

## Terms & Conditions:

1. Applicable in Indian Rupees and are on ROOM ONLY BASIS, nett, non-commissionable, taxes payable extra.
2. Please note that any change in the tax structure or any subsequent government levies will be charged as per the laws prevalent during the partaking of the service.
3. Additional GST is applicable in respect of hotels in India. International hotels – local taxation as applicable.
4. All contracted hotels will have same Single/Double room rate.
5. This offer of special rates will apply only for leisure travel (FITs) that is sourced from international markets and for Foreign Nationals ONLY. These rates will not be applicable to any domestic leisure business, business travel, trade delegations, conventions and conferences, weddings, exhibitions, road shows, etc.
6. These rates cannot be used to consolidate business from agents / clients from within India.
7. **This special rate cannot be extended to any public, retail, B2C sites. The rate is non-commissionable. Any deviation will be considered breach and the hotel reserves the right to decline such reservations and withdraw rates offered.**
8. Check-in time at all hotels is 1400 hrs and Check-out time is 12 noon.
9. The offer is available at select participating hotels only.
10. Meals rates as per TDH and to avail in Coffee Shop. Also any festive meal options (Holi, Diwali, Black out period) will be mandatory (hotel specific)
11. This rate cannot be used in conjunction with any other promotional offer, package etc.
12. Maximum occupancy per room is defined as per hotel's policy. Additional charges will be applicable for children or extra adult in the room based on the hotel's policy.
13. **Only 5 rooms** will be permitted to be booked on the Promo Rate. Reservations exceeding 5 rooms on overlapping dates will be considered as group booking; the hotels reserve the right to refuse such bookings or to apply special rates. In such a case, group terms and conditions as per hotel policy shall be applicable.
14. Maximum Length of stay at a hotel is 7 nights.
15. Black out details apply for each hotel. Peak period supplements applicable as mentioned in the sheet
16. This special rate cannot be extended to any public, retail, B2C sites. The rate is non-commissionable.
17. This rate is not eligible to earn any points under any loyalty program.
18. Any misuse of the rate as deemed by the IHCL management will be considered as a breach of policy and will be subject to disciplinary action.
19. Bookings to be made with guest name. Guest name change not allowed.
20. Promo Rates will stand INVALID for any City Sold out Date (Event Specific)
21. Check-in/Check-out will not be applicable for leisure/resort hotels for 24<sup>th</sup> December & 31<sup>st</sup> December 2023.
22. **For bookings made on Taj Website on rates other than the IATO Preferred Rates- the rates will be commissionable to any IATO Bonafied agent by 10%.**
23. **FORCE MAJEURE:** Shall mean and include any circumstance beyond the reasonable control of the Parties, including any act of nature, pandemic or the public enemy, explosion, fire, storm, earthquake, flood, drought, perils of the sea, the elements, strikes, lockouts, labour troubles, riots, sabotage, terrorists acts, war (whether or not declared), governmental actions and events beyond the reasonable control of the parties.

The Hotel shall not be liable to the Client for failure to perform its obligations under this Agreement if such failure is caused by a Force Majeure Event. In the case of a Force Majeure Event the advance paid by the client may be used for rescheduling the booking within next 6 months for the same hotel or can be used by the tour operator/travel agent for any of their client who would stay at that particular hotel for a period of 6 months. In case the tour operator/travel agent is not able to utilise that amount within a 6 months, then the full amount needs to be refunded to the tour operator/travel agent without any cancellation charges.

## PAYMENT:

- All bookings must be guaranteed by a valid credit card at the time of making the booking.
- For agents on IHCL credit list, Reservations must be guaranteed by Credit Card. Vouchers to be sent 30 days prior to arrival.
- For agents NOT ON IHCL credit list, Reservations must be guaranteed by Credit Card. Payment to be done 30 days prior to arrival.
- Voucher Receipt/Credit Card Payment for Festive Blackout Dates (20<sup>th</sup> December 2023 – 4<sup>th</sup> January 2024)- 90 days prior to arrival.

## CANCELLATION:

- The hotel will charge penalty for the duration of the stay if cancelled within the cancellation period on the credit card provided at the time of the booking.
- In case of no show the hotel reserves the right to charge the room rate and taxes applicable for the duration of the stay on the credit card provided at the time of the booking.
- Reservation may be modified as per the predefined policy. In case of modification, the rooms are based on availability.
- **City Hotels:-**
  - Cancellation without penalty of the entire booking 72 hours prior to arrival.
- **Leisure Hotels including all Palaces and Resorts**
  - Cancellation without penalty of the entire booking 30 days prior to arrival.
- **During Festive Blackout Dates (22<sup>nd</sup> December 2023 – 4<sup>th</sup> January 2024)**
  - City Hotels- above Cancellation rules will be applicable – No change
  - All Leisure hotels (incl. all Palaces and Resorts) – 100 % Cancellation charges of the entire booking, if cancelled 45 days prior to arrival.