

## Terms and Conditions

Citibank, N.A. (“Citibank”) and The Indian Hotel Company Limited (“IHCL”) are launching offer (“Offer”) for the below Offer Period. Details of the Offer extended to all individuals who are Citigold and Citigold Private clients maintaining minimum required NRV threshold, holding Citi Debit Card (“Eligible Card”) and all individuals holding valid Citi Ultima, Citi Prestige and Citi PremierMiles credit card (“Customers”), issued in India are detailed herein below.

Offer Period – Nov 25, 2020 to March 31, 2021

### Offer Construct

#### **4Dream.Drive.Discover.Delight offer:**

10% discount on 4D packages in any of the participating hotels of IHCL. Customers can book their stay by [clicking here](#).

#### **Inclusive of:**

1. Accommodation
2. Daily Breakfast
3. Lunch and Dinner
4. Wi-fi for 4 devices

#### **Urban Getaways offer:**

10% discount on hotel-bookings in any one of the participating hotels of IHCL. Customers can book their stay by [clicking here](#).

#### **Inclusive of:**

1. Accommodation
2. Daily Breakfast
3. Hotel Credit (as defined by the hotel - non cumulative, non-transferable)
4. 20% off on Salon & Spa

#### **Wellness Retreats offer:**

1 complimentary night (on room only) on booking 5 nights Taj Wellness Retreats package or 10% off on booking any package. Customers can book their stay by [clicking here](#).

### Terms of the Offer

1. The offer is valid across IHCL hotels in India under the following brands - Taj, SeleQtions, Vivanta, Gateway and Ama, excluding Ginger.

2. Offer is valid on booking and stay dates between November 25, 2020 – March 31, 2021. Blackout dates apply as solely decided by IHCL.
3. This offer is applicable to participating hotels and is subject to rate availability.
4. Customers need to make reservations on the Dream Drive Discover Delight or the Urban Getaways rate. This promotion rate cannot be used in conjunction with any other promotional offer or negotiated rate. Reservations have to be made via Taj Website, Taj Reservations Worldwide or respective Hotel Reservation Offices. Customers can [click here](#) to make their booking.
5. Payments will have to be made by the specified Citi Debit or Credit card only
6. Add on cards will be treated as separate cards
7. Credit card guarantee will be required at the time of booking
8. 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
9. Extra adults will be charged as per the hotel's standard policy and applicable rates and taxes.
10. Additional GST is applicable in respect of hotels in India.
11. Reservations exceeding 5 rooms on overlapping dates will be considered a group booking and 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.

#### **Additional Terms and Conditions**

- This Offer is valid on Citi Debit Card and Citi PremierMiles, Citi Prestige and Citi Ultima Card (“Citibank Card”) issued in India. This does not include Corporate Cards.
- Add on cards will be treated as separate cards.
- Citigold and Citigold Private Clients maintaining required NRV threshold and holders of Citi Prestige, Citi Ultima and Citi PremierMiles Credit Card are eligible to avail this offer.
- This Offer can neither be combined with any other Citibank offer nor can it be transferred or assigned to any other Customer or third party.
- The transactions for any approved claim of refund/replacement shall be excluded from this Offer.
- Citibank holds no warranty and is not representative of the delivery, services, suitability, merchantability, availability or quality of the products made available to Customer by the Merchant hotel providing the respective Offer.
- Citibank shall in no way be liable if any Customer is unable to login to Merchant website or contact the Merchant over phone due to incompatibility of device, internet usage plans, telecom network issue or any other reason whatsoever. The Customers shall not hold Citibank, its group entities, or affiliates, their respective directors, officers, employees, agents, vendors, responsible for or liable for, any actions, claims, demands, losses, damages, personal injury, costs, charges and expenses which a Customer claims to have suffered, sustained or incurred, or claims to suffer, sustain or incur, directly or indirectly, by way of and/or on account of participating in the Offer or the acceptance, decline, non-receipt, suitability, quality or by use or non-use or suitability or effectiveness of the products/services.

- Citibank is not liable or responsible for any claim(s), dispute(s) regarding delivery, service, suitability, merchantability, availability, quantity or quality made available to the Customers under the Offer on the products/services (shortly referred as “Claims”).
- In reference to any Claims under the Offer, it must be addressed in writing, by the Customers directly to IHCL on the email address Reservations@ihcltata.com or call Taj Reservations Worldwide toll free number – 1800 111 825. Citibank shall not entertain any communication in this regard. Any query/ contention/dispute raised by any Customer to Citibank shall be forwarded to IHCL, who shall be solely responsible for resolving such queries/ contentions/disputes within reasonable time
- No request for discount would be entertained later if the Customer doesn't avail the offer while making the payment.
- The Offer is valid only if the Customer's account continues to be in good standing and payment continues to reach Citibank before the payment due date.
- Citibank reserves the right to, at any stage and at its discretion, to extend or terminate this Offer, without prior notice or assigning any reasons thereof, to add/alter/modify/change or vary all or any of these terms and conditions or to replace wholly, or in part, this Offer by another Offer, whether similar to this Offer or not, or to extend or withdraw it altogether.
- Neither anything contained in these terms & conditions, nor the running of these Offer to which they apply, shall be construed as an obligation on Citibank to continue the Offer up to, on or after the Offer termination date. Nothing herein amounts to a commitment or representation by Citibank to conduct further such Offers.
- The Offer terms & conditions shall be governed by the Laws of India. Any dispute arising out of this Offer shall be subject to the exclusive jurisdiction of competent courts in Mumbai.
- Any taxes or liabilities or charges payable to the Government or any other regulatory authority or body, if any, shall be borne directly by Customer and/or billed to the account of the Customer.
- If the Offer and/or anything to be done by Citibank or any other entity in respect of the Offer is prevented or delayed by causes, circumstances or events beyond the control of Citibank or any other entity, including but not limited to computer viruses, tampering, unauthorized intervention, interception, fraud, technical failures, floods, fires, accidents, earthquakes, riots, explosions, wars, hostilities, acts of government or other causes of like or similar or other character beyond the control of Citibank or the other entity/ies, then Citibank and/or the other entity/ies shall not be liable for the same to the extent so prevented or delayed, and will not be liable for any consequences.
- Customers are not bound in any way to participate in this offer. Such participation is voluntary and is deemed as acceptance of the terms and conditions mentioned herein. By participating in the offer, the Customers agree to be bound by the terms & conditions contained herein. Without a Customer being required to do any further act, he/she shall be deemed to have read, understood and unconditionally accepted the terms & conditions herein. The Offer Terms & Conditions need to be read in conjunction



with the detailed Citibank Card member Terms & Conditions, Most important terms and conditions (MITC), Citibank Account Terms & Conditions and terms governing the use of Citibank credit/debit cards and/or Citibank website.

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