



American Express Terms and Conditions:

- This Offer is open to all American Express® Corporate Cardmembers whose Accounts are valid and in good standing.
- This offer is valid for American Express Corporate Cards issued by American Express Banking Corp. in India but not valid for 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. The Offer in this program will be fulfilled at the merchant's end only.
- This Offer is being made purely on a "best effort" basis.
- The 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 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 regards to the quality of goods/services availed shall be taken up with the merchant/service establishment directly. American Express shall have no liability whatsoever regarding 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 of Delhi only.

The Lodhi Terms and Conditions Offer:

Cardmember can choose to avail any offers from below:

1. **Dining:** Diner Dines Free wherein below discounts apply on total bill excluding alcohol:
 - 50% discount if there are 2 guests dining (including Cardmember)
 - 33% discount if there are 3 guests dining (including Cardmember)
 - 25% discount if there are 4 guests and more dining (including Cardmember)
 - 20% discount if there are 5 guests dining (including Cardmember)
 - 16% discount if there are 6 guests dining (including Cardmember)
 - 14% discount if there are 7 guests dining (including Cardmember)
 - 12.5% discount if there are 8 guests dining (including Cardmember)
 - 11% discount if there are 9 guests dining (including Cardmember)
 - 10% discount if there are 10 guests dining (including Cardmember)
2. **Spa & Salon:** 25% discount on all treatments and services
3. **Room Stays:** 20% off on BAR with following inclusions
 - Room upgrade upon arrival, subject to availability
 - Daily breakfast for two people
 - 4:00 pm late check-out, subject to availability
 - Noon check-in, subject to availability
 - Complimentary Wi-Fi

Offer Period: from go live till 15th December 2023

Terms & Conditions:

Dining Offer:

- All reservations will be made subject to availability.
- Blackout Dates apply: These offers will not be applicable from 24th December to 31st December 2022, and on any other special festival dates like 14 February (Valentines Day), 12 Nov Diwali. For any other festive date confirmation please contact the hotel directly.
- Table reservations will have to be made at least 24 hours prior and will be subject to availability.
- Restaurants included in the dining offer: Elan, Perbacco & Pool Café only.
- This offer is not applicable on Indian Accent restaurant at The Lodhi property.
- Offer not applicable on buffet/brunch, set menus or any promotion packages already running at any restaurant.
- Cardmember needs to call out the offer while making a reservation and pay the bill via eligible card to avail the offer
- Discount will be provided on the amount exclusive of taxes.
- The offer can be availed multiple times during offer period.
- There is no minimum amount that is required to avail the offer.
- There is no maximum capping in terms of INR
- The discount is applicable to minimum of 2 guests and a maximum of 10 guests (including Cardmember).
- In case of cancellations - Cardmember must call Restaurant/RM/ Concierge to cancel their reservation at least 24 hours in advance prior to reservation time.
- Discounts will not be applicable on Service Charge
- Only one card can be used to avail the offer per reservation. Offer is not applicable if the bill payment is split over more than 1 card
- Restaurant will wait up to maximum 15 minutes for guests to show up. Any confirmed table reservation wherein guests do not show up at the restaurant within 15 minutes of reservation time will be automatically treated as a No-Show
- Guests walking in after 15 minutes of reservation time will be treated as walk-in guests to be seated as per availability at the restaurant, and will not be eligible to avail the offer
- Discount is only applicable for Dine In and discount is not applicable on delivery or takeaways.
- Table reservations on a single day cannot be split between Basic and Supplementary Cardmembers; Only a Basic or a Supplementary Cardmember can avail the offer at the same time
- The above offers cannot be clubbed with any other discounts.
- In case of any queries, Cardmember are requested to immediately contact the helpline number: 011-4363 3333 Timings (all days- 0900 am to 10 pm) or write a mail to reservations@thelodhi.com to register their queries within 5 days of transaction. Any queries beyond this date will not be entertained.

Room Stays, Spa and Salon Offer:

- All reservations will be made subject to availability.
- Blackout Dates apply: These offers will not be applicable from 24th December to 31st December 2022, and on any other special festival dates like 14 February (Valentines Day), 12 Nov Diwali. For any other festive date confirmation please contact the hotel directly.
- Offer for Room stays is valid only for bookings made through: <https://be.synxis.com/?&chain=24447&hotel=6983&SRC=30&Rate=NXJW> for bookings and stays till 15th December 2023.
- Offer is applicable on all the rooms mentioned on the link above.
- For Rooms, Spa and Salons – A prior reservation is mandatory to avail the offers
- Room reservations, salon and spa appointments will have to be made at least 24 hours prior and will be subject to availability.
 - Cardmember needs to call out the offer while making a reservation and pay the bill via eligible card to avail the offer
- Eligible Amex cardmembers not staying at the hotel can avail below fitness services at 25% discount:
 - Pilates only
- Eligible Amex cardmembers staying at the hotel can avail 25% discount on below fitness services:
 - Pilates

- Yoga
- Squash
- Tennis
- Restaurants included in the dining offer: Elan, Perbacco & Pool Café only.
- The above offers cannot be clubbed with any other discounts.
- The offer is applicable on the amount that is exclusive of taxes
- The offer can be availed multiple times during offer period.
- There is no minimum amount that needs to be spent to avail the offer.
- The offer is not applicable on EMI transactions
- To book the spa and salon appointment, Centurion and Platinum Cardmembers can call their RM/Concierge.
- The rest of the Cardmembers can call the hotel directly at 011-4363 3333 Timings (all days- 0900 am to 10 pm)

4. Delivery offer:

- Offer: 25% discount on all orders for take away and delivery on food, however delivery would only be complimentary on orders above INR 3500 excluding taxes and within the radius of 5 kms from the hotel.
- Minimum order value would be INR 2,500 excluding taxes.
- For orders less than INR 3500, delivery charges would be applicable (INR 500 plus taxes for 5 km radius and INR 1000 plus taxes for 10 km radius).
- Delivery charges would be applicable for locations outside of the 5 km radius.
- Offer valid till 15th December 2023.
- Offer applicable for all basic and supplementary American Express cardholders.
- Cardmembers will need to call at 011-43633333 for placing their orders. Timings (all days- 0900 am to 10 pm)
- Payment will need to be made at the time of delivery through American Express card.
- Payment can also be made through online payment link which will be sent by the hotel before delivery.
- Cardmembers will need to make extra payment against delivery, if any.
- The offer can be availed multiple times by the cardmember in the offer validity period.
- Card members are required to announce the offer to the restaurant before placing the order.
- Discount would be calculated on bill value excluding taxes.
- All disputes relating to billing, offer, services etc. shall be resolved at the hotel level only.
- The offer cannot be combined with any other offer or discount program (Zomato Gold, EazyDiner, Dineout etc.).
- Queries related to this offer would be entertained till 5 days post transaction.
- Cardmembers can contact the hotel for queries pertaining to the order.
- The query will be answered within 5 working days from the date its raised with the Hotel
- The offer is not applicable on EMI transactions

Escalation Matrix is for internal Amex purpose only and NOT to be shared with Cardmembers

Escalation Matrix for Dining:

Partner	Escalation Level 1 Email	Escalation Level 1 Phone Number	Escalation Level 2 Email	Escalation Level 2 Phone Number	Escalation Level 3 Email	Escalation Level 3 Phone Number
The Lodhi	shoumimajumder@thelodhi.com	011 43633333	nikihilbhaskaran@thelodhi.com	8171230414	nikitachopra@thelodhi.com	01143633497

• **Escalation Matrix for Room Stays:**

Partner	Escalation Level 1 Email	Escalation Level 1	Escalation Level 2 Email	Escalation Level 2	Escalation Level 3 Email	Escalation Level 3
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		Phone Number		Phone Number		Phone Number
The Lodhi	reservations@thelodhi.com	011 43633333	purnimasatija@thelodhi.com	011 43633597	rajeshyadav@thelodhi.com	011 43633333

• **Escalation Matrix for Spa:**

Partner	Escalation Level 1 Email	Escalation Level 1 Phone Number	Escalation Level 2 Email	Escalation Level 2 Phone Number	Escalation Level 3 Email	Escalation Level 3 Phone Number
The Lodhi	spa@thelodhi.com	+91 9049563870	rajeshyadav@thelodhi.com	011 43633333	nikitachopra@thelodhi.com	011 43633497