



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

- This offer is open to American Express Platinum Cardmembers whose accounts are valid and in good standing. An American Express Platinum Cardmember ("Cardmember") for the purpose of this offer means a person holding Platinum Card(s) issued by American Express® Banking Corp. in India.
- This offer is not valid for American Express Corporate Cards issued by American Express Banking Corp. in India and/or 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 Platinum 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.

## Terms and Condition- Imperial New Delhi

### A. Dining Offer

#### Platinum Offer:

- **Offer 1: Flat 25% Off** applicable on food and alcohol at 1911, Spice Route and San Gimignano
- **Offer 2:**
  - Flat 20% Off applicable on total bill at Patiala Peg, Hardinge's Bar and 1911 Bar.
  - One complimentary and exclusively custom-made Patiala Peg in gift box, for minimum spend of 30,000 (Excluding taxes) in Patiala Peg

**Curated Experiences:** A curated Dining Chef at Table experience or a chef tasting menu experience for our top Platinum Cardmembers

**Validity:** From 24 August 2024 till 25 June 2025 (Both Dates included)

#### **Offer Terms and Conditions**

- The offer is inclusive of alcoholic beverages.
- Offer is valid for Supplementary Cards as well.
- There is no minimum transaction required to avail the offer.
- There is no maximum transaction in terms of INR applicable to the offer.
- This Offer is applicable for reservations/ bookings from 24 August 2024 till 25 June 2025 (both dates included)
- The maximum number of guests allowed on one reservation is 10 guests.
- Platinum Cardmembers can avail the offer by reaching out to Platinum Travel and Lifestyle Services.
- Cardmembers are requested to make the reservation request 24 hours in advance.
- The offer would be valid on presentment and billing settlement done by a valid American Express card.
- To avail this offer Cardmember need to make prior reservation on weekdays.
- Offer is valid on all 7 days of the week.
- The offer cannot be clubbed with any other ongoing promotional offer.
- The offer is applicable on the amount exclusive of taxes.
- A Cardmember can avail the offer multiple time during the offer period.
- To avail the offer, Cardmember needs to announce the offer at the time of reservation and billing/checkout.
- Blackout dates for this offer are 24 December 2024, 25 December 2024, 14 February 2025, 31 December 2024 and 1 January 2025.
- Table cannot be offered if the whole outlet is booked for some private event / party.
- Table cannot be offered if there is a special performance in the outlet e.g. a ticketed musical performance.

Restaurant	Helpline Number	Email Address
The Spice Route	011-41116605	spiceroute@theimperialindia.com (All days 24x7)
San Gimignano	011-41116608	sangimignano@theimperialindia.com (All days 24x7)
1911 Restaurant	011-41116603	1911@theimperialindia.com (All days 24x7)
Patiala Peg	011-41116606	fboffice@theimperialindia.com (All days 24x7)
Hardinge's Bar	011-41116606	fboffice@theimperialindia.com (All days 24x7)

- Table reservations and invoice 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 discount is only applicable on orders by the glass/peg.
- Alcoholic beverage service is not allowed below 25 years of age.
- 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.
- In case of cancellations, Cardmember must call American Express Platinum Travel and Lifestyle Services to cancel their reservation at least 24 hours in advance prior to reservation time.
- 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.
- The Last date to raise queries is 25 June 2025. In case of any queries, Cardmember are requested to immediately contact the following restaurants. The query would be answered within 5 working days: List of participating restaurants:

Offer	City	Restaurant Name
Dining Offer 1	Delhi	The Spice Route, San Gimignano and 1911
Dining Offer 2	Delhi	Patiala Peg, Hardinge's Bar and 1911 Bar

B. **Spa Offer: Flat 20% off** on minimum spends of INR 7000

**Eligible Cards:** Platinum Cards only

**Validity:** From 24 August 2024 till 25 June 2025 (Both Dates included)

**Location:** The Imperial Spa and Salon, New Delhi located at The Imperial Hotel New Delhi

**Offer Terms and Conditions**

- Cardmember to announce he/she is an American Express Platinum Cardmember to avail the offer at the time of reservation and billing.
- Offer will be valid at The Imperial Spa and Salon, New Delhi located at The Imperial Hotel New Delhi.
- Cardmember is required to make a prior reservation 24 hours in advance with The Imperial Spa and Salon, New Delhi.
- For reservations, Cardmembers are requested to contact 011-41116323/6324 (Timings 8am to 9pm) or email [theimperialsalon@theimperialindia.com](mailto:theimperialsalon@theimperialindia.com)
- This offer can be availed multiple times during offer period.
- This offer is applicable on Basic and Supplementary Cards.
- There is no maximum discount applicable in terms of INR to the offer.
- The offer is applicable on all the Spa and Salon services available.
- The offer is not applicable on products at the Spa and Salon.
- The discount is applicable on the amount exclusive of taxes.
- This offer is applicable on all the services.
- This offer cannot be combined with any other offer or exchanged against any cash or products.
- The offer cannot be clubbed with any other ongoing offer and promotion.
- There are no black-out dates under this offer.
- In case of any queries, Cardmember are requested to contact 011-41116323/6324 (Timings 8am to 9pm) or email [theimperialsalon@theimperialindia.com](mailto:theimperialsalon@theimperialindia.com)
- The query would be answered within 2 working days from the date the query is raised.
- The last day to raise queries is within 15 days after the offer end date.

**The below escalation matrix will be followed in case any escalations:**

<b>Restaurant</b>	<b>Helpline Number</b>	<b>Email Address</b>
<b>The Spice Route</b>	011-41116605	spiceroute@theimperialindia.com (All days 24x7)
<b>San Gimignano</b>	011-41116608	sangimignano@theimperialindia.com (All days 24x7)
<b>1911</b>	011-41116603	1911@theimperialindia.com (All days 24x7)
<b>Patiala Peg</b>	011-41116606	fboffice@theimperialindia.com (All days 24x7)
<b>Hardinge's Bar</b>	011-41116606	fboffice@theimperialindia.com (All days 24x7)

