

# TERMS AND CONDITIONS



GReaT Foodie Membership and its Members are governed by the terms and conditions listed below as part of the Loyalty Passport app.

GReaT Foodie, herein after referred to as the 'Program', is valid at all the participating GRT Hotels & Resorts, herein after referred to as 'Hotels', as specified.

## A. MEMBERSHIP

- GReaT Foodie, is open only to individuals above the age of 18 years (no groups, associations or corporations can enroll as members).
- The membership term (validity) shall be for a period of 12 calendar months from the date of issue.
- 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.
- The Program is operated only via the Loyalty Passport app.
- 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 total amount of membership fee is refundable, provided the membership has not been used and the member requests for a refund within two weeks of receiving the membership.
- The hotels reserve the right to cancel or suspend a membership at any time if it is suspected that there is any breach of these terms and conditions or the membership is being abused or operated fraudulently. Breach of these terms and conditions, fraud or abuse concerning the program or usage of membership benefits is subject to appropriate administrative and/or legal action by the hotels.
- In case of disputes or differences between the parties in connection with the program, the same shall be decided by arbitration. The arbitrator shall be the COO of GRT Hotels & Resorts or any other person nominated by them. The arbitration shall be as per the Indian Arbitration Act. The venue of the said arbitration shall be Chennai.
- Your membership is locked with your phone. If you change your phone, you need to get in touch with the Program help desk to reset your membership on your new phone.

## B. DINING

- The member is entitled to the discounts on the total food bill, excluding beverages, government taxes, service charge and hotel levies.
- To avail of the dining discounts, the minimum requirement is that two main courses must be ordered.
- Only one (1) membership discount may be used per table per visit, and per meal period.
- Dining discounts are not valid for deliveries, banquets and events held in function rooms.
- Full dining discount may not be available for discounted offers, special promotions or selected menus. The member should check when booking to ensure the dining benefit is available on such dates.
- Dining discounts may be used in all restaurants year round, except on Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Valentine's Day, Mother's Day or any other Special Promotion Days, when such discounts are not valid. Members are entitled to a 20% discount during these periods.
- The member is entitled to a 20% discount on the beverage bill at any of the restaurants, bars or lounge areas. The discount is valid for alcoholic and non-alcoholic beverages. Beverage discounts may not be available during special events. The beverage discount is not valid in conjunction with special promotions or happy hours.

## C. ACCOMMODATION

- A member is entitled to a 10% discount on the best available rate (rates for each night may vary) on rooms for themselves or their guests.
- This discount is not applicable on packages, promotional rates, special offers or vouchers.
- Room booking must be made through the Member help desk at least 24 hours prior to the check-in. Any bookings made through travel agents or corporations are not eligible for discounts.
- Membership number must be mentioned at the time of making the reservation. Limited to maximum of nine (9) rooms per booking per night; not valid for group bookings.
- Unless otherwise stated, the accommodation benefits are subject to allocation availability. A limited number of rooms may be available during periods of expected high hotel occupancy and blackout dates may apply during peak periods.
- Photo ID proof of all people staying in the room has to be presented at the time of check-in.

## D. GIFT VOUCHERS

- 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.
- The vouchers are for one time use only and have to be utilized in full. The vouchers cannot be exchanged for cash or any other services.
- While redeeming a voucher, an OTP (one-time password) is generated. Present the OTP received on the app and your registered Email ID at the time of arrival at the hotel to avail the benefit.
- Only 1 (one) voucher can be used per outlet, table and visit.

## E. GENERAL TERMS

- The hotels / program reserve the right to add, modify, withdraw or delete any of the benefits, rules, terms and conditions, duration of program or close the program at any time, with or without prior notice. All decisions in this regard will be final and binding on members of the program.
- Presentation of the program membership details via the app is imperative for availing of the benefits under the program.
- Discounts and reductions do not apply to government taxes, service charge, hotel levies and incidental charges incurred.
- The hotels reserve the right to reject any membership request without assigning a reason or not offer the card benefits during any special promotion or event.

## F. PRIVACY POLICY

- The Membership program is operated by ProEdge Loyalty and Marketing LLP (PELM). Membership of the program entitles PELM and the Hotels to update and retain information provided by the member in their database. As a member, you agree that PELM and the hotels may, from time to time, send you information regarding your membership, benefits and about the hotels and /or program partners.
- The membership program is governed by the program privacy policy as mentioned on the program website.