



American Express Terms and Conditions

- This offer is open to American Express all Corporate cards. Cardmembers whose accounts are issued by American Express Banking Corp, valid and in good standing. The offer is applicable on 3 corporate cards, i.e., The American Express Gold Corporate Card, The American Express Green Corporate Card and The American Express Platinum Corporate Card. It is not valid on Network cards
- 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 eligible 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 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.

ITC Hotels CORPORATE OFFER TERMS & CONDITIONS :

Promotional Offer:

- Offer 1:
 - 01 Complimentary roomnight against every 10 paid roomnights per day, on prevailing Best Available Rate including breakfast (Only up to a maximum of 2 roomnights complimentary per group)
 - Complimentary use of a Board Room once during the stay for upto 6hrs a maximum of 10 guests. Any consumption to be charged on actual (subject to availability)
- Offer 2: An additional flat 10% discount on room stays only over & above the normal member discount on enrolling into the Club ITC Membership via the ITC website and ITC app.

Eligible Cards: All Corporate Cards – Platinum, Gold and Green.

Offer Validity for Offer 1: 25th April '2023 till 24th April ' 2024 (both days included)

Offer Validity for Offer 2: till 31st March 2024

Terms & Conditions for the Offer:

- Applicable across all ITC Hotels and Welcomhotels
- The offer is subject to availability
- The room nights availed on the offer are consecutive and cannot be split and have to be used at the same ITC property where the offer is availed.
- The offer is applicable only on Rooms. Cardmembers will have to pay on actuals for any extra service availed such as Food, Soft beverages, Liquor, Spa, Salon, Laundry (including dry-cleaning), Extra bed, Extra occupant, Hotel owned car usage or any other third party charges. Any consumption will be charged on actual
- Rates for a higher no. of rooms shall be negotiated separately.
- As the rate will be the Best Available Rate (BAR), inclusion of breakfast is based on the day's BAR.
- For the roominght on offer breakfast is not included. Breakfast is based on the no. of occupants being paid for.
- Applicable Taxes: Taxes extra as applicable - For accommodation under INR 7500 - It is 12% and higher than INR 7500 – 18%
- Offer 1 is valid for bookings and stays until 24th April ' 2024
- Offer 2 id valid for bookings and stays till 31st March 2024
- Card members can raise queries regarding the offer from the day of booking till check-out.
- Queries shall be reverted to within 24- 48 hours from the time the query is raised and confirmed receipt

- Modification of booking: Such requests will be accommodated only at the sole discretion of ITC Limited to the extent possible or available- Any amendment to the reservation will be subject to feasibility and availability
The offer will not be applicable on booking via any **other third party / platform**.
- Once the reservation is made / the ITC Hotels terms and conditions shall be applicable
- Cancellation Policy: Hotel's standard cancellation policy will be applicable. Retentions would be charged as per the hotel policy
- Each hotel has different Terms and condition for reservations and cancellation policy. The hotels terms shall be applicable, the ITC Hotel SPOC will share the respective terms and documents with the Cardmember while the reservation is being made.
- Check in and check-out timings: Hotel's standard check-in / check-out time will be applicable. Early check-in and Late check-out are subject to availability at the time of check-in/check-out. For more clarifications on the hotel policy, kindly write to: reservations@itshotels.in. Early check-in / late check-out is applicable subject to availability
- Important Documents: Guests must be 18 years or older with photo identification to reserve a room. As a government mandate, guests are expected to present a valid proof of identity at the time of check in
- This offer cannot be combined with any other offer/promotion or benefit(s) available through any loyalty programme run by ITC Hotels
- Discounts & benefits cannot be used in conjunction with any other program *
- Blackout dates applicable - Black out dates vary for each city . They are subject to change without notice. the ITC hotel SPOC will share the respective ITC hotel's blackout date with the Cardmember while the reservation is being made.
- The Rate or inclusions are subject to change without notice.
- An extension of stay at the hotel is liable to be offered at the Best Available Rate available on the day of making the reservation or extension. The hotel should have availability. The offer is not a confirmation for any reservation at any participating hotel
- This offer is applicable for limited inventory across participating room categories, cumulatively booked for given date(s) Allocation of more rooms is subject to availability and/or at the discretion of the hotel
- Spa & Salon services are subject to availability subject to prior appointment and on direct settlement at the hotel
- Some hotel services may be curtailed as per local authority directives-Regret any inconvenience caused. If there are any restrictions, the guests are updated of the same at check in

Steps to Avail the Benefit / Process:

- Reservations to be made directly with the National Account Manager: shweta.sharma@itshotels.in
- Offer is valid only on payment via the American Express corporate cards for which ITC will share an isolated American Express payment link with the cardmember at the time of confirmation.

Escalation Matrix:

Contact Level	Time from receipt of customer request	Contact Number + Email	Committed TAT for a partner to respond to Cardmember/ Amex
Level 1	Immediate to 24 hours	praveer.avadhoot@itshotels.in	24 hours
Level 2	24-48 hours	ruchi.parashar@itshotels.in	24 hours

Disclaimer:

- ITC Limited reserves the right to add, modify, amend, withdraw and/or delete any of the benefits, privileges, rules, terms and conditions, Participating Hotels, Participating Spas, and any or all aspects of this offer in whole or part, without assigning any reason thereto, without prior notice and without any liability.
- ITC Limited retains the sole discretion to provide this offer and its decision in all respects shall be final and binding on American Express Cardmembers, guests, Parties and any other third party. American Express agrees to indemnify and hold harmless and defend ITC Limited, its officers, agents, associates, affiliates and employees from and against any loss suffered by ITC, all claims and suits by Cardmembers, customers of America Express, American Express and/or third parties for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and legal counsel fees, arising in and out of, or resulting from, Concierge's performance under this Agreement.
- In no event shall ITC Limited be responsible or liable for any failure or delay in the performance of its obligations hereunder arising out of or caused by, directly or indirectly, forces beyond its control, including, without limitation, strikes, work stoppages, accidents, acts of war or terrorism, civil or military disturbances, nuclear or natural catastrophes, pandemics, outbreak diseases or acts of God, and interruptions, loss or malfunctions of utilities, communications or computer (software and hardware) services.
- No e-mail communication or fax shall be accepted as a legal notice / claim served on ITC Limited. Any notices shall be in writing and may be served personally or by registered post.
- Acceptance / execution of this offer shall be deemed to be a confirmation by American Express, and / or Cardmembers that no benefit, either in cash or kind, has been provided by American Express and / or Cardmembers to any officer or employee, or any relative / associate of any officer or employee, of ITC Limited or of any of its associate companies, in order to secure this offer, and

an undertaking by American Express and / or Cardmember not to provide any benefit, either in cash or kind, to any such officer / employee / relative / associate as reward or consideration either for securing this offer or any other matter relating to this offer.

- **Taxes:** Taxes are subject to change with a change in Government regulation
- **Enrollment** - To avail the following offers services the cardmember needs to become/enroll into a Club ITC Member via <https://www.itchotels.com/in/en/enrol> - It's a free of cost enrolment.