockdown.
      - List of documents will need to be refurbished basis the guidelines stated by the Ministry of Tourism and State Government.
      - COVID-19 related protocols will be applicable as per Central and State Government districts.
      - Availability of rooms, Check-in and Stay at the property is subject to guidelines issued by Ministry of Tourism/State Govt/Local authorities/municipalities from time to time. Hence, please check the applicable guidelines before making any booking or travelling to destination.
      - Before making a booking with any merchant/service establishment/property, please check the COVID-19 related guidelines which you will have to follow, while staying at the property booked/reserved.
      - All benefits and offers are subject to COVID-19 guidelines and American Express shall not be liable for non-fulfillment of any Offer or if the merchant/service establishment cancels any booking due to any restrictions imposed by State Govt/Local authorities/Ministry of Tourism/ municipalities.
      - 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 use services from any merchant/service establishment
      - Last minute reservations will be considered as nonrefundable if cancelled.

### **RAAS Offer Details and Terms & Conditions**

- A 20% flat discount on Best Available Rate on booking at RAAS Hotels located at Chhatrasagar, Jodhpur and Devigarh, Raajmahal Palace.
- The Offer will be applicable for reservation and stays starting 29<sup>TH</sup> March 2022- 28<sup>th</sup> March 2023 (both days included).
- The Offer will extend to room upgrades (basis availability).
- Offer is applicable on the Best Available Rate exclusive of taxes
- The discount will not be applicable on any promotion or package offers.
- Cardmembers can choose from any one of the following complimentary experiences:
  - RAAS Devigarh : Ayurveda cooking session OR Delwara village walk
  - RAAS Chhatrasagar : Bird watching tour
  - RAAS Jodhpur : Walk through the blue city of Jodhpur OR Private yoga session inside the hotel premises.
  - Raajmahal Palace RAAS Jaipur : High tea
- The Offer is subject to availability of rooms and on reserving a minimum of 3 consecutive nights.
- The Offer can be used by a Cardmember unlimited times during the offer validity period.
- This Offer is also valid on Supplementary Cards.
- Bookings and stays needs to be completed within the offer period.
- There is no maximum capping to avail the discount.
- To avail the offer, cardmember needs to be present at the property at the time of check-in.
- Airport Transfers are complimentary (except RAAS Chhatrasagar).
- American Express Platinum cardmembers can avail this offer by reaching out to Platinum Travel and Lifestyle
- Prior reservation through Platinum travel is lifestyle services is mandatory
- The offer cannot be clubbed with any other ongoing promotional offer by American Express or by RAAS Hotels.
- Cancellation Policy:
  - For cancellation or amendment made 8 days and above from the date of arrival (included), full refund will be made.
  - If the guests are affected by COVID 19, they need to inform and as well share the medical document (where required), RAAS Hotels will offer credit extensions of 9 months from the date of original scheduled arrival.
  - If the guests are affected by COVID 19, they need to inform and as well share the medical document (where required), to be able to receive the full refund, if cancelled before the arrival date.
  - No shows are charged on actual.
- Blackout dates are Sufi Festival, RIFF, Sufi and Jaipur Literature Festival and from 23rd December 2022 to 3rd January 2023.
- In case of any queries, Cardmembers are requested to escalate to +912912636455 | +91 8239926000 or write to: [stay@raashotels.com](mailto:stay@raashotels.com)
- The query will be acknowledged within 2 working days.
- Cardmember's Stay related queries can be raised within 7 days of checkout. Cardmembers can raise offer related queries by last date of the offer.
- GUEST CAN BOOK ON THE SAME DAY OF ARRIVAL ALSO (SUBJECT TO AVAILABILITY) AND BOOKING WILL BE NON-CANCELLABLE/NON-REFUNDABLE ONCE THE RESERVATION IS MADE.

- COVID-19 GUIDELINES
  - Availability and Stay at RAAS will be subject to guidelines of Ministry of Tourism.
  - In case of cancellation on account of COVID-19 scenario - there will be full refund in the following situations:
    - In case Hotel location is under lockdown.
    - In case location from where Cardmember is travelling from is under lockdown or Cardmember is unable to reach hotel location due to lockdown.
  - List of documents will need to be refurbished basis the guidelines stated by the Ministry of Tourism and Rajasthan State Government.
  - COVID-19 related protocols will be applicable as per Central and State Government districts.
  - Availability of rooms, Check-in and Stay at the property is subject to guidelines issued by Ministry of Tourism/State Govt/Local authorities/municipalities from time to time. Hence, please check the applicable guidelines before making any booking or travelling to destination.
  - Before making a booking with any merchant/service establishment/property, please check the COVID-19 related guidelines which you will have to follow, while staying at the property booked/reserved.
  - All benefits and Offers are subject to COVID-19 guidelines and American Express shall not be liable for non-fulfillment of any Offer or if the merchant/service establishment cancels any booking due to any restrictions imposed by State Govt/Local authorities/Ministry of Tourism/ municipalities.
  - 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 use services from any merchant/service establishment

**SUJÀN Sher Bagh :**

- 20% discount on the Published rate.
- Complimentary Breakfast, Laundry, Internet
- Rate includes Lunch and Dinner.
- 01 Alfresco Dinner during the stay.
- Early check-in / late check-out (subject to availability).
- 15% Discount on Spa
- 01 Complimentary experience (Ghooming / Dastkar)
- Complimentary Sawai Madhupur Railway Railway station transfers in open gypsy

- The above offer is valid for reservations from the period 29th March 2022 to 24th March 2023 (both days included) for stays from 1st April'22 till 31st March'23 (both days included).
- This offer is subject to a minimum stay of two nights.
  - Payment Terms: 100% advance payment required at the time of Booking.
  - Cancellation Policy is before 30 Days prior to arrival, else booking will be non-refundable.
  - Blackout dates are 21st December 2022 to 04th January 2023.
  - Rates are subject to additional 18% taxes and conservation contribution.
  - This offer is also valid on supplementary cards.
  - Cardmember can avail the offer multiple times during the offer period.
  - Cardmember has to stay at the property to avail the offer benefit.

- Prior reservation is mandatory.
- The discount offer is applicable on the amount exclusive of taxes.
- Reservation process:
  - ✓ Platinum Travel Lifestyle Team (for Platinum cardmembers)/ Cardmember makes inquiry and booking on behalf of CM at [reservations@thesujanlife.com](mailto:reservations@thesujanlife.com).
  - ✓ Once the booking is processed, SUJÀN Reservation Team shall share the online link (via email) to make the payment (Amount will be as per the payment terms) with the cardmember.
- Once the Payment is done, SUJÀN Reservations team shall share the formal confirmation.
- The offer cannot be clubbed with any other ongoing promotional offer.  
All the benefits extended under this offer to be used during the same stay and cannot be transferred.
  - Cardmember's Stay related queries can be raised within 7 days of checkout. Cardmembers can raise offer related queries by last date of the offer.
  - In case of any queries, Cardmember are requested to escalate to 011-46172700 (Monday to Saturday 9am to 6pm) or can write to email id: [reservations@thesujanlife.com](mailto:reservations@thesujanlife.com)

#### **SUJÀN JAWAI**

- 20% discount on the Published Rates.
- Complimentary Breakfast, Laundry, Internet and Afternoon Tea
- Rate includes Lunch and Dinner and 02 Game drive per day on shared basis.
- 01 Alfresco Dinner during the stay.
- Early check-in / late check-out (subject to availability).
- 15% Discount on Spa
- 01 Complementary experience (Village wanderer/ Rabari walk) during the stay
- Complementary Falna Railway station transfers in open gypsy.
- The above offer is valid for reservations from the period 25th March 2022 to 24th March 2023 (both days included) for stays from 1st April'22 till 31st March'23 (both days included).
  - This offer is subject to a minimum stay of two nights.
  - Payment Terms: 100% advance payment required at the time of Booking.
  - Cancellation Policy is before 30 Days prior to arrival, else booking will be non-refundable.
  - Blackout dates are 21st December 2022 to 04th January 2023
  - Rates are subject to additional 18% taxes and conservation contribution.
  - This offer is also valid on supplementary cards.
  - The discount offer is applicable on the amount exclusive of taxes.
  - Cardmember has to stay at the property to avail the offer benefit.
  - Prior reservation is mandatory.
  - Cardmember can avail the offer multiple times during the offer period.
  - Reservation process:

- ✓ Platinum Travel Lifestyle Team (for Platinum cardmembers) / Cardmember makes inquiry and booking on behalf of CM at [reservations@thesujanlife.com](mailto:reservations@thesujanlife.com).
- ✓ Once the booking is processed, SUJÀN Reservation Team shall share the online link (via email) to make the payment (Amount will be as per the payment terms) with the cardmember.
- Once the Payment is done, SUJÀN Reservations team shall share the formal confirmation.
- The offer cannot be clubbed with any other ongoing promotional offer.
- All the benefits extended under this offer to be used during the same stay and cannot be transferred.
- In case of any queries, Cardmember are requested to escalate to 011-46172700 (Monday to Saturday 9am to 6pm) or can write to email id: [reservations@thesujanlife.com](mailto:reservations@thesujanlife.com)
- Cardmember's Stay related queries can be raised within 7 days of checkout. Cardmembers can raise offer related queries by last date of the offer.

#### **SUJÀN SERAI**

- 20% discount on the Indian Published Rate.
- Complimentary Breakfast, Laundry, Internet.
- 01 Indian Dinner during the stay.

Early check-in / late check-out (subject to availability).

- 15% Discount on Spa
- 01 Complementary experience (Twitcher Trail/Cinema Under the stars) during the stay
- Complementary Jaisalmer Airport/Railway station transfers
- The above offer is valid for reservations from the period 25th March 2022 to 24th March 2023 (both days included) for stays from 1st October 2022- 31st March 2023(Both days included).
- This offer is subject to a minimum stay of two nights.
  - Payment Terms: 100% advance payment required at the time of Booking.
  - Cancellation Policy is before 30 Days prior to arrival, else booking will be non-refundable.
  - Blackout dates 21st December 2022 to 04th January 2023
  - Rates are subject to additional 18% taxes and conservation contribution.
  - This offer is also valid on supplementary cards.
  - The discount offer is applicable on the amount exclusive of taxes.
  - Cardmember has to stay at the property to avail the offer benefit.
  - Prior reservation is mandatory.
  - Cardmember can avail the offer multiple times during the offer period.
  - Reservation process:
    - ✓ Platinum Travel Lifestyle Team (for Platinum cardmembers)/ Cardmember makes inquiry and booking on behalf of CM at [reservations@thesujanlife.com](mailto:reservations@thesujanlife.com).
    - ✓ Once the booking is processed, SUJÀN Reservation Team shall share the online link (via email) to make the payment (Amount will be as per the payment terms) with the cardmember.
  - Once the Payment is done, SUJÀN Reservations team shall share the formal confirmation.
  - The offer cannot be clubbed with any other ongoing promotional offer.

- All the benefits extended under this offer to be used during the same stay and cannot be transferred.
- In case of any queries, Cardmember are requested to escalate to 011-46172700 (Monday to Saturday 9am to 6pm) or can write to email id: [reservations@thesujanlife.com](mailto:reservations@thesujanlife.com).
- Cardmember's Stay related queries can be raised within 7 days of checkout. Cardmembers can raise offer related queries by last date of the offer.

#### **Aramness Gir- Terms and Conditions**

- Cardmember will get flat 10% Discount on Aramness Gir on Best Available Rate at Aramness Gir website.
- Cardmembers are required to use Promocode AMEXPLAT.
- Offer is valid from 21<sup>st</sup> April till 1<sup>st</sup> April 2023 (both days included).
- Cardmembers will get complimentary spa treatment for 30 minutes, if booked 3 nights and above.
- Offer is valid on supplementary cards as well.
- Cardmembers needs to be present at the property to avail the offer.
- Stay should be completed within the offer period.
- Accommodation rates offered are exclusive of all taxes
- 1 Game drive inside Gir Forest and 1 wildlife activity is included per day per Kothi for the guests. Once the cardmember confirms the booking, Aramness Gir will need cardmember's government approved photo ID card and Aramness Gir will book their game drive slots.
- Cardmember's Stay related queries can be raised within 7 days of checkout. Cardmembers can raise offer related queries by last date of the offer.
- Cancellation Policy: -
  - No refunds will be given for reservations if cancelled in less than 15 days prior to the arrival date.
  - A refund of 50% of the entire booking will be made if cancelled between 16 to 30 days prior to the arrival date.
  - A refund of 100% will be made if the booking cancellation is done in more than 30 days prior to the arrival date.
  - Refunds will be made in the same form through which the payment is received, within 21 working days from the date of receipt of written cancellation request. However, the length of time required for the funds to be credited to your account is determined by your financial institution.
    - Once the safari game drive is booked by the Lodge and if the booking stands cancelled, retention charges will be levied for the slots booked for the guests.
- Guarantee Policy-
  - For online bookings, 100% payment is due on making the reservation.
  - For bookings made through the ARAMNESS Reservations Team, 25% of the booking fee will be due at the time of request for reservation and the outstanding 75% of the fee is payable 30 days in advance.
  - For bookings made less than 30 days in advance through the ARAMNESS Reservations Team, 100% of the payment will be due.

- There will be no upper capping on discount value.
- Offer can be availed multiple times during offer period.
- **Reservation Process-**
  - Cardmembers can make the reservations through Aramness Gir's website and use the respective promocodes (as mentioned above). OR
  - Reservations can be made via call at Aramness Gir's Reservation office - 912853502000 or over email - [reservation@aramness.com](mailto:reservation@aramness.com) - [cc\\_mahema@aramness.com](mailto:cc_mahema@aramness.com).
  - While making the reservation through call and/or email, Card member needs to share respective promocode.
- Blackout Dates for offer:  
20<sup>th</sup> October'22 to 26<sup>th</sup> October'22  
20<sup>th</sup> December'22 to 02<sup>nd</sup> January'23

**Below are offer exclusions:**

- Transfers
- All international drinks
- Cultural excursion to the Somnath Temple
- Excursions to the local village
- Purchases in our craft shop
- \*Conservation fees of INR 1500/ USD 20
- Park fees-The entry fee for one vehicle (max 6 pax) is INR 1000 for Indian residents and INR 7000 for foreign nationals.
- Camera fees as charged by Gujarat Forest Department
- In case of any queries, cardmembers can contact Aramness Gir:  
Name: Pushpinder Singh & Number: +91 90165 01663 (Monday to Saturday (9am to 6pm))  
OR  
Name: Mahema Bhutia & Number: +91 99584 94245 (Monday to Saturday (9am to 6pm))
- The offer and applicable rates in INR are applicable only to guests residing in India.