



### 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.

## **SUJÁN Terms and Conditions**

### **SUJÁN Sher Bagh**

**Offer - Flat 18% Discount on the Published Rate (applicable on all rooms) with the following inclusions:**

- Complimentary Breakfast, Laundry, and Internet.
- Rate includes 3 course Lunch and Dinner.
- 1 Dinner under the stars during the stay. (Subject to weather conditions and wildlife movement)
- Early check-in / late check-out (subject to availability).
- 15% discount on Spa.
- 1 Complimentary experience – Ghooming during the stay.
- Complimentary Sawai Madhupur Railway Station transfers in open Gypsy.
- **This offer is valid for reservations from 11<sup>th</sup> January 2024 to 30<sup>th</sup> September 2024 (both days included) and for stays from 11<sup>th</sup> January 2024 to 30<sup>th</sup> September 2024 (both days included).**
- This offer is applicable on making a reservation for a minimum stay of two nights.
- Payment Terms: 100% advance payment required at the time of Booking.
- Cancellation Policy is 30 Days under is non-refundable. For more details, please contact the hotel directly.
- There is no minimum purchase amount required to avail the offer.
- There is no maximum cap on the amount of discount (in terms of INR) that can be availed under this offer.
- Rates are subject to additional 18% taxes and conservation contribution - (it's a small conservation contribution fee of INR 2500 plus taxes per person is levied to conserve the forest. Please contact the hotel directly for more details)
- This offer is also valid on Supplementary Cards.
- Cardmember can avail the offer multiple times during the offer period.
- The Cardmember needs to stay to avail the offer. please contact the hotel directly to know the maximum pax allowed per room.
- The offer is not applicable on EMI transactions.
- The discount offer is applicable on the amount exclusive of taxes.
- Reservation process:
- Platinum Cardmember:
  - Platinum Cardmember will contact the Platinum Concierge Services to make the booking.
  - The Platinum Concierge Services makes inquiry and booking on behalf of Cardmember at [reservations@thesujanlife.com](mailto:reservations@thesujanlife.com).
  - Once the booking is processed, SUJÀN Reservation Team shall share the online link 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 (customer care number Monday – Saturday 9 am to 7 pm) or can write to email id: [reservations@thesujanlife.com](mailto:reservations@thesujanlife.com).
- Cardmember can raise queries regarding this offer by 30<sup>th</sup> September 2024. The queries would be answered within 5 working days from the day the query is raised.

### **SUJÀN Jawai**

#### **Offer - 18% Discount on the Published Rate (applicable on all rooms) with the following inclusions:**

- Complimentary Breakfast, Laundry, Internet, and Afternoon Tea.
- Rate includes 3 course Lunch and Dinner.
- 1 Dinner under the stars during the stay. (Subject to weather conditions and wildlife movement)
- Rate includes 2 Game drives per day on shared basis for Tented Rock Suite and Exclusive Game Drives for Royal and Eden at Jawai.
- Early check-in / late check-out (subject to availability)
- 15% Discount on Spa.
- 1 Complimentary experience – (Village wanderer / Rabari walk) during the stay.
- Complimentary Falna Railway Station transfers in open Gypsy.
- **This offer is valid for reservations from 11<sup>th</sup> January 2024 to 30<sup>th</sup> September 2024 (both days included) and for stays from 11<sup>th</sup> January 2024 to 30<sup>th</sup> September 2024 (both days included).**
- This offer is applicable on making reservation for a minimum stay of two nights.
- Payment Terms: 100% advance payment required at the time of Booking.
- Cancellation Policy is 30 Days under is non-refundable. For more details, please contact the hotel directly.
- There is no minimum purchase amount required to avail the offer
- There is no maximum cap on the amount of discount (in terms of INR) that can be availed under this offer.
- Rates are subject to additional 18% taxes and conservation contribution - (it's a small conservation contribution fee of INR 2500 plus taxes per person is levied to conserve the forest. Please contact the hotel directly for more details)
- This offer is also valid on supplementary cards.
- The discount is applicable on the amount exclusive of taxes.
- Cardmember can avail the offer multiple times during offer period.
- The Cardmember needs to stay to avail the offer. please contact the hotel directly to know the maximum pax allowed per room.
- The offer is not applicable on EMI transactions.
- Platinum Cardmember:
  - Platinum Cardmember will contact the Platinum Concierge Services to make the booking.
  - The Platinum Concierge Services makes inquiry and booking on behalf of Cardmember at [reservations@thesujanlife.com](mailto:reservations@thesujanlife.com).
  - 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 (customer care number Monday – Saturday 9 am to 7 pm) or can write to email id: [reservations@thesujanlife.com](mailto:reservations@thesujanlife.com).
- Cardmember can raise queries regarding this offer by 30<sup>th</sup> September 2024. The queries would be answered within 5 working days from the day the query is raised.

### **SUJÁN The Serai**

#### **Offer: 18% Discount on the Published Rate (applicable on all rooms) with the following inclusions:**

- Complimentary Breakfast, Laundry, and Internet.
- 1 Indian Dinner under the stars during the stay. (Subject to weather conditions).
- Early check-in / late check-out (Subject to availability).
- 15% Discount on Spa.
- 1 Complimentary experience – (Twitcher Trail / Cinema under the stars) during the stay.
- Complimentary Jaisalmer Airport / Railway Station transfers.
- **This offer is valid for reservations from 11<sup>th</sup> January 2024 to 30<sup>th</sup> September 2024 (both days included) and for stays from 11<sup>th</sup> January 2024 to 30<sup>th</sup> September 2024 (both days included).**
- This offer is applicable on making a reservation for a minimum stay of two nights.
- Payment Terms: 100% advance payment required at the time of Booking.
- Cancellation Policy is 30 Days under is non-refundable. For more details, please contact the hotel directly.
- There is no minimum purchase amount required to avail the offer
- There is no maximum cap on the amount of discount (in terms of INR) that can be availed under this offer.
- Rates are subject to additional 18% taxes and conservation contribution - (it's a small conservation contribution fee of INR 2500 plus taxes per person is levied to conserve the forest. Please contact the hotel directly for more details)
- This offer is also valid on Supplementary Cards.
- Cardmember can avail the offer multiple times during the offer period.
- The Cardmember needs to stay to avail the offer. please contact the hotel directly to know the maximum pax allowed per room.
- The offer is not applicable on EMI transactions.
- This offer is applicable on the amount exclusive of taxes.
- Platinum Cardmember:
  - Platinum Cardmember will contact the Platinum Concierge Services to make the booking.
  - The Platinum Concierge Services makes inquiry and booking on behalf of Cardmember at [reservations@thesujanlife.com](mailto:reservations@thesujanlife.com).
- 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.

- No request for discount would be entertained after the purchase if the Cardmember doesn't avail the offer during payment.
- In case of any queries, Cardmember are requested to immediately escalate to +91 11 46172700 (customer care number Monday – Saturday 9 am to 7 pm) or can write to email id: [reservations@thesujanlife.com](mailto:reservations@thesujanlife.com).
- Cardmember can raise queries regarding this offer by 30<sup>th</sup> September 2024. The queries would be answered within 5 working days from the day the query is raised.

#### **Ananda in the Himalayas: Terms & Conditions**

- ***Offer 1 - 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 - "AMEXPPLAT".
- The offer can be used only once during the stay and cannot be prorated every 5 nights that the guest completes on the same visit.
- The Offer will be applicable for reservation and stays starting 17<sup>th</sup> May 2024 - 24<sup>th</sup> March 2025 (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 offer is applicable on a combination of suite or villa stay for consecutive 5 nights.
- 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. Both Basic & Supplementary Cardmembers can avail the offer together however any offer cannot be clubbed if both are travelling on same stay dates. Hence in case of availing the offer together they have to choose one offer only for all the rooms they are booking.**
- 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.
- **Steps to avail the offer:**
- American Express Platinum Cardmembers can use this offer by making a reservation at [reservations@anandaspa.com](mailto:reservations@anandaspa.com) , share his/her reservation details along with the Promo code –

“AMEXPLAT”. The Cardmember will receive a provisional confirmation letter along with an online payment link (via email) to make the payment within next 48 hours of the booking as per the guarantee policy of the hotel.

- 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.
- Cardmembers can raise queries by 24<sup>th</sup> March 2025.
- The offer and applicable rates in INR are applicable only to guests residing in India.

## **2. Promotional Offer - 2**

### **Offer A: Offer applicable on short stays starting 3 nights on Experience Ananda package only.**

- Guaranteed upgrade at the time of booking (not valid for suites & villas)
- The upgrade is applicable from a Garden view to a Valley view room and from a Valley view room to Valley view on premium floors.
- One private Yoga/Meditation session per room once during the stay.
- One special dinner with a menu curated by Chef.
- 10% discount on additional spa treatments

### **Offer B - Offer applicable on Wellness programmes.**

- Guaranteed upgrade at the time of booking (not valid for suites & villas)
- 15% discount on additional spa treatments
- 10% discount on online wellness services
- The above Offers will be applicable for reservation and stays starting 17<sup>th</sup> May 2024 - 24th March 2025 (both days included)
- 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.
- All payments need to be made through American Express Platinum Card issued in India by American Express Banking Corp.
- Cardmembers can raise queries by 24th March 2025.
- The offer and applicable rates in INR are applicable only to guests residing in India.

#### **• Steps to avail the offer:**

- American Express Platinum Cardmembers can use this offer by making a reservation at [reservations@anandaspa.com](mailto:reservations@anandaspa.com) , share his/her reservation details along with the Promo code – “AMEXPLAT”. The Cardmember will receive a provisional confirmation letter along with an online payment link (via email) to make the payment within next 48 hours of the booking as per the guarantee policy of the hotel.

## Guarantee

- Bookings for all room categories must be guaranteed by making 100% payment of the entire booking value not later than 30 days prior to the date of arrival.
- For Villas and Suites, payment of 25% advance of the entire booking value must be completed within 48 hrs of enquiry to guarantee the booking. Balance 75% payment to be completed not later than 45 days prior to date of arrival.
- Any enquiry will be automatically released if not guaranteed as per the above conditions.
- Enquiries for any category received within 30 days (or 45 days for villas and suites) prior to date of arrival will need to be guaranteed at the time of enquiry.
- Payments to guarantee bookings can be made through wire transfer with accompanying transaction details or through a secure credit card payment link.
- Any enquiry for any Deluxe Room, Suite or Villa category for stay over a Blackout Period will be automatically released if not guaranteed within 48 hours of receiving the enquiry.
- **Blackout periods include Christmas, New Year, Festival Holidays and any other peak occupancy period as periodically announced by Ananda or intimated at the time of enquiry. The blackout period is from 22nd December to 3rd January.**

## Cancellation

- 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
- Villas and Suites, 45 days or more prior to arrival, no penalty charge. Between 45 and 30 days prior to arrival, 50% of the advance deposit will be charged as penalty and within 30 days of arrival 100% of the advance deposit will be charged as penalty
- Any applicable refunds will be done after deduction of applicable credit card service charges

## Terms and Conditions: (Guests on Short stay)

- Mobile phone usage is not allowed in the restaurant, spa and all other wellness activity venues.
- Alcohol service is restricted only to the lounge and cannot be served in the restaurant or in-room.
- Ananda is a smoke-free zone and smoking is prohibited in the premises.
- Children below the age of 14 years are not permitted at the Ananda in the Himalayas. Moreover, the use of spa facilities and spa therapies are available only to guests who are 18 years and above.

## Terms and Conditions: (Guests on Wellness Programme)

- Mobile phone usage is not allowed in the restaurant, spa and all other wellness activity venues.
- Alcohol consumption will be restricted for guests on wellness programmes.
- Ananda is a smoke-free zone and smoking is prohibited in the premises.

- Children below the age of 14 years are not permitted at the Ananda in the Himalayas. Moreover, the use of spa facilities and spa therapies are available only to guests who are 18 years and above.

**Child Policy:** In order to preserve the tranquillity of the Destination Spa, children below the age of 14 years are not permitted at the Ananda in the Himalayas. Moreover, the use of spa facilities and spa therapies are available only to guests who are 18 years and above.

- 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.
- **No-Show and Early Check-out:** A retention amount of 100% of the booking value in addition to the cost of Airport pick up (if applicable) 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.
- **Child Policy –** In order to preserve the tranquillity of the Destination Spa, children below the age of 14 years are not permitted at the property. Moreover, the use of spa facilities and spa therapies are only available to guests who are 18 years and above
- **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 +91 8069750000 (All days (9AM to 6PM)) Email id [Reservations@anandaspa.com](mailto:Reservations@anandaspa.com)
- **Complaints and escalations:**  
Associate director Sales – Aveg Kumar ([8860578777](tel:8860578777)) (All days (9AM to 6PM))/  
[aveg@anandaspa.com](mailto:aveg@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 & SPA (Paul Resorts & Hotels Pvt Ltd) Offer Details and Terms & Conditions**

- 25% discount on best available rate and select complementary benefits.
- The Offer will be applicable for reservation and stays starting 12<sup>th</sup> July 2024 to 30<sup>th</sup> September 2024 (Both days included).
- This offer is only valid with Coorg Wilderness Resorts & SPA.
- **Check in time is 1500hrs 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:
  - 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 Resorts & Spa.
    - The discount will be provided on Best Available rates exclusive of taxes.
    - There is no maximum capping on the discount value (in INR).
    - There is no restriction on number of guests availing the complimentary benefits.
    - There are no blackout dates.
    - The offer can be availed multiple times during the offer period.
    - There is no capping on number of rooms that can be booked under one reservation to avail the offer.
    - 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 Resorts.
  - Steps to Avail the offer:
    - Cardmembers can make reservation via Platinum Travel and Lifestyle team.
    - All payments need to be made through American Express Platinum Card issued in India by American Express Banking Corp.
    - Booking should be done via Travel and Lifestyle team.
    - Cardmembers need to callout the offer to Travel and Lifestyle team while making bookings.
    - 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.
    - For Stay related queries cardmembers can raise concerns with 7 days from stay date and for other queries cardmembers can raise queries until 10<sup>th</sup> October 2024.
    - Participating property –

COORG WILDERNESS RESORT & SPA  
PAUL RESORTS & HOTELS PVT LTD  
SURVEY NO 76 1 117 1 117 2  
MADIKERI VIRAJPET ROAD  
MEKERI MADIKERI KODAGU DISTRICTMADIKERI-571201

- Kindly refer the link for cancellation policy  
[https://www.americanexpress.com/content/dam/amex/in/benefits/Cancellationpolicy\\_CoorgResorts.pdf](https://www.americanexpress.com/content/dam/amex/in/benefits/Cancellationpolicy_CoorgResorts.pdf)

#### **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 12<sup>th</sup> July 2024 to 30<sup>th</sup> September 2024 (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.
- The Offer is only applicable at Kumarakom Lake Resort.
- The Discount is applicable on the amount exclusive of taxes.
- There is no maximum capping on the discount value (in INR).
- There is no restriction on number of guests availing the complimentary benefits.
- There are no blackout dates.
- The offer can be availed multiple times during the offer period.
- There is no capping on number of rooms that can be booked under one reservation to avail the offer.
- The 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.
  - Steps to Avail the offer:
  - Cardmembers can make reservation via Platinum Travel and Lifestyle team.

- All payments need to be made through American Express Platinum Card issued in India by American Express Banking Corp.
- 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.
- Booking should be done via Travel and Lifestyle team.
- Cardmembers need to callout the offer to Travel and Lifestyle team while making bookings.
- General resort T&C applied for the booking and cancellation.
- 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.
- Participating property –

KUMARAKOM LAKE RESORT  
 PAUL RESORTS AND HOTELS PRIVATE LTD  
 KUMARAKOM LAKE RESORT PVT LTD  
 1/125 PALICHIRA KUMARAKOM NORTH POST  
 KOTTAYAM DISTRICT  
 KUMARAKOM-686566

- Kindly refer the link for cancellation policy

[https://www.americanexpress.com/content/dam/amex/in/benefits/Cancellationpolicy\\_KumarakomResorts.pdf](https://www.americanexpress.com/content/dam/amex/in/benefits/Cancellationpolicy_KumarakomResorts.pdf)