



American Express Terms and Conditions

- This offer is open to select American Express[®] Corporate Card members whose accounts are valid and in good standing.
- An American Express[®] Corporate Cardmember ("Cardmember") for the purpose of this offer means a person holding a American Express[®] Corporate Platinum Card, American Express[®] Corporate Gold Card or American Express[®] Corporate Green Card issued by American Express[®] Banking Corp. in India.
- These offers are being made purely on a "best effort" basis.
- The offer in this program will be fulfilled at the merchants' end only.
- 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 Delhi only.
- This offer is subject to partner Terms and Conditions.

Bnbme: Terms and Conditions

- **Offer:** A flat 15% off across all bnbme properties in Dubai on no minimum night stay for American Express corporate Cardmembers.
- **Eligible Cards:** American Express[®] Corporate Platinum Card, American Express[®] Corporate Gold Card or American Express[®] Corporate Green Card
- **Validity:** 1st Aug 2024 – 15th July 2025 (inclusive of both days for stay and booking)

Terms and Conditions

- Offer will be available for all bnbme [properties](#) in Dubai ONLY.
- The offer is available on all room types. Booking of rooms will be subject to availability.
- The offer is available on room stays only.
- The offer cannot be clubbed with any other promotional offers.
- All extra services including F&B will be charged to the Cardmembers on actuals at the time of booking.
- Cardmember needs to stay at bnbme to avail the above offers.
- Discount will be provided on the amount excluding applicable taxes.
- The offer can be availed multiple times during the offer period.
- To visit bnbme homes website please click [here](#). By clicking on here you will be redirected to a third-party website.
- Cardmembers can raise queries regarding the offer until the last day of this offer.
- If you make a Charge in a currency other than Indian Rupees, that Charge will be converted into Indian Rupees. The conversion will take place on the date the Charge is processed by overseas American Express treasury system, which may not be the same date on which Cardmember made their Charge as it depends on when the Charge was submitted to American Express. If the Charge is not in the U.S. Dollars, the conversion will be made through U.S. Dollars, by converting the Charge amount into U.S. Dollars and then by converting the U.S. Dollars amount into Indian Rupees. If the Charge is in U.S. Dollar, it will be converted directly into Indian Rupees. Unless a specific rate is required by applicable law, Cardmembers understand and agree that the American Express treasury system will use a conversion rate based on interbank rates that it selects from customary industry sources on the business day prior to the processing date, increased by foreign currency conversion mark up of 3.5% (plus applicable taxes) on such Charges. If Charges are converted by the third parties prior to being submitted to American Express, any conversions made by those third parties will be at rates selected by them.
- In case of queries, cardmember can reach out to bnbme team 24/7 on reservations@bnbme.me or +971 521792212. Queries will be responded between 24-48 working hours from the day the query is raised.
- **Fulfilment / Booking Process**
 - Via PROMOCODE "AMXIND" on the bnbme website www.bnbmehomes.com
 - Payment - Full prepayment to be done for booking confirmation.
 - Payment to be made via eligible American Express Corporate Cards only.
 - Cardmember will receive an email with booking details as confirmation.
- **Cancellation Policy:**
 - Full refund for cancellations up to 14+ days before check-in.
 - 50% refund for cancellations up to 1-13 days before check-in

- No refund for cancellations on same day
 - **Check In: 15:00 PM Check Out: 12:00 PM**
 - **Partner's house policies apply, please refer to their website for their house policies.**
- Booking requests will be answered within 6 hours maximum via email or whatsapp.
 - During the guest stay, the guest will have the contact details of bnbme's guest service ambassadors, who will respond to any request immediately.

Escalation Matrix

Contact Level	Time from receipt of customer request	Contact Number + Email	Committed TAT for partner to respond to Cardmember/ Amex
Level 1	Immediate to 24 hours	vaibhav@bnbme.me +91 82872 48142	24 hours
Level 2	24-48 hours	manasa@bnbme.me +91 9036721740	24 hours
Level 3	>48 hours	mithu@bnbme.me +971 52 398 5071	48 hours