

# Epicure Program | Terms And Conditions

Epicure Program operates under the terms and conditions as set out herein below unless otherwise expressly stated. Should you require any clarifications you can contact Epicure Member Services at 1800 102 6080 (available between 09:00 AM to 09:30 PM IST from Monday to Sunday) or email us at [epicure@ihcltata.com](mailto:epicure@ihcltata.com)

## Definitions

1. "IHCL" or "Company" refers to The Indian Hotels Company Limited, its subsidiaries, group companies which owns and/or operates various hotels in India and overseas.
2. "Epicure Program" is the optional membership plan offered by The Indian Hotels Company Limited on payment of an annual membership fee.
3. "Member" means a natural person who is admitted as a member of the Epicure Program.
4. "Membership" means a valid membership of the Epicure Program.
5. "Card" refers to the Epicure Program membership magnetic strip card provided to Members upon Membership enrolment or renewal.
6. "Add-on Card" refers to the additional Membership magnetic strip card offered over and above the primary Card for usage by Member's add-on cardholder to avail Special Discounts which are a part of the Membership. An Add-on Cardholder is not offered any Exclusive Vouchers for his/her usage.
7. "Special Discounts" refer to the discounts, are not linked to an Exclusive Voucher, but are available to be availed by an Epicure Membership Card holder through a card-swipe or voucher code. These discounts can be used by the Epicure Membership Card Holder multiple times through the 365-day validity of the membership card.
8. "Validity" refers to the 365-days period from the date of issuance for which the Epicure Membership Card and Membership Benefits are available for use by the Epicure Program member.
9. "Fee" refers to the monetary sum which that needs to be paid by an individual in order to enrol as a member of the Epicure Program.
10. "Membership Benefits" refer to the benefits in the form of Special Discounts and Exclusive Vouchers provided to a Member as a part of his/her Membership.
11. "Exclusive Vouchers" refer to the vouchers provided to the Member as a part of the Membership. These exclusive vouchers can be utilised to avail limited-usage benefits at the participating IHCL establishments within India only subject to any terms & conditions applicable for their individual usage.
12. "Best Available Rate" – is the rate of stay for a specific room or suite category at the participating IHCL hotel as available on its reservation system, including its website, Hotel Reservation Office or Reservations 24x7, which are directly owned and/or operated by IHCL.
13. "Direct Booking" is a reservation made using the IHCL reservation system, including its website, Hotel Reservation Office or Reservations 24x7, which are directly owned and/or operated by IHCL.
14. "Participating Hotels" refers to Taj ([www.tajhotels.com](http://www.tajhotels.com)), SeleQtions ([www.selectionshotels.com](http://www.selectionshotels.com)), Gateway ([www.gateway-hotels.com](http://www.gateway-hotels.com)) and Vivanta ([www.vivantahotels.com](http://www.vivantahotels.com)) Hotels participating in the Epicure Program, unless specified below in the list of hotels where the benefits of the Epicure Program are not applicable. Hotels part of Tree of Life (<https://treeofliferesorts.com/>), amã Stays & Trails ([www.amastaysandtrails.com/](http://www.amastaysandtrails.com/)) and Ginger ([www.gingerhotels.com/](http://www.gingerhotels.com/)) are not part of the Epicure Program, unless specified otherwise under the benefits of any individual voucher, where the participation will be limited to the benefits of the specific voucher.

15. The Membership Benefits of the Epicure Program are not applicable at Taj Wellington Mews, Mumbai
16. "Participating Restaurants" refers to restaurants situated within the premises of "Participating Hotels" and forming part of the Epicure Program, with the exception of:
  - Wasabi by Morimoto
  - Orient Express
  - The 101 Dining Hall at Taj Falaknuma Palace
  - Bhairo at Taj Lake Palace
17. "Participating Establishments" refer to all Participating Hotels, Participating Restaurants, The Taj Club, J Wellness Spa, Jiva Spa and Qmin, which are a part of IHCL portfolio and at which the Membership Benefits of the Epicure Program are valid as per their individual terms and conditions.

## General

1. These terms and conditions shall be governed and interpreted in accordance with the laws of India, and the Courts at Mumbai shall have exclusive jurisdiction in respect of all matters/ disputes arising out of these Terms and Conditions and/or the Epicure Program.
2. The Membership Benefits of the Epicure Program are offered at the sole discretion of The Indian Hotels Company Limited (IHCL). IHCL reserves the right to add, modify, delete or otherwise change any of the rules, conditions, privileges, or benefits, pertaining to the Epicure Program at its sole discretion, with or without notice.
3. Membership and/or Membership Benefits of the Epicure Program shall be void if prohibited by the laws in the country of the Member's domicile.
4. Membership Benefits cannot be bartered, sold, transferred by Members nor encashed by Members at any point of time. Any Membership Benefit which IHCL deems to have been transferred, sold or assigned by the Member in violation of the Epicure Program rules may be deemed invalid and/or cancelled and further lead to immediate cancellation of the said Membership and/or the Membership Benefits.
5. All interpretations of the Terms and Conditions and Membership Benefits shall be at the sole discretion of IHCL.
6. All Membership Benefits and parts of the Epicure Program are meant for personal / individual use only and cannot be used for group bookings or reservations. Any use of Epicure Program Benefits for non-personal use or group bookings and/or reservations may lead to immediate cancellation at the sole discretion of IHCL.
7. Membership is open to individuals who are aged 18 years and above only.
8. All communication will be sent to the address (postal or email) available as per member records and it is the responsibility of the member to inform the Epicure Member Services about any change in his/her communication details (email ID, mobile number, and address). All communication will be deemed to have been received by the Member and IHCL bears no responsibility for communication not received or lost in the mail or courier.
9. IHCL reserves the right to grant, refuse, discontinue, or revoke membership of Epicure Program at its sole discretion. Discontinued/ revoked membership may result in the loss of all Membership Benefits and privileges and forfeiture of any unfulfilled reservations, products or services sought to be availed.

10. Notwithstanding any provision contained herein, IHCL also reserves the right to discontinue Membership of any member who appears to be using the programme in a manner inconsistent with the Terms and Conditions, applicable laws/rules/regulations, spirit of the programme, or any portion thereof. Discontinued/revoked Membership may result in the loss of all Membership Benefits and forfeiture of any unfulfilled reservations, products or services sought to be availed.
11. Each Member is responsible for remaining knowledgeable about the Epicure program rules, and ensuring that his/her updated details (email id, mobile number, and communication postal address) are captured on the Epicure Program records. The Epicure Program team may send correspondence to active Members to advise them of matters of interest, including notification of program changes and updates. However, neither IHCL, its affiliates/associates or programme management service providers nor the Participating Hotels/Restaurants or companies participating as service partners in the programme shall be liable for any failure to do so and will not be responsible for correspondence lost or delayed in the mail.
12. Membership Benefits do not constitute property of the Members. Except as specifically provided herein. No accrued Membership Benefits are transferable in the event of death, disputes or otherwise. In the event of death, the Epicure Program membership will be terminated and all Membership Benefits shall stand cancelled.
13. Membership Benefits and privileges offered by Participating Hotels may vary. All Membership Benefits may not be available at all the Participating Hotels. If IHCL, or any partner, denies a Member a Membership Benefit for any reason whatsoever, IHCL will not be liable to make any payment to the Member or compensate him/her in any way.
14. The Membership Benefits of Epicure Program enrolled through authorized partners may vary, and not all Membership Benefits offered as part of the Epicure Membership directly purchased from IHCL may be applicable. The Membership Benefits applicable will be as communicated by the partner. The details of the applicable Membership Benefits should be checked and confirmed with the partner from whom the Epicure Membership is availed.
15. IHCL is not responsible, and assumes no liability, for changes or discontinuation of services provided by any Participating Establishment, that may affect the Program Benefits offered.
16. Nothing in the Epicure Program is intended, or shall be construed to create or establish any agency, partnership, or joint venture relationship between IHCL and any partners or Members.
17. IHCL will not be responsible for replacement of lost or misplaced Membership Cards, Add-on Cards, Exclusive Vouchers or fraudulent usage of the same.
18. IHCL will not be responsible for replacement of lost vouchers. IHCL reserves the right to refuse benefits due against membership card or exclusive vouchers which are lost or used by a person other than the member.
19. The information the Member provides to the Company shall be processed according to the Company's Privacy Policy. In choosing to become an Epicure member, the Member consents to sharing of any information provided by the Member and to receive communications pertaining to the program or otherwise. The list of Participating Establishments is subject to change at any time, without any prior

notice, at the sole discretion of IHCL. Please contact the Epicure Program Member Services at 1800 102 6080 (available between 09:00 AM to 09:30 PM IST from Monday to Sunday), or any other number as updated from time to time, for any queries. The list of Participating Establishments will be updated on the website [www.tajhotels.com/epicureprogram](http://www.tajhotels.com/epicureprogram) from time to time.

20. The Membership Benefits are not applicable and cannot be used in conjunction with other prevailing offers, vouchers, promotions or discounts.
21. The redemption of all Epicure Program Membership Benefits and Exclusive Vouchers is subject to availability and can be declined by the Participating Establishments in case of unavailability of the respective product(s) or service(s).
22. Prior reservation is mandatory for the use of Epicure Program Membership Benefits.
23. The standard policies of the Participating Establishments, including but not limited to those relating to check-in/check-out timings, dress code, safety guidelines and rules of usage, shall apply in addition to the terms and conditions of the Epicure Program in respect of the redemption of membership benefits and exclusive vouchers.
24. The Membership Benefits provided as a part of the Epicure Program cannot be transferred, altered, renewed or exchanged for cash or any other forms of products or services excepting those indicated on the voucher.
25. In case of vouchers meant for use by members-only, the member must present the voucher and the Epicure Membership card or registered mobile number at the time of redemption. In case of vouchers open to use by the bearer, the bearer must present the voucher and quote the associated Epicure Membership Card number or registered mobile number at the time of redemption.
26. The exclusive vouchers provided to the Epicure Program member at the time of enrolment, unless specifically provided on such vouchers that the same are non-transferable and/or for use by member only, can be used by the bearer who must quote the associated Epicure Membership card number or registered mobile number at the time of redemption.
27. A member must allow up to 2 weeks for processing of any requests pertaining products, services, membership kit or membership benefits of the Epicure Program.
28. All applicable taxes and charges shall be payable by the member / exclusive voucher bearer in advance, prior to redemption of the benefit. IHCL will not bear any tax, which may be levied on the benefits utilised by the Epicure Program Member, and paying these taxes shall be the responsibility of the member and/or voucher bearer.
29. All Membership Benefits are subject to availability and supplier restrictions. IHCL may, without notice, withdraw or substitute any benefit with another benefit of comparable value and nature.
30. No credit or substitutions will be given for any benefits that are only partially used.
31. The Epicure Membership card and exclusive vouchers are the property of The Indian Hotels Company Limited. If found, please return to the Epicure Program Member Services, Mandlik House, Mandlik Road, Colaba, Mumbai 400001.

## Enrolment and Membership

1. Membership is open to individuals only who are aged 18 years and above.
2. Membership to the Epicure program is valid for a period of 365 days from the date of enrolment into the Epicure plan. It may be renewed for the following year on payment of the prevailing membership renewal fee. If a member does not pay the requisite fee, the membership to the Epicure plan will stand automatically cancelled and the membership benefits shall no longer be available.

3. Enrolment into the Epicure Program must be in the individual's full legal name and a government recognized proof of identification is mandatory to be provided upon request. One person is allowed to have only one active Epicure membership at any point in time. Additional memberships, if any, are liable to be cancelled as per the termination clause outlined below must be provided upon request.
4. The membership of the Epicure Program is valid only until the date indicated on the card.

## Termination of Membership

1. The Epicure Program membership, shall automatically stand terminated upon the expiry of the 365 day validity period from the date of issue.
2. An Epicure Member can request for termination of Epicure Program membership within 30 days from the date of enrolment, only if not even a single membership benefit or voucher is availed of during this period. A deduction equivalent to INR One Thousand Rupees plus taxes, shall be made by IHCL in order to meet administration and incidental expenses incurred by IHCL in respect of the membership. The rest of the sum shall be refunded to the member upon termination of the membership.
3. If the member wishes to terminate their Epicure Program Membership within 30 days of enrolment, but after utilisation of even a single membership benefit or voucher, they will not be entitled to any refund, and the entire fee paid for the membership shall stand forfeited upon such termination.
4. If the member wishes to terminate their Epicure Program Membership after the expiry of 30 days from the date of enrolment, irrespective of whether any membership benefits have been availed of or not, they will not be entitled to any refund, and the entire fee paid for the membership shall stand forfeited upon such termination.
5. All membership Benefits shall cease to be available upon the termination of the membership.
6. Exclusive Vouchers provided as a part of the Membership, will cease to be valid post their validity date as mentioned as part of the voucher details, and cannot be renewed, revived or exchanged against cash or any other benefits even upon termination of the membership.
7. IHCL reserves the right to grant, refuse, discontinue, or revoke membership of the Epicure Program at its sole discretion. Discontinuation/revocation of the Epicure Program may result in the cancellation of all Epicure Membership Benefits & Vouchers and forfeiture of any unfulfilled reservations, products or services sought to be availed using Membership Benefits.
8. Notwithstanding any provision contained herein, IHCL also reserves the right to discontinue membership to the Epicure Program to any member who appears to be using the program in a manner inconsistent with the terms and conditions, applicable laws/rules/ regulations, spirit of the program, or any portion thereof, including, but not limited to, membership benefits. Discontinued/ revoked membership may result in the cancellation of all Epicure Membership Benefits and forfeiture of any unfulfilled reservations, products or services sought to be availed using Membership Benefits.
9. Cancellation of membership to the Epicure Program shall lead to the entire fee paid at the time of enrolment being forfeited.
10. The Epicure Program has no predetermined termination date and may continue until such time as IHCL decides to terminate the program, with or without notice to the Members.

## Exclusive Vouchers

1. The exclusive vouchers provided to Epicure Program members at the time of enrolment shall be valid for 365 days from the date of issuance.
2. The member/bearer, as per the individual voucher usage rules, must call Reservations 24x7 or individual Hotel Reservation Office, in case of room stay, or the participating establishment directly, in case of other benefits, to check on the

applicability and availability of the voucher and to subsequently make a reservation to redeem the voucher.

3. In addition, the following terms & conditions apply to the individual benefits or vouchers:

#### **25% Discount on Food and Beverages:**

- This benefit is governed by the terms & conditions of the Epicure Program available on [Link](#)
- This benefit entitles Epicure Program members to avail a savings of 25% on the Food and Beverage services (including alcohol) only, across participating hotels and does not include any other offerings or services.
- This benefit can be used by the members of the Epicure Program only.
- This benefit is applicable for a group size of up to 10 members only.
- Prior reservation is mandatory for usage of this benefit.
- Redemption of this benefit is subject to availability.
- This benefit can be availed at all participating restaurants/hotels for dining, takeaway and in-room service. [Click here](#) for participating hotels list.
- This benefit cannot be redeemed at the following restaurants:
  - Wasabi by Morimoto
  - Orient Express
  - The 101 Dining Hall at Taj Falaknuma Palace
  - Bhairo at Taj Lake Palace
- To avail of this Epicure membership benefit, please validate your membership at the time of redemption by showing your membership card or quoting your membership number/registered mobile number. You will then receive an OTP for verification.
- This benefit is not applicable for redemption on 1st January, 14th February and 24th, 25th and 31st December
- All taxes and other charges, as applicable, shall be paid by the member.
- The discount will be calculated on bill value excluding taxes.
- This benefit cannot be clubbed with other offers, other discounted or package rates, and special promotions or events/banquet functions and/or bookings.
- No two or more discounts can be clubbed to avail this benefit.
- This benefit cannot be renewed or exchanged against cash.
- Any dispute pertaining to the use of this benefit shall be governed by the laws of India, and the parties submit to the exclusive jurisdiction of the courts at Mumbai.
- IHCL will not be responsible for and will not replace lost or stolen benefits
- F&B discount is not applicable at Ginger hotels, Tree of Life hotels, and āma stays
- The Member must be present to avail the benefit.
- This benefit can be used for multiple transactions.

#### **25% Discount on Qmin Food Deliveries:**

- This benefit is governed by the terms & conditions of the Epicure Program available on [Link](#)
- This benefit is applicable only for food order delivery placed via the Qmin mobile application only and is not valid on orders placed via phone or other means. (The Qmin Mobile Application can be downloaded from Google Play Store or Apple App Store.)
- This benefit is applicable for orders valued above INR 1,500 (excluding taxes) only.
- This benefit code, when used on Qmin mobile application entitles the user to a discount of 25% on food order deliveries from the participating restaurants across hotels and does not include any other offerings or services.
- This benefit can be used by the members of the Epicure Program only.

- The discount will be calculated on bill value excluding taxes.

- This benefit code must be applied while placing the order and cannot be applied once the order is placed.
- All taxes and other charges, as applicable, shall be paid by the member.
- This benefit cannot be clubbed with any other benefits, offers or promotions.
- This benefit cannot be renewed or exchanged against cash.
- Any dispute pertaining to the use of this benefit shall be governed by the laws of India and the parties submit to the exclusive jurisdiction of the courts at Mumbai.
- IHCL will not be responsible for and will not replace lost or stolen benefits

### **20% Discount on Spa:**

- This benefit is governed by the terms & conditions of the Epicure Program as available on [Link](#)
- This benefit entitles the Epicure Program members to avail a savings of 20% on the services offered by J Wellness Circle/Jiva Spa's across participating hotels.
- This benefit can be used by the members of the Epicure Program only.
- Prior reservation is mandatory to use this benefit.
- Redemption of this benefit is subject to availability.
- To avail of this Epicure membership benefit, please validate your membership at the time of redemption by showing your membership card or quoting your membership number/ registered mobile number. You will then receive an OTP for verification.
- This benefit is not applicable for redemption on 1st January, 14th February and 24th, 25th and 31st December.
- This benefit is only applicable at Taj, SeleQtions, Gateway and Vivanta Hotels across the globe. [Click here](#) for participating hotels list.
- All taxes and other charges, as applicable, shall be paid by the member.
- This benefit cannot be clubbed with any other benefits, offers or promotions.
- This benefit cannot be renewed or exchanged against cash.
- Any dispute pertaining to the use of this benefit shall be governed by the laws of India and the parties submit to the exclusive jurisdiction of the courts at Mumbai.
- IHCL will not be responsible for and will not replace lost or stolen benefits
- The Member must be present to avail this benefit.
- This benefit can be used for multiple transactions.
- This benefit is not applicable on discounted, or package rates offered and is applicable solely on Spa services.

### **One Night Stay inclusive of Breakfast for Two Persons Vouchers:**

- This voucher is governed by the terms & conditions of the Epicure Program as available on [Link](#)
- This voucher entitles the Epicure Program member to a one-night room stay and breakfast for two persons only in the base category room of the hotel and does not include any other offerings or services.
- This voucher is non-transferable and can only be redeemed by the Epicure Member for his/her stay.
- This voucher is valid for use within India only at participating hotels. [Click here](#) for participating hotels list.
- This voucher is not applicable at any of the Taj Palaces, Taj Safaris or amã Stays & Trails , Ginger and Tree of life.
- Prior reservation is mandatory for usage of this voucher.
- Redemption of this voucher is subject to availability.

- To avail of this Epicure membership benefit, please validate your membership at the time of redemption by showing your membership card or quoting your membership number/ registered mobile number. You will then receive an OTP for verification.
- Reservation against this voucher will be subject to room allocation control and the hotels reserve the right to close out bookings under this category.
- All taxes and other charges, as applicable, shall be paid by the member at the time of using this voucher.
- This voucher is not applicable for redemption from 24th December to 5th January, 14th February and on select weekends, public holidays & festivals.
- This voucher cannot be clubbed with any other vouchers, offers or promotions.
- This voucher cannot be renewed or exchanged against cash.
- Any dispute pertaining to the use of this voucher shall be governed by the laws of India and the parties submit to the exclusive jurisdiction of the courts at Mumbai.
- IHCL will not be responsible for and will not replace lost or stolen vouchers
- The Member must be present to avail this benefit.

#### Meal for Two persons:

- This voucher is governed by the terms & conditions of the Epicure Program as available on [Link](#)
- This voucher entitles the bearer to a one-time set-meal for two persons only at the participating All-Day Dining restaurants across hotels and does not include any other offerings or services.
- The set meal is a selection of 3 course veg / non-veg menu options curated by the hotel. The choice of meats in the non-veg menu options offered will include Chicken / Mutton / Select Fish and will not include any other sea food or imported meats.
- This voucher can be utilized on all days of the week.
- This voucher is applicable at the designated All-Day Dining restaurant(s) only, and not at any other restaurant of the participating hotels. [Click here](#) for participating hotels list.
- Prior reservation is mandatory for usage of this voucher.
- To make a reservation and redeem this voucher, please call the participating All-Day Dining restaurant directly to check for applicability and availability.
- Redemption of this voucher is subject to availability.
- This voucher is valid for use within India only.
- This voucher is not applicable at any of the Taj Palaces, Taj Safaris or amã Stays & Trails , Ginger and Tree of life.
- To avail of this Epicure membership benefit, please validate your membership at the time of redemption by showing your membership card or quoting your membership number/ registered mobile number. You will then receive an OTP for verification.
- All taxes and other charges, as applicable, shall be paid by the bearer.
- This benefit is not applicable for redemption from 1st January, 14th February and 24th, 25th and 31st December
- This voucher cannot be clubbed with any other vouchers, offers or promotions.
- This voucher cannot be renewed or exchanged against cash.
- Any dispute pertaining to the use of this voucher shall be governed by the laws of India and the parties submit to the exclusive jurisdiction of the courts at Mumbai.
- IHCL will not be responsible for and will not replace lost or stolen vouchers.
- The Member must be present to avail this benefit.

**Complimentary ½ KG Celebration Cake in Member's Birthday Month:**

- This benefit is governed by the terms & conditions of the Epicure Program as available on [Link](#)
- This voucher entitles only the Epicure Program member to a one-time ½ KG Celebration Cake at any of the participating restaurants across hotels on any day across his/her Birthday month and does not include any other offerings or services.
- This voucher is applicable only during member's birthday month, as registered with Epicure Program.
- This voucher is applicable on dine-in and takeaway. It is not valid for delivery.
- Prior reservation is mandatory for usage of this voucher.
- To redeem this voucher and make a reservation, please call the participating restaurant directly to check for applicability and availability.
- Redemption of this voucher is subject to availability.
- This voucher is non-transferable and can only be redeemed by the Epicure Member for his/her use.
- This voucher is valid for use within India only.
- This voucher is not applicable at any of the Taj Palaces, Taj Safaris or amã Stays & Trails. [Click here](#) for participating hotels list.
- To avail of this Epicure membership benefit, please validate your membership at the time of redemption by showing your membership card or quoting your membership number/ registered mobile number. You will then receive an OTP for verification.
- All taxes and other charges, as applicable, shall be paid by the bearer.
- This voucher cannot be clubbed with any other vouchers, offers or promotions.
- This voucher cannot be renewed or exchanged against cash.
- Any dispute pertaining to the use of this voucher shall be governed by the laws of India and the parties submit to the exclusive jurisdiction of the courts at Mumbai.
- IHCL will not be responsible for and will not replace lost or stolen vouchers.
- The Member must be present to avail this benefit.

#### **Pool Access + Set-lunch + Glass of Wine at a Special Price for up to Four Persons:**

- This voucher is governed by the terms & conditions of the Epicure Program as available on [Link](#)
- This voucher entitles the Epicure Program member to a one-time, day-only access to the pool along with a Set-Lunch and Glass of Wine at a special price of INR 3,000 plus taxes per person and other applicable charges per person for up to four persons at any of the participating hotels and does not include any other offerings or services.
- The set meal is a selection of 3-course veg / non-veg menu options curated by the hotel. The choice of meats in the non-veg menu options offered will include Chicken / Mutton / Select Fish and will not include any other sea food or imported meats.
- This voucher is non-transferable and can only be redeemed by the Epicure Member for his/her use.
- Prior reservation is mandatory for usage of this voucher.
- To redeem this voucher and make a reservation, please call the participating hotel directly to check for applicability and availability.
- Redemption of this voucher is subject to availability.
- To avail of this Epicure membership benefit, please validate your membership at the time of redemption by showing your membership card or quoting your membership number/ registered mobile number. You will then receive an OTP for verification.
- This voucher is valid for use within India only.

- This voucher is not applicable at any of the Taj Palaces, Taj Safaris or amã Stays & Trails. [Click here](#) for participating hotels list.
- This voucher is not applicable for redemption from 24th December to 5th January, 14th February and on select weekends, public holidays & festivals.
- This voucher cannot be clubbed with any other vouchers, offers or promotions.
- This voucher cannot be renewed or exchanged against cash.
- Any dispute pertaining to the use of this voucher shall be governed by the laws of India and the parties submit to the exclusive jurisdiction of the courts at Mumbai.
- IHCL will not be responsible for and will not replace lost or stolen vouchers.
- The Member must be present to avail this benefit.

#### **Sixty Minute Spa Treatment and Access to Sauna and Steam for One Person:**

- This voucher is governed by the terms & conditions of the Epicure Program as available on [Link](#)
- This voucher entitles the bearer to a one-time complimentary sixty-minute spa treatment and access to sauna and steam for one person at the J Wellness Circle/Jiva Spa's across participating hotels and does not include any other offerings or services.
- Prior reservation is mandatory for usage of this voucher.
- To redeem this voucher and make a reservation, please call the J Wellness Circle/Jiva Spa's at the participating hotel directly to check for applicability and availability.
- Redemption of this voucher is subject to availability.
- To avail of this Epicure membership benefit, please validate your membership at the time of redemption by showing your membership card or quoting your membership number/ registered mobile number. You will then receive an OTP for verification.
- This voucher is valid for use within India only.
- This voucher is not applicable at Anand Kashi by the Ganges, Rishikesh - IHCL SeleQtions
- This voucher is not applicable at any of the Taj Palaces, Taj Safaris or amã Stays & Trails. [Click here](#) for participating hotels list.
- All taxes and other charges, as applicable, shall be paid by the member.
- This benefit is not applicable for redemption from 1st January, 14th February and 24th, 25th and 31st December
- This voucher cannot be clubbed with any other vouchers, offers or promotions.
- This voucher cannot be renewed or exchanged against cash.
- Any dispute pertaining to the use of this voucher shall be governed by the laws of India and the parties submit to the exclusive jurisdiction of the courts at Mumbai.
- IHCL will not be responsible for and will not replace lost or stolen vouchers
- The Member must be present to avail this benefit.

#### **One-time One-Level Room Upgrade for One Night:**

- This voucher is governed by the terms & conditions of the Epicure Program as available on [Link](#)
- This voucher entitles the bearer to a one-time one-level room upgrade for one night booked directly at Best Available Rate at any of the participating hotels and does not include any other offerings or services.

- This voucher is not valid for an upgrade to a room category higher than the base category suite(or equivalent room, as per the hotel nomenclature) of the respective hotel.
- Prior reservation is mandatory for usage of this voucher.
- To redeem this voucher and make a reservation, please call the participating hotel directly to check for applicability and availability.
- Redemption of this voucher is subject to availability.
- To avail of this Epicure membership benefit, please validate your membership at the time of redemption by showing your membership card or quoting your membership number/ registered mobile number. You will then receive an OTP for verification.
- The upgrade will not include airport transfer(s) or any other service which is deemed as an outsourced service by the participating hotel.
- Only the occupants of the room being upgraded, and no other persons, are eligible to avail the benefits of the upgraded room.
- This voucher is valid for use within India only.
- This voucher is not applicable at any of the Taj Palaces, Taj Safaris or amã Stays & Trails. [Click here](#) for participating hotels list.
- All taxes and other charges, as applicable, shall be paid by the member.
- This benefit is not applicable for redemption from 1st January, 14th February and 24th, 25th and 31st December
- This voucher cannot be clubbed with any other vouchers, offers, or promotions.
- This voucher cannot be renewed or exchanged against cash.
- Any dispute pertaining to the use of this voucher shall be governed by the laws of India, and the parties submit to the exclusive jurisdiction of the courts at Mumbai.
- IHCL will not be responsible for and will not replace lost or stolen vouchers
- The Member must be present to avail this benefit.

### **20% Discount on Best Available Rates at City & Resort Hotels:**

- This voucher is governed by the terms & conditions of the Epicure Program as available on [Link](#)
- This voucher entitles the bearer to avail a one-time discount of 20% on nights at any of the participating Taj City and Resort Hotels and does not include any other offerings or services.
- For stays lasting longer than five consecutive nights, the 20% shall be applicable on Best Available Rate for the first five consecutive nights only. The charges for all other nights shall be paid at actuals by the bearer.
- To avail of this Epicure membership benefit, please validate your membership at the time of redemption by showing your membership card or quoting your membership number/ registered mobile number. You will then receive an OTP for verification.
- This voucher is only applicable at the participating Taj City and Resort hotels. [Click here](#) for participating hotels list.
- Prior reservation is mandatory for usage of this voucher.
- Reservation against this voucher will be subject to room allocation control and the hotels reserve the right to close out bookings under this category.
- Redemption of this voucher is subject to availability.
- This voucher is valid for use within India only at participating hotels.
- All taxes and other charges, as applicable, shall be paid by the member.
- This benefit is not applicable for redemption on and from 1st January, 14th February and 24th, 25th and 31st December

- This voucher cannot be clubbed with any other vouchers, offers or promotions.
- This voucher cannot be renewed or exchanged against cash.
- Any dispute pertaining to the use of this voucher shall be governed by the laws of India and the parties submit to the exclusive jurisdiction of the courts at Mumbai.
- IHCL will not be responsible for and will not replace lost or stolen vouchers.
- The Member must be present to avail this benefit at the time of check-in.

### **20% Discount on Best Available Rates for Room/Suite Stay at Taj Palaces**

- This voucher is governed by the terms & conditions of the Epicure Program as available on [Link](#)
- This voucher entitles the bearer to avail a one-time discount of 20% on nights at any of the participating Taj Palaces and does not include any other offerings or services.
- For stays lasting longer than five consecutive nights, the 20% discount shall be applicable on Best Available Rate for the first five consecutive nights only. The charges for all other nights shall be paid at actuals by the bearer.
- To avail of this Epicure membership benefit, please validate your membership at the time of redemption by showing your membership card or quoting your membership number/ registered mobile number. You will then receive an OTP for verification.
- This voucher is only applicable at the participating Taj Palaces. [Click here](#) for participating hotels list.
- Reservation against this voucher will be subject to room allocation control and the hotels reserve the right to close out bookings under this category.
- Prior reservation is mandatory for usage of this voucher.
- Redemption of this voucher is subject to availability.
- All taxes and other charges, as applicable, shall be paid by the member.
- This benefit is not applicable for redemption on and from 1st January, 14th February and 24th, 25th and 31st December
- This voucher is valid for use within India, only at participating hotels.
- This voucher cannot be clubbed with any other vouchers, offers, or promotions.
- This voucher cannot be renewed or exchanged against cash.
- Any dispute pertaining to the use of this voucher shall be governed by the laws of India and the parties submit to the exclusive jurisdiction of the courts at Mumbai.
- IHCL will not be responsible for and will not replace lost or stolen vouchers
- The Member must be present to avail this benefit at the time of check-in.

### **20% Discount on Best Available Rates for Room/Suite Stay at Taj Safaris**

- This voucher is governed by the terms & conditions of the Epicure Program as available on [Link](#)
- This voucher entitles the bearer to avail a one-time discount of 20% on nights at any of the participating Taj Safaris and does not include any other offerings or services.
- For stays lasting longer than five consecutive nights, the 20% discount shall be applicable on Best Available Rate for the first five consecutive nights only. The charges for all other nights shall be paid at actuals by the bearer.
- This voucher is only applicable at the participating Taj Safaris. [Click here](#) for participating hotels list.
- Prior reservation is mandatory for usage of this voucher.
- Reservation against this voucher will be subject to room allocation control and the hotels reserve the right to close out bookings under this category.

- Redemption of this voucher is subject to availability.
- To avail of this Epicure membership benefit, please validate your membership at the time of redemption by showing your membership card or quoting your membership number/ registered mobile number. You will then receive an OTP for verification.
- This voucher is valid for use within India only at participating hotels.
- This voucher is not applicable at Meghauli Serai, Chitwan National Park
- All taxes and other charges, as applicable, shall be paid by the member.
- This benefit is not applicable for redemption on and from 1st January, 14th February and 24th, 25th and 31st December.
- This voucher cannot be clubbed with any other vouchers, offers or promotions.
- This voucher cannot be renewed or exchanged against cash.
- Any dispute pertaining to the use of this voucher shall be governed by the laws of India and the parties submit to the exclusive jurisdiction of the courts at Mumbai.
- IHCL will not be responsible for and will not replace lost or stolen vouchers.
- The Member must be present to avail this benefit at the time of check-in.

### **Access to The Taj Club Lounge with Tea/Coffee Service for Two Persons**

- This voucher is governed by the terms & conditions of the Epicure Program as available on [Link](#)
- This voucher entitles the Epicure Program Privileged member, and one accompanying guest, to an access to The Taj Club lounge along with a complimentary tea/coffee service at any of participating Taj hotels in India and does not include any other offerings or services.
- This voucher is non-transferable and can only be redeemed by the Epicure Member for his/her use.
- 04 Taj Club Lounge access vouchers are awarded with Epicure Privileged membership.
- To redeem this voucher and make a reservation, please call the participating Taj Hotel directly.
- Member must present the voucher and the Epicure Membership card at the time of redemption.
- This voucher is not applicable at any Taj Palaces, Taj Safaris or amã Stays & Trails properties.
- All taxes and other charges, as applicable, shall be paid by the member.
- Redemption of this voucher is subject to availability.
- This benefit is not applicable for redemption on 1st January, 14th February, 24th, 25th and 31st December.
- This voucher is valid for use within India only, till the Valid till date mentioned on the voucher
- This voucher cannot be clubbed with any other vouchers, offers or promotions
- Participating Taj Club Lounges voucher list includes;
  1. Taj Bangalore, Bengaluru.
  2. Taj Bengal, Kolkata.
  3. Taj Chandigarh.
  4. Taj City Centre New Town, Kolkata
  5. Taj City Centre, Gurugram.
  6. Taj Coromandel, Chennai.
  7. Taj Krishna, Hyderabad.
  8. Taj Lands End, Mumbai.
  9. Taj Mahal, New Delhi.
  10. Taj Palace, New Delhi.

11. Taj Cidade de Goa Horizon, Goa.
  12. Taj Santacruz, Mumbai.
  13. Taj Swarna, Amritsar.
  14. Taj Theog Resort & Spa, Shimla.
  15. Taj West End, Bengaluru
- This voucher cannot be renewed or exchanged against cash.
  - Any dispute pertaining to the use of this voucher shall be governed by the laws of India and the parties submit to the exclusive jurisdiction of the courts at Mumbai.
  - IHCL will not be responsible for and will not replace stolen vouchers.
  - The Member must be present to avail this benefit at the time of check-in.
  - To avail of this Epicure membership benefit, please validate your membership at the time of redemption by showing your membership card or quoting your membership number/registered mobile number. You will then receive an OTP for verification.

### **Complimentary Taj Innercircle NeuPass Membership Tier:**

- This benefit is governed by the terms & conditions of the Epicure Program as available on [Link](#)
- This benefit is governed by the terms & conditions of the Tata Neu Customer Programme as available on [Link](#)
- This benefit entitles an Epicure Preferred member to be upgraded to Taj Innercircle NeuPass Silver tier status and an Epicure Privileged member to be upgraded to Taj Innercircle NeuPass Gold tier status and does not include any other offerings or services.
- Taj Innercircle NeuPass Membership Tier benefits will be provided as mentioned on [Link](#)
- In case a member has multiple Epicure memberships, NeuPass membership tier benefits will be allocated basis only for 1 of the Epicure membership plan that is purchased
- Multiple NeuPass Tier memberships will not be clubbed in case of multiple Epicure membership purchases
- This benefit cannot be renewed or exchanged against cash.
- This benefit is non-transferable
- Any dispute pertaining to the use of this voucher shall be governed by the laws of India, and the parties submit to the exclusive jurisdiction of the courts at Mumbai.

### **Taj Innercircle NeuPass Membership Silver Tier Terms & Conditions:**

- A Silver tier member will earn 5 NeuCoins for every INR 100 of eligible spends, net of taxes at participating IHCL Hotels except Tree of Life and Ginger Hotels.
- A Silver tier member will earn 4 NeuCoins for every INR 100 of eligible spends, net of taxes at participating Ginger Hotels.
- Member Points/NeuCoins can be redeemed and gifted in the form of Taj Experience Gift Cards to friends and/or family of the Member, for a minimum amount of INR 1000.
- A Silver tier member will be eligible for a 2-hour late-checkout, subject to availability.
- Tree of Life Resorts & Hotels are currently not eligible to Earn/Redeem NeuCoins under NeuPass loyalty membership program.
- All NeuPass Members benefits & vouchers are not applicable at Tree of Life Resorts & Hotels.

### *Exclusive Member Rates for Taj InnerCircle NeuPass Silver Tier Member*

- A Silver tier member can avail a 10% Savings on Best Available Rates (BAR) through the year for room reservations applicable for Room only and Breakfast inclusive rates on direct bookings, [here](#).
- A valid Membership number should be provided at the time of booking for further verification during check-in. Please note, the participating hotel where such booking is made, has the liberty to cancel or amend rates in the event that member details are not provided prior to check-in.

- The offer is available at participating Taj, SeleQtions, Gateway, Vivanta and Ginger Hotels and ama Stays & Trails only and is subject to room availability.
- Maximum length of stay at any of the participating hotels is 30 nights. For stays more than 30 nights, prior, written approval from the participating hotel is necessary. Each participating hotel reserves the right to refuse bookings of such nature as well as apply special rates.
- Members are eligible to earn member points /NeuCoins only on direct bookings made via Taj Website, Taj Reservation Worldwide, IHCL Regional Reservation Office or Hotel Reservation Office. Any bookings made via third party sites will not be eligible for Member points/NeuCoins.
- This benefit is governed by the terms & conditions of the Tata Neu Customer Programme as available on [Link](#)

#### Taj Innercircle NeuPass Membership Gold Tier Terms & Conditions:

- A Gold tier member will earn 7 NeuCoins for every INR 100 of eligible spends, net of taxes at participating IHCL Hotels except Tree of Life and Ginger Hotels.
- A Gold tier member will earn 4 NeuCoins for every INR 100 of eligible spends, net of taxes at participating Ginger Hotels.
- A Gold tier member will be eligible for a 2-hour early check-in and 2-hour late-checkout, subject to availability.
- Member Points/NeuCoins can be redeemed and gifted in the form of Taj Experience Gift Cards to friends and/or family of the Member, for a minimum amount of INR 1000.
- Tree of Life Resorts & Hotels are currently not eligible to Earn/Redeem NeuCoins under NeuPass loyalty membership program.
- All NeuPass Members benefits & vouchers are not applicable at Tree of Life Resorts & Hotels.

#### *Exclusive Member Rates for Taj InnerCircle NeuPass Gold Tier Member*

- A Gold tier member can avail a 15% Savings on Best Available Rates (BAR) through the year for room reservations applicable for Room only and Breakfast inclusive rates on direct bookings, [here](#).
- A valid Membership number should be provided at the time of booking for further verification during check-in. Please note, the participating hotel where such booking is made, has the liberty to cancel or amend rates in the event that member details are not provided prior to check-in.
- The offer is available at participating Taj, SeleQtions, Gateway, Vivanta, Ginger Hotels and ama Stays & Trails only and is subject to room availability.
- Maximum length of stay at any of the participating hotels is 30 nights. For stays more than 30 nights, prior, written approval from the participating hotel is necessary. Each participating hotel reserves the right to refuse bookings of such nature as well as apply special rates.
- Members are eligible to earn member points/NeuCoins only on direct bookings made via Taj Website, Taj Reservation Worldwide, IHCL Regional Reservation Office or Hotel Reservation Office. Any bookings made via third party sites will not be eligible for member points/NeuCoins.

### *20 Vouchers for upgrade to the next category of room booked*

- Each of the 20 upgrade Vouchers are applicable towards a complimentary upgrade to the next category of room booked for up to 05 consecutive nights, subject to availability at the time of check-in at any of the participating IHCL Hotels.
- The upgrade Vouchers will be applicable towards an upgrade to a room category higher than a base category suite (or equivalent room, as per the hotel nomenclature).
- One upgrade voucher is applicable towards one upgrade for one room only, per stay.
- For the voucher to be applicable, the room must be booked in the name of the Member.
- Government taxes/levies if applicable, are payable by the Member directly at the participating hotel when using each of the E-Vouchers.

### *2 Vouchers for upgrade to Taj Club Rooms*

- This upgrade does not include airport transfer/s and any other service deemed as an outsourced service by the participating hotel.
- Taj Club room benefits are only applicable to the occupants of this room category. Non-residents and/or non-occupants are not allowed to use the benefits and will be charged for any such service availed.
- The hotel management reserves the right to restrict entry to the Taj Club lounge.
- Taj Club rules and regulations will apply.
- Upgrades are subject to availability at the time of check-in.
- These vouchers are non-transferable and their validity cannot be extended.
- Each of the vouchers must to be utilised within 365 days from the date of issue.
- Withdrawal of this category of voucher is at the sole discretion of the Programme management.