

TERMS AND CONDITIONS

The Royal Club Program and its Members are governed by the terms and conditions listed below and as part of the Membership package, Gift Certificates and the Membership App.

Royal Club, herein after referred to as the 'Program', is valid only at participating Royal Orchid and Regenta Hotels, hereinafter referred to as 'Hotels' as specified.

MEMBERSHIP

- The Program is open only to individuals above the age of 18 years (no groups, associations or corporations can enrol as members).
- The membership term (validity period) shall be for a period of 12 calendar months from the date of issuance of membership.
- Membership is non-transferable and has no cash value. All benefits are honored through to the date (inclusive) on the membership card.
- The membership is valid for use only by the member himself/ herself.
- An additional spouse membership is available without any additional cost. The expiry date shall be the same as that of the primary membership. Spouse members are entitled to the card benefits as of primary membership without any vouchers.
- The membership shall entail granting the member privileges and benefits as listed in the Program brochure and as per these terms and conditions.
- No two certificates can be used together or two discounts clubbed together.
- The conditions of use are subject to change without notice or reason.
- Billing above the specified offer or benefit is to be settled by the member directly.

DINING

- To avail the dining discounts, the minimum requirement is that two main courses must be ordered. The discounts can only be availed on the total food order and only one card may be presented per visit/ table/ party.
- The value of the specific discount shall not include central, state, local taxes, or room service orders, or at the pool side or any dining promotions and on Christmas Eve, Christmas, New Year Eve, New Year & Valentine's Day.
- Children above 5 years of age are included in the total guest count for the purpose of calculating discounts.
- Dining discounts are not valid between 20th December and 10th January.

ACCOMMODATION

- Room bookings must be made via Member Help Desk. Any bookings made through Travel Agents or Corporations are not eligible for discounts. Reservations as subject to allocation availability. Not valid on Valentine's Day, Diwali, Dusshera, Christmas Eve & New Year's Eve and between 20th December and 10th January.
- Once the booking is made and confirmed by the Hotels and should there be a "No Show", it will be treated as a paid booking. The room booking needs to be cancelled 48 hours in advance.
- Failure to show up for a room booking will result in the cancellation of the certificate.
- Children above 7 years will be charged for extra bed (as per hotel policy).
- Unless otherwise stated, the accommodation benefits are subject to allocation and availability. A limited number of rooms maybe available during periods of expected high Hotels occupancy and blackout dates may apply during peak periods.
- A valid original photo identity proof must be provided for all guests staying at the Hotels.
- Certificates are not valid in December & January in Goa, Jaipur and from April to June in Ranthambore & Mahabaleshwar hotels.

GIFT CERTIFICATES

- The benefits as given in the gift certificates are accompanied by the terms and conditions given on the face or on the reverse of the certificate. These are valid strictly as indicated, and cannot be extended or validated.
- The member must state that they wish to utilize the voucher at the time of booking and on arrival at the Hotels. The vouchers cannot be used in conjunction with other vouchers, any kind of discounted rates or other promotions.
- All certificates enclosed in the membership pack are for one time usage only, have to be utilized in full and cannot be exchanged for cash or any other services.
- To use the complimentary room night certificate, the reservation can only be made one month in advance and with 72-hour prior notice. Reservations will be confirmed for standard rooms only.
- Cannot be used in conjunction with any other certificate or special / promotional offer, has no cash value and is non- tradable.
- Blackout dates may apply and all certificates are subject to allocation and availability with advance reservations.
- All certificates are not valid between 20th December and 10th January.

GENERAL

- Presentation of The Program Membership Card is imperative for availing the discounts under the Program. Kindly do so before the billing process.
- The Hotels reserves the right to add, modify, withdraw or delete any of the benefits, rules, terms and conditions, the duration of the Program, the participating Hotels, with or without prior notice. All decisions in this regard will be final and binding on the Member of the Program.
- The total amount of the membership fee is refunded, provided the Membership has not been used and the refund is requested by the member within 15 days of acceptance of membership. The refund will only be processed after the receipt of the membership card and all the certificates.
- Membership of the Program entitles the Hotels to update and retain information provided by the member in the Hotels database. As a member, you have agreed that the Program and Hotels may, from time to time, send you information regarding your membership, benefits and about the Hotels or Program partners.
- Fraud or abuse concerning The Membership Program is subject to appropriate administrative and/or legal action by the Program or Hotels, including termination of membership.
- Membership benefits are not applicable for outside catering, Banquets, Sunday Carnivals at Royal Orchid Resort & Convention Centre, Happy Hour & Imported Beverages.

LOST OR STOLEN CARDS

- In the event that the card or the booklet is lost, it cannot be replaced or the money refunded.

Royal Club Delhi
North India Help Desk
Tel: +91 011 4004 0134
Mob: +91 84487 81761
Email: rc.del@rohloyalty.com

Royal Club Bengaluru
South India Help Desk
Tel: +91 80 4866 6676
Mob: +91 84487 81762
Email: rc.blr@rohloyalty.com

Royal Club Pune
West India Help Desk
Tel: +91 20 4004 1020
Mob: +91 84487 81763
Email: rc.pun@rohloyalty.com