

HSBC Taj Credit Card | Vouchers & Benefits Terms And Conditions

General

- 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.
- The Benefits & Vouchers of the HSBC Taj Credit Card Program offered by The Indian Hotels Company Limited (IHCL) are 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, benefits, pertaining to the HSBC Taj Credit Card Program at its sole discretion, with or without notice.
- Benefits cannot be bartered, sold, transferred by HSBC Taj Credit Card customers or encashed by Customers at any point of time. Any benefit which IHCL deems to have been transferred, sold or assigned by the customer in violation of the HSBC Taj Credit Card Program rules may be deemed invalid and/or cancelled and further lead to immediate cancellation of the said benefits.
- All interpretations of the Terms and Conditions and Benefits shall be at the sole discretion of IHCL.
- All Benefits of the HSBC Taj Credit Card Program are meant for personal / individual use only and cannot be used for group bookings or reservations. Any use of HSBC Taj Credit Card Program Benefits for non-personal use or group bookings and/or reservations may lead to immediate cancellation at the sole discretion of IHCL.
- All communication will be sent to the address (postal or email) available as per Customer records and it is the responsibility of the Customer to inform the HSBC Taj Credit Card Customer 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 Customer and IHCL bears no responsibility for communication not received or lost in the mail or courier.
- IHCL reserves the right to grant or refuse or discontinue or revoke benefits of HSBC Taj Credit Card Program at its sole discretion. Discontinued/ revoked benefits may result in the loss of all Benefits and privileges and forfeiture of any unfulfilled reservations, products or services sought to be availed.
- Notwithstanding any provision contained herein, IHCL also reserves the right to discontinue benefits of any HSBC Taj Credit Card Customer 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 benefits may result in the loss of all Benefits and forfeiture of any unfulfilled reservations, products or services sought to be availed.
- Each Customer is responsible for remaining knowledgeable about the HSBC Taj Credit Card program rules, and ensuring that his/her updated details (email id, mobile number, and communication postal address) are captured on the HSBC Taj Credit Card Program records. The HSBC Taj Credit Card Program team may send correspondence to active Customers 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.
- Benefits do not constitute property of the Customers. Except as specifically provided herein, no accrued HSBC Taj Credit Card Benefits are transferable in the event of death, disputes or otherwise. In the event of death, the HSBC Taj Credit Card Program Benefits shall stand cancelled.
- Benefits and privileges offered by Participating Hotels may vary. All Benefits may not be available at all the Participating Hotels. If IHCL, or any partner, denies a HSBC Taj Credit Card Customer a Benefit for any reason whatsoever, IHCL will not be liable to make any payment to the Customer or compensate him/her in anyway.
- IHCL is not responsible, and assumes no liability, for changes or discontinuance of services provided by any Participating Establishment, that may affect the Program Benefits offered.
- Nothing in the HSBC Taj Credit Card Program is intended, or shall be construed to create or establish any agency, partnership or joint venture relationship between IHCL and any partners or Customers.
- IHCL will not be responsible for fraudulent usage of any of the HSBC Taj Credit Card program benefits.
- The information the Customer provides to the Company shall be processed according to the Company's Privacy Policy. In choosing to become an HSBC Taj Credit Card Customer, the Customer consents to sharing of any information provided by the Customer 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 HSBC Taj Credit Card Program Customer Services at 1800 569 1111, or any other number as updated from time to time, for any queries. The list of Participating Hotels will be updated on the website <https://www.tajhotels.com/en-in/hsbctajcreditcard/participating-hotels> from time to time.
- The Benefits are not applicable and cannot be used in conjunction with other prevailing offers, vouchers, offers, promotions or discounts.
- The redemption of all HSBC Taj Credit Card Program 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).
- Prior reservation is mandatory for the use of HSBC Taj Credit Card Program Benefits.
- 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 HSBC Taj Credit Card Program in respect of the redemption of benefits and exclusive vouchers.
- HSBC Taj Credit Card Program Benefits will not be valid during the blackout dates at the Participating Establishment(s).
- The Benefits provided as a part of the HSBC Taj Credit Card Program cannot be transferred, altered, renewed or exchanged against cash or any other forms of products or services excepting those indicated on the voucher.
- The exclusive vouchers provided to the HSBC Taj Credit Card Program Customer at the time of enrolment or renewal, unless specifically provided on such vouchers that the same are non-transferable and/or for use by Customer only.
- All applicable taxes and charges shall be payable by the Customer / 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 HSBC Taj Credit Card Program Customer, and paying these taxes shall be the responsibility of the Customer and/or voucher bearer.

- All 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.
- No credit or substitutions will be given for any benefits that are only partially used.

25% Discount on Food and Beverages:

- This benefit is governed by the terms & conditions of HSBC Taj Credit Card available on [Link](#)
- This benefit entitles the HSBC Taj Credit Card Customers to avail a savings of twenty five percent 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 customers of the HSBC Taj Credit Card only.
- This benefit is applicable for a group size of up to 10 customers 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, take away and in-room service. [Click here](#) for participating hotels.
- 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 HSBC Taj Credit Card benefit, please validate at the time of redemption by quoting your HSBC Taj Credit Card registered mobile number. You will then receive an OTP for verification which needs to be provided to complete the verification.
- HSBC Taj Credit Card Customers must carry the metal HSBC Taj Credit Card in person to complete the verification at the time of redemption.
- This benefit is not applicable for redemption on blackout dates at the participating hotels.
- All taxes and other charges (including cover charge), as applicable, shall be paid by the customer.
- Discount will be calculated on bill value excluding taxes.
- To avail of this HSBC Taj Credit Card benefit, all taxes and other charges, as applicable, shall be paid using the HSBC Taj Credit Card only
- This voucher is not applicable at any of the Ginger, Tree of Life, Ginger or amã Stays & Trails.
- This benefit cannot be clubbed with any other benefits, offers or promotion.
- 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 stolen benefits

25% Discount on Qmin Food Deliveries:

- This benefit is governed by the terms & conditions of the HSBC Taj Credit Card available on [Link](#)
- This benefit is applicable 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 order value above INR 1,500 (excluding taxes) only.
- This benefit code when used on Qmin mobile application entitles the user to a discount of twenty five percent 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 customers of the HSBC Taj Credit Card only.
- 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.
- To avail of this HSBC Taj Credit Card benefit, all taxes and other charges, as applicable, shall be paid using the HSBC Taj Credit Card only
- All taxes and other charges, as applicable, shall be paid by the customer.
- 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 stolen benefits

25% Discount on Spa:

- This benefit is governed by the terms & conditions of the HSBC Taj Credit Card as available on [Link](#)
- This benefit entitles the HSBC Taj Credit Card Customer to avail a savings of twenty five percent on the services offered by J Wellness Circle/Jiva Spa's across participating hotels. [Click here](#) for participating hotels.
- This benefit can be used by the customers of the HSBC Taj Credit Card only.
- Prior reservation is mandatory for usage of this benefit.
- Redemption of this benefit is subject to availability.
- To avail of this HSBC Taj Credit Card benefit, please validate at the time of redemption by quoting your HSBC Taj Credit Card registered mobile number. You will then receive an OTP for verification which needs to be provided to complete the verification.
- HSBC Taj Credit Card Customers must carry the metal HSBC Taj Credit Card in person to complete the verification at the time of redemption.
- This benefit is not applicable for redemption on blackout dates at the participating hotels.
- To avail of this HSBC Taj Credit Card benefit, all taxes and other charges, as applicable, shall be paid using the HSBC Taj Credit Card only
- All taxes and other charges, as applicable, shall be paid by the customer.
- 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 stolen benefits

25% Savings on Best Available Rates (BAR)

- This benefit is governed by the terms & conditions of HSBC Taj Credit Card available on [Link](#)
- This benefit entitles the HSBC Taj Credit Card Customers to avail 25% Savings on Best Available Rates (BAR) through the year for room reservations applicable for Room only and Breakfast inclusive rates on direct bookings
- This benefit can be used by the customers of the HSBC Taj Credit Card only.
- Redemption of this benefit is subject to availability.
- All taxes and other charges, as applicable, shall be paid by the customer.
- To avail of this HSBC Taj Credit Card benefit, all taxes and other charges, as applicable, shall be paid using the HSBC Taj Credit Card only
- A valid HSBC Taj Credit Card should be provided at the time of booking and for further verification during check-in.
- HSBC Taj Credit Card Customers must carry the metal HSBC Taj Credit Card in person to complete the verification at the time of redemption.
- To avail of this HSBC Taj Credit Card benefit, please validate at the time of redemption by quoting your HSBC Taj Credit Card registered mobile number. You will then receive an OTP for verification which needs to be provided to complete the verification.
- The participating hotel where such booking is made, has the liberty to cancel or amend rates in the event that customer 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.
- This benefit is not applicable at any Tree of Life properties.
- 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.
- This benefit cannot be clubbed with any other benefits, offers or promotion.
- 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 stolen benefits

2 Vouchers for One Night Stay inclusive of Breakfast for Two Persons:

- This voucher is governed by the terms & conditions of the HSBC Taj Credit Card Program available on [Link](#)
- This voucher entitles the HSBC Taj Credit Card customer to a one-night room stay and breakfast for two persons only on the base category room of the hotel and does not include any other offerings or services.
- 2 One Night Stay inclusive of Breakfast for Two Persons vouchers will be issued to the HSBC Taj Credit Card Program Customer at the time of HSBC Taj Credit Card activation or renewal
- This voucher is non-transferable and can only be redeemed by the HSBC Taj Credit Card Customer for his/her stay.
- This voucher is valid for use within India only at participating hotels. [Click here](#) for participating hotels.
- This voucher is not applicable for stay on any date between 23rd December to 15th January.
- This voucher is not applicable at any of the Taj Palaces, Taj Safaris, Tree of Life, Ginger or amã Stays & Trails.
- Prior reservation is mandatory for usage of this voucher.
- Redemption of this voucher is subject to availability.
- A valid HSBC Taj Credit Card should be provided at the time of booking and for further verification during check-in.
- HSBC Taj Credit Card Customers must carry the metal HSBC Taj Credit Card in person to complete the verification at the time of redemption.
- Mobile number registered with the HSBC Taj Credit Card should be provided at the time of booking and for further verification during check-in
- To avail of this HSBC Taj Credit Card voucher, please validate at the time of redemption by quoting your HSBC Taj Credit Card registered mobile number at the time of check-in. You will then receive an OTP for verification which needs to be provided to complete the 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.
- To avail of this HSBC Taj Credit Card voucher, all taxes and other charges, as applicable, shall be paid using the HSBC Taj Credit Card only
- All taxes and other charges, as applicable, shall be paid by the customer at the time of using this voucher.
- This voucher is not applicable for redemption on blackout dates at the 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 stolen vouchers

[Click here](#) for participating hotels.

1 Voucher for One Night Stay inclusive of Breakfast for Two Persons at Palaces:

- This voucher is governed by the terms & conditions of the HSBC Taj Credit Card Program available on [Link](#)
- This voucher entitles the HSBC Taj Credit Card Program customer to a one-night room stay and breakfast for two persons only on the base category room of the Grand Palaces and does not include any other offerings or services.
- 1 One Night Stay inclusive of Breakfast for Two Persons at Palaces voucher will be issued to the HSBC Taj Credit Card Program Customer at the time of HSBC Taj Credit Card activation or renewal
- This voucher is non-transferable and can only be redeemed by the HSBC Taj Credit Card Customer for his/her stay.
- This voucher is valid for use only at below hotels:
 - Taj Usha Kiran Palace, Gwalior
 - Jai Mahal Palace, Jaipur
 - Rambagh Palace, Jaipur
 - Taj Falaknuma Palace, Hyderabad

- Taj Fateh Prakash Palace, Udaipur
- Taj Lake Palace, Udaipur
- Taj Nadesar Palace, Varanasi
- The Taj Mahal Palace, Mumbai
- Umaid Bhawan Palace, Jodhpur
- This voucher is not applicable for stay on any date between 23rd December to 15th January.
- Prior reservation is mandatory for usage of this voucher.
- Redemption of this voucher is subject to availability.
- Mobile number registered with the HSBC Taj Credit Card should be provided at the time of booking and for further verification during check-in
- A valid HSBC Taj Credit Card should be provided at the time of booking and for further verification during check-in.
- HSBC Taj Credit Card Customers must carry the metal HSBC Taj Credit Card in person to complete the verification at the time of redemption.
- To avail of this HSBC Taj Credit Card voucher, please validate at the time of redemption by quoting your HSBC Taj Credit Card registered mobile number at the time of check-in. You will then receive an OTP for verification which needs to be provided to complete the 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.
- To avail of this HSBC Taj Credit Card voucher, all taxes and other charges, as applicable, shall be paid using the HSBC Taj Credit Card only
- All taxes and other charges, as applicable, shall be paid by the customer at the time of using this voucher.
- This voucher is not applicable for redemption on blackout dates at the 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 stolen vouchers

4 Vouchers of Meal for Two persons:

- This voucher is governed by the terms & conditions of the HSBC Taj Credit Card Program 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 participating hotels and does not include any other offerings or services.
- 4 Meal for Two Persons vouchers will be issued to the HSBC Taj Credit Card Program Customer at the time of HSBC Taj Credit Card activation or renewal
- 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 for a set-meal from Monday to Saturday only.
- 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.
- 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, Tree of Life, Ginger or amã Stays & Trails.
- HSBC Taj Credit Card Customers must carry the metal HSBC Taj Credit Card in person to complete the verification at the time of redemption.
- To avail of this HSBC Taj Credit Card voucher, please validate at the time of redemption by quoting your HSBC Taj Credit Card registered mobile number. You will then receive an OTP for verification which needs to be provided to complete the verification.
- To avail of this HSBC Taj Credit Card voucher, all taxes and other charges, as applicable, shall be paid using the HSBC Taj Credit Card only
- All taxes and other charges, as applicable, shall be paid by the bearer.
- This voucher is not applicable for redemption on blackout dates at the participating restaurants across 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.

4 Vouchers of Sixty Minute Spa Treatment and Access to Sauna and Steam for One Person:

- This voucher is governed by the terms & conditions of the HSBC Taj Credit Card Program 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. [Click here](#) for participating hotels.
- 4 Sixty Minute Spa Treatment and Access to Sauna and Steam for One Person vouchers will be issued to the HSBC Taj Credit Card Program Customer at the time of HSBC Taj Credit Card activation or renewal
- 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.
- HSBC Taj Credit Card Customers must carry the metal HSBC Taj Credit Card in person to complete the verification at the time of redemption.
- To avail of this HSBC Taj Credit Card voucher, please validate at the time of redemption by quoting your HSBC Taj Credit Card registered mobile number. You will then receive an OTP for verification which needs to be provided to complete the 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, Tree of Life or amã Stays & Trails.
- To avail of this HSBC Taj Credit Card voucher, all taxes and other charges, as applicable, shall be paid using the HSBC Taj Credit Card only.

- All taxes and other charges, as applicable, shall be paid by the customer.
- This voucher is not applicable for redemption on blackout dates at the participating restaurants across 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 stolen vouchers

12 Access Vouchers to The Taj Club Lounge for Two Persons:

- This voucher code is governed by the terms & conditions of the HSBC Taj Credit Card Program available on [Link](#)
- 12 Taj club lounge access vouchers are awarded with HSBC Taj Credit Card and entitles the customer, and one accompanying guest, a one-time only access per month to The Taj Club lounge along with a complimentary tea/coffee service at any of participating Taj hotels and does not include any other offerings or services.
- These vouchers will be issued to the HSBC Taj Credit Card Program Customer at the time of HSBC Taj Credit Card activation or renewal.
- This voucher is non-transferable and can only be redeemed by the HSBC Taj Credit Card Customer for his/ her use.
- To redeem this voucher and make a reservation, please call the participating Taj Hotel directly.
- This voucher is only applicable at the participating Taj City and Resort hotels. [Click here](#) for participating hotels.
- 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 HSBC Taj Credit Card voucher, please validate at the time of redemption by quoting your HSBC Taj Credit Card registered mobile number. You will then receive an OTP for verification which needs to be provided to complete the verification.
- This voucher is valid for use within India only at participating hotels.
- This voucher is not applicable at any Taj Palaces, Taj Safaris, Tree of Life or amã Stays & Trails properties.
- To avail of this HSBC Taj Credit Card voucher, all taxes and other charges, as applicable, shall be paid using the HSBC Taj Credit Card only.
- All taxes and other charges, as applicable, shall be paid by the customer.
- This voucher is not applicable for redemption on blackout dates at the 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 stolen vouchers.

12 Access Vouchers to The Chambers Lounge for Two Persons T&C's:

- This voucher code is governed by the terms & conditions of the HSBC Taj Credit Card Program available on [Link](#)
- 12 The Chambers lounge access vouchers are awarded with HSBC Taj Credit Card and entitles the customer and one accompanying guest, a one-time only access per month for 2 hours to The Chambers at any of participating Taj hotels and does not include any other offerings or services.
- This voucher is non-transferable and can only be redeemed by the HSBC Taj Credit Card Customer for his/ her use.
- To redeem this voucher and make a reservation, please call the participating Taj Hotel directly.
- This voucher is valid for use only at the below hotel's The Chambers lounge:
 - Taj Bengal, Kolkata
 - Taj Coromandel, Chennai
 - Taj Krishna, Hyderabad
 - Taj Lands End, Mumbai
 - Taj Mahal, New Delhi
 - The Taj Mahal Palace, Mumbai
 - Taj West End, Bengaluru
- Prior reservation is mandatory for usage of this voucher.
- Redemption of this voucher is subject to availability at the Chambers lounge.
- To avail of this HSBC Taj Credit Card voucher, please validate at the time of redemption by quoting your HSBC Taj Credit Card registered mobile number. You will then receive an OTP for verification which needs to be provided to complete the verification.
- This voucher is valid for use within India only at participating hotels.
- All taxes and other charges, as applicable, shall be paid by the customer.
- Dress code is mandatory to access The Chambers Lounge which only includes Formal with closed shoes, National Dress, Smart Casuals. Shorts, Active wear and Slippers are not allowed as part of the dress code in the Chamber Lounge
- Minimum age limit to enter The Chambers Lounge is 18 years
- This voucher is not applicable for redemption on blackout dates at the 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 stolen vouchers

12 Access Vouchers to the Pool for Two Persons:

- 12 Pool access voucher entitles the HSBC Taj Credit Card Program customer, and one accompanying guest, to a one-time only pool access per month at any of participating Taj hotels and does not include any other offerings or services.
- This voucher is non-transferable and can only be redeemed by the HSBC Taj Credit Card Customer for his/ her use.
- To redeem this voucher and make a reservation, please call the participating Taj Hotel directly.

- Prior reservation is mandatory for usage of this voucher.
- Redemption of this voucher is subject to availability.
- To avail of this HSBC Taj Credit Card voucher, please validate at the time of redemption by quoting your HSBC Taj Credit Card registered mobile number. You will then receive an OTP for verification which needs to be provided to complete the verification.
- This voucher is valid for use within India only at participating hotels.
- All taxes and other charges, as applicable, shall be paid by the customer.
- This voucher is not applicable for redemption on blackout dates at the 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 stolen voucher.

HSBC Taj Credit Card Credit Card Wallet T&Cs

- HSBC Taj Credit Card Wallet is governed by the terms & conditions of HSBC Taj Credit Card available on [Link](#)
- HSBC Taj Credit Card Credit Card Wallet balance may be redeemed for spends towards rooms, food and beverages, spa and other services and applicable taxes without restrictions at Taj, SeleQtions, Gateway, Vivanta hotels and Ama Trails & Stays in India, except for retail spends at third-party outlets, business centre equipment hire, hired services from third party sources, expenses on banquets, conferences, and events, or expenses of a personal nature for which a pay-out is raised such as buying medicines, repairs of personal items, etc. and payment for any membership program. This does not include Tree of Life Resorts, Ginger Hotels. NeuPass: NeuCoins, TAP Points, TAPPM Points will not be earned on charges which are paid using HSBC Taj Credit Card Credit Card Wallet. HSBC Taj Credit Card Credit Card Wallet cannot be used for settling the bills for stays on the Friends and Family and Special Employee Benefit offers.
- HSBC Taj Credit Card Credit Card Wallet can be redeemed for all valid spends at the aforesaid hotels and at Taj Reservations Worldwide for prepaid room reservations for hotels in India.
- Multiple transactions can be performed on the HSBC Taj Credit Card Credit Card Wallet until the value of the HSBC Taj Credit Card Credit Card Wallet is exhausted.
- A valid HSBC Taj Credit Card Credit Card Wallet in its original form or e-mail must be presented at the time of availing a service.
- For prepaid room reservations at Taj Reservations Worldwide the card number and PIN must be quoted when making the reservation. The entire amount must be paid via the card to secure the reservation. Please contact Taj Reservations Worldwide to process any eligible refunds from cancellations on your Card.
- HSBC Taj Credit Card Credit Card Wallet shall not be valid for use at any other service establishment or for withdrawal of cash.
- No refund, replacement or cash back would be considered against HSBC Taj Credit Card Credit Card Wallet. Once a HSBC Taj Credit Card Credit Card Wallet is issued, the company will not entertain any request for cancellation. Any defaced, torn, altered, spoiled or cancelled card is deemed invalid and shall not be accepted.
- HSBC Taj Credit Card Credit Card Wallet are cash equivalent bearer cards. The company is not responsible for lost or stolen cards and will not replace the same.
- Sale or trade of HSBC Taj Credit Card Credit Card Wallet is strictly prohibited by any third party or platform, except by authorized sellers as per the list below
- HSBC Taj Credit Card Credit Card Wallet cannot be reloaded by the bear.
- In case of query, please call please contact HSBC Taj Credit Card Services at 1800 569 1111 or email us at cardsupport@hsbc.co.in
- Redemption of the HSBC Taj Credit Card Credit Card Wallet by its bearer shall be valid discharge of the company's liabilities in respect of the HSBC Taj Credit Card Credit Card Wallet.
- Any dispute needs to be referred to The Indian Hotels Company Limited and the decision of the company shall be final.
- Any further dispute related to the card shall be subject to the exclusive jurisdiction of courts at Mumbai.
- The HSBC Taj Credit Card Credit Card Wallet is subject to applicable laws. The company, purchaser and the card bearer shall comply with all applicable laws promulgated by any statutory/judicial/competent authority from time to time in this regard.
- The company reserves the right to amend these terms and conditions from time to time.
- Any change in these terms and conditions can be viewed on our website.

Taj Innercircle NeuPass Platinum Tier Benefits

- This benefit is governed by the terms & conditions of HSBC Taj Credit Card available on [Link](#)
- This benefit entitles the HSBC Taj Credit Card Customers to be upgrade to Taj Innercircle NeuPass Platinum tier status.
- Taj Innercircle NeuPass Platinum Tier upgrade will be processed for the HSBC Taj Credit Card Program Customer at the time of HSBC Taj Credit Card activation or renewal
- A Platinum tier customer will earn 8 NeuCoins for every INR 100 of eligible spends, net of taxes at participating IHCL Hotels.
- A Platinum tier customer will earn 4 NeuCoins for every INR 100 of eligible spends, net of taxes at participating Ginger Hotels.
- Customers are eligible to earn customer 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 customer points/NeuCoins.
- A Platinum tier customer will be eligible for a 2 hour early check-in and 2-hour late check-out, subject to availability.
- Priority check-in and the convenience of an in-room check-in is subject to availability at the participating hotels.
- Please visit here for all Customer Programme Terms and Conditions and eligible spends.
- Customer Points/NeuCoins can be redeemed and gifted in the form of Taj Experience Gift Cards to friends and/or family of the Customer, for a minimum amount of INR 1000.
- For 24-hour dedicated Customer service assistance, please call 1800 11 4825 or write to us at platinum@tajhotels.com
- Tree of Life Resorts & Hotels are currently not eligible to Earn/Redeem NeuCoins under NeuPass loyalty membership program.

- All NeuPass Customers benefits & vouchers are not applicable at Tree of Life Resorts & Hotels.
- All Terms and Conditions of the Tata Neu Customer Programme will apply.

Unlimited Upgrade E-Vouchers: Enjoy complimentary upgrade E-Vouchers to the next category of room booked.

- This benefit is governed by the terms & conditions of HSBC Taj Credit Card available on [Link](#)
- Each of the upgrade E-Vouchers are applicable for a complimentary upgrade to the next category of room booked for a maximum of up to 05 consecutive nights, subject to availability at the time of check-in at any of the participating IHCL Hotels.
- None of the upgrade E-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 E-Voucher is applicable towards one upgrade for one room only, per stay.
- For the E-Voucher to be applicable, the room must be booked in the name of the Customer.
- Applicable E-Vouchers will be loaded in the Customer account, and can be availed at the hotel at the time of check-in.
- Government taxes/levies if applicable, are payable by the Customer directly at the participating hotel when using each of the E-Vouchers.

4 upgrade E-Vouchers 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 E-Vouchers are non-transferable and their validity cannot be extended.
- Each of the E-Vouchers must to be utilised within 365 days from the date of issue.
- Withdrawal of this category of E-Voucher is at the sole discretion of the Programme management.

Happy Hours at designated lounge/bars across all participating hotels

- Complimentary alcohol hours for the Customer and partner only, whilst the customer is staying in-house (resident guests only) at the participating hotel between 6:00 pm and 8:00 pm on all days of the week.
- This benefit is applicable on alcoholic and non-alcoholic beverages only and will entitle the Customer to one complimentary round of drinks.
- This benefit is valid on beverages that are served by a standard peg measure or by the glass. Ordering of bottles, including wine, is not permissible under this benefit.
- An order for multiple rounds of drinks cannot be placed in advance.
- The last order under this benefit has to be placed by 8.00pm, and has to be consumed within a reasonable time after the order has been served.
- The drinks ordered under this benefit will only be served within the designated bar premises of the participating hotel and will have to be consumed within the designated bar premises itself. The order cannot be consumed in any other outlet/area of the participating hotel. Take-away of alcohol is not permissible.
- Select Bar & Menu will be defined by the participating hotel for this benefit.
- Customers must present their membership number and/or room number beforehand to avail such benefit.