



## American Express® Terms and Conditions

- This offer is valid for all American Express Corporate Cards issued by American Express Banking Corp. in India.
- Cardmembers whose accounts are valid and in good standing.
- 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.

### **Raasta Terms and Conditions**

American Express Corporate Cardmembers will get a flat 15% discount on total bill value (inclusive of alcohol) at participating locations of Raasta.

#### **Raasta Terms and Conditions**

- 1.1. The above offer is inclusive of alcohol.
- 1.2. This Offer is applicable for reservations/ bookings from 8 December 2022 – 8 December 2023 (both days included)
- 1.3. The above offer is exclusive of taxes + 10% service charge, only applicable on food & alcohol.
- 1.4. The offer is applicable on selected participating restaurants timings: 12:30pm – 1am (Monday – Sunday).
- 1.5. Corporate cardmembers can avail the offer by presenting their cards at the time of billing and calling out the offer.
- 1.6. The offer is not applicable on EMI Transactions.
- 1.7. The offer cannot be clubbed with any other ongoing promotional offer.
- 1.8. 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.
- 1.9. A cardmember can avail the offer multiple times during the offer period.
- 1.10. Blackout dates apply: Blackout dates apply: 24<sup>th</sup> 31<sup>st</sup> December 2022, 14th February 2023, 31st October 2023
- 1.11. Table cannot be offered if the whole outlet is booked for some private event / party.
- 1.12. Table cannot be offered if there is a special performance in the outlet e.g. a ticketed musical performance.
- 1.13. Alcoholic beverage service is not allowed below 25 years of age.
- 1.14. In case of any queries, Cardmember are requested to immediately contact – **GM of the outlet**
- 1.15. The partner won't be able to hold the table beyond 15 minutes from the booking time, esp. on weekends.
  
- 1.16. **List of participating restaurants:**

| City    | Restaurant Name             |
|---------|-----------------------------|
| Gurgaon | Raasta, Cyber Hub, Gurgaon  |
| Mumbai  | Raasta, Khar West, Mumbai   |
| Pune    | Raasta, Kalyani Nagar, Pune |
| Delhi   | Raasta, Green Park, Delhi   |

## 2. Escalation Point of contacts: GM of the Outlet

| Contact Level | Time from receipt of customer request | Contact Number + Email              | Committed TAT for partner to respond to Cardmember/ Amex |
|---------------|---------------------------------------|-------------------------------------|--|
| Level1        | Immediate to 24 hours                 | <b><u>GM of outlet</u></b>          | 24 hours   |
| Level2        | 24-48 hours                           | Anshum – 9717776790 (Amex internal) | 24 hours   |

## 3. Contact details for each Outlet

| Area                        | City     | Contact Numbers                        | Contact Email ID   | Manager              |
|-----------------------------|----------|--|--|----------------------|
| Raasta, Green Park          | Delhi    | 9650644087, 011-49424501/2, 8527298941 | <a href="mailto:faisal.ambrosialbliss@gmail.com">faisal.ambrosialbliss@gmail.com</a>   | M.Shahbaz Faisal     |
| Raasta, Cyber Hub, Gurgaon  | Gurugram | 8595960907, 9818405928                 | <a href="mailto:raastacyberhubgurgaon@gmail.com">raastacyberhubgurgaon@gmail.com</a><br><a href="mailto:madhav.eminent@gmail.com">madhav.eminent@gmail.com</a>   | Madhav Singh Chauhan |
| Raasta, Khar, Mumbai        | Mumbai   | 8898888411, 9833164392                 | <a href="mailto:rosemary@eminententertainment.in">rosemary@eminententertainment.in</a><br><a href="mailto:ashley.eminent@gmail.com">ashley.eminent@gmail.com</a> | Ashley Fernandes     |
| Raasta, Kalyani Nagar, Pune | Pune     | 9923645959, 9112299077                 | <a href="mailto:pune.raasta@gmail.com">pune.raasta@gmail.com</a>   | Haider               |