



### **American Express® Terms and Conditions**

- This offer is open to all American Express Corporate Card members whose accounts are valid and in good standing. An American Express 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 also 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.

### **Shangri La Terms & Conditions**

**Offer:** Flat 20% Instant Discount on Dine-in and Delivery orders at participating Shangri-La Restaurants on Food and Soft Beverages.

**Offer Validity:** The offer is valid from 1 April 2024 to 31 December 2024 (both days inclusive).

**Offer valid in below mention participating restaurants at "Shangri La Eros New Delhi, 19- Ashoka Road, Janpath, Connaught Place, New Delhi, Delhi 110001":**

- Shang Palace
- Sorrento
- Tamra
- Grappa
- Mister Chai

**1. Steps to avail Dine In offer:**

- For reservation, Cardmembers can contact + **91 11 4119 1040** or write to **foodandbeverage.slnd@shangri-la.com**.
- Cardmembers need to call out the offer while ordering and bill generation and complete the transaction using a valid American Express Card.

**2. Steps to avail Delivery offer:**

- To place an order for delivery, Cardmembers can contact + **91 96549 56176** or email **foodandbeverage.slnd@shangri-la.com** between 12 pm- 10 pm.
- Cardmember needs to callout the offer while placing the order and complete the payment using an eligible American Express Card on the secure payment link sent via SMS/Email by the hotel. Bill will be raised with the discounted amount.

- The Offer is valid on both delivery and dine-in.
- The offer can be availed multiple times during the offer period.
- The offer is not valid on Happy Hours and Alcoholic Beverages.
- The Cardmembers needs to call out the offer while ordering and the discount will be applied to the offer.
- To avail dine-in offer, Cardmember needs to reserve the table at least 24 hours prior to arrival.
- For availing dine- in offer, there is no minimum order value required.
- For availing delivery offer, minimum order value is INR 2000.
- The delivery offer is applicable only on Shangri-la Delivery Menu (Insert link to attached document)
- No delivery charges on the order value of Rs. 5,000 and above within 7 KM radius.
- There are no NO-SHOW Charges in case the Cardmember does not show up for the reservation.
- The restaurant will wait for 15 minutes from reservation time (basis availability) and if the Cardmember reaches later than 15 minutes, the restaurant will release the table.
- The discount is applicable on the amount exclusive of taxes and delivery charges.
- The offer cannot be combined with any other offer or discount program (Zomato Gold, EazyDiner, Dineout etc.).
- There is no capping on the maximum discount amount that can be availed under the offers.
- There are no blackout dates under this offer.
- All disputes relating to billing, offer, services etc. shall be resolved at the outlet level only.
- Hotel reserves the right to terminate the offering at any time.
- Privileges cannot be exchanged for cash.
- Rates are payable in local currency.
- 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.
- All disputes relating to billing, offer, services etc. shall be resolved at the hotel level only.
- The Cardmembers need to keep and present the receipt in case of any non-fulfilment related concern.
- In case of any query related to the offer, Cardmember can contact on the numbers mentioned below.

- For queries regarding Table reservations: call at + **91 11 4119 1040** or email **foodandbeverage.slnd@shangri-la.com**
  - For queries regarding Food delivery: call at + **91 96549 56176** or email **foodandbeverage.slnd@shangri-la.com**
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- Cardmembers can raise the query related to the offer within 5 working days from the transaction.
  - Query raised by Cardmember will be addressed within 7 working days from the date of query raised.