

Frequently Asked Questions (FAQ) – The LaLiT Loyalty Program

1. What is The LaLiT Loyalty Program?

The LaLiT Group's guest recognition program is known as The LaLiT Loyalty. It is an exclusive reward and recognition program designed to offer guests unique benefits and privileges for their loyalty. Members earn points for every eligible spend on stay, dining, spa, Kitty Su and can redeem these points for exciting rewards, including stays, dining experiences, donations to charities via 'Points for Good' and more.

2. What is the difference between the New The LaLiT Loyalty and Old The LaLiT Loyalty program?

The old program was a voucher based prepaid program, while the new one is a point-based tiered program which enables members to earn and redeem points at The LaLiT participating hotels.

3. How can I join the program?

You can enrol in The LaLiT Loyalty program through the below mentioned channels:

1. The LaLiT official website
2. Front desk when you check in for your stay at any of The LaLiT participating properties
3. While you are dining at any of our F&B outlets.

4. Who can join the program?

All Indian residents above 18 years of age are eligible to become members of the program.

5. Is there a fee to join the program?

No, there is no joining fee for The LaLiT Loyalty program, however whenever you make an eligible transaction (Stay or Dine) you are eligible to be enrolled as a member.

6. How do I earn points?

Points are earned on eligible spends at any of The LaLiT participating properties for:

- Room Stays
- Food and Beverage
- Kitty Su
- Spa
- Other eligible activities
- On donations through Points for Goods
- Other partnerships as and when applicable

7. What qualifies as an eligible stay or spend?

An eligible stay or spend includes bookings made directly through The LaLiT Hotels' official website, front desk, reservations team and third party channels such as travel agents and OTAs. Eligible spend is defined as the amount spent on Stay, Dining, Spa, Kitty Su and other hotel services which are part of the program.

Promotional offers, third-party rates and discounted bookings do not qualify for point earning.

Corporate bookings, Group bookings and Banqueting events are not eligible for points earning/redemption.

8. How many points will I earn per spend?

Members earn points based on their tier level in the program for every INR 100 spent. Below mentioned table details the exact points earning as per the different tier levels:

Tier-wise Earn Table

Tier	Stay (Booking via thelalit.com)	Stay (Booking via Others)	Dining	SPA
Blue	1/100	0.5/100	1/100	1/100
Silver	4/100	2/100	2/100	2/100
Gold	6/100	3/100	3/100	3/100
Platinum	8/100	4/100	4/100	4/100

Members will also earn bonus points over and above the base points for special promotions throughout the year.

9. Can I earn points for multiple rooms in a single booking?

Yes, a member can earn points for up to **five rooms** in a single booking, provided the reservation is made in the member's name and the member is a part of the group/booking.

10. How long does it take for points to appear in my account?

Points will typically be credited to your account within 2-3 working days post the completion of the eligible transaction. While the standard time is 2-3 working days, it may occasionally take slightly longer for the points to appear in your account due to any technical or system issues.

11. What are the membership tiers in the program?

The LaLiT Loyalty program has multiple tier levels, each offering incremental benefits. The tier levels and criteria for upgrading is based on annual spends by the members.

- **Blue:** members spending INR <50,000 annually.
- **Silver:** members spending INR 50,001-1,50,000 annually.
- **Gold:** members spending INR 1,50,001-4,00,000 annually.
- **Platinum:** members spending INR >4,00,000 annually.

Tier benefits include accelerated earnings, complimentary upgrades, and exclusive offers

12. How do I move to a higher tier?

To upgrade to the next tier, the member must cross the threshold of maximum spends of the existing tier within a 12-month period.

13. What benefits do different tiers offer?

Each tier offers exclusive benefits which increases as the membership moves to higher levels.

Benefits	Blue	Silver	Gold	Platinum
Special member rates	✓	✓	✓	✓
Points donation for charity/social causes	✓	✓	✓	✓
Dedicated Loyalty check-in counter	✓	✓	✓	✓
Fruit Basket	✓	✓	✓	✓
No blackout period for redemptions	✓	✓	✓	✓
VIP In-Room amenities	✗	✓	✓	✓
Complimentary Access to The LaLiT Legacy Lounge (wherever applicable)	✗	✓	✓	✓
High Speed Wi-Fi	✗	✓	✓	✓
Early Check-in	✗	✗	✓	✓
Late Check-out	✗	✗	✓	✓
Dedicated Helpline & Email support	✗	✗	✓	✓
In Room Check-in	✗	✗	✓	✓
GM meet on Arrival/Departure	✗	✗	✗	✓
Complimentary Room Upgrade (to the next category; not applicable for The Lalit Legacy Suite)	✗	✗	✗	✓
Butler Service	✗	✗	✗	✓
Complimentary Access to Meeting Rooms	✗	✗	✗	✓

14. For what benefits can you redeem your points?

Points can be redeemed for:

- Luxurious stays
- Dining experiences
- Spa treatments
- Entertainment (Kitty Su)
- Special offers and events
- Donations to charities via 'Points for Good'

15. How can I redeem my points?

To redeem points, log in to your membership account on The LaLiT Loyalty website or contact our member helpdesk. Points redemption can also be done by members across any billing counter at any of the participating hotels.

16. Is there a minimum number of points required for redemption?

No

17. Can I combine points with cash for redemptions?

Yes, you can use a combination of points and cash to redeem for stays, dining and other hotel services included in the program. Points and cash for redemption can also be used for donations to charities.

18. Do points expire?

Yes, points are valid for 36 months from the date they are earned, provided the member is active during this period. If a member is inactive for 18 months, then the membership and points will expire at the end of 18 months.

19. Can I transfer my points to another member?

Currently, points are non-transferable and can only be used by the member who earned them.

20. Are there blackout dates for redeeming points?

There are no blackout dates for points redemption. Members are requested to ensure early bookings during peak season. However, The LaLiT reserves the right to apply blackout dates subject to the terms and conditions of the program.

21. How can I check my points balance and tier status?

You can check your points balance and tier status by logging into your The LaLiT Loyalty account on our website or contacting our member helpdesk.

22. How do I log in to my account?

You can login into the program website www.thelalit.com/thelalitloyalty with your registered mobile number verified with OTP.

23. What should I do if I forget my password?

You can reset your password by clicking the '*Forgot Password*' link on the login page and following the instructions sent to your registered phone number.

24. Can I update my personal details?

Yes, you can update the personal details in your profile by logging into your account on the program website www.thelalitloyalty.com. If you encounter any difficulties or prefer an alternative method, you can also reach out to our member helpdesk for assistance. They will guide you through the process of updating your information. For any changes to Name and Mobile Number, please contact the member helpdesk with necessary documentation.

25. What should I do if my points are not credited?

If points from an eligible spend are not credited, please contact the member helpdesk with the following information:

- Booking details
- Invoice copy
- Membership ID Or Registered Mobile Number

The member helpdesk will resolve the issue within 7 working days.

Note: Retro points can be claimed only for the stay and not for dining or spa experiences.

26. Can I claim retro points for dining or spa experiences?

Retro points can be claimed only for the stay and not for dining or spa experiences.

27. Can I earn points for group bookings and events?

No, currently, points cannot be earned for group bookings and events held at The LaLiT

28. Can I earn and redeem points at international properties?

Currently points can only be earned and redeemed at The LaLiT Hotels, Resorts and Palaces in India.

29. How do I upgrade my tier?

Your tier is automatically upgraded to the next level when you qualify on the basis of the spending criteria within a 12-month period.

30. What happens if I cancel a booking made with points?

All cancellations are done as per the participating properties' terms and conditions. For any booking made with points and cancelled before the cancellation rules apply, the points will

be credited back to your account within 7 days. Modifications/date changes to bookings made on points are possible, subject to additional charges as applicable at the time of making the necessary modifications.

31. What happens if I cancel a booking with points + cash?

Any booking made with points + cash, can be cancelled as per the applicable terms & conditions of the participating hotel. If the booking is cancelled before the cancellation rules apply, the points will be credited back to your account within 7 days and the cash will be refunded to the original mode of payment. If the booking is cancelled within the cancellation window, cancellation policy will be applicable as per the participating hotel.

32. Who do I contact for help with my account?

For any queries or assistance, you can reach out to us via:

Email: reachus@thelalitloyalty.com or loyaltyhelpdesk@thelalit.com

Phone: 18002024911

Website: www.thelalitloyalty.com

33. Can I sign up at the hotel?

Yes, you can sign up for The LaLiT Loyalty Program during your stay or visit at the hotel. Simply visit the front desk or restaurant and our team member will assist you with the enrolment process. They will provide you with the necessary information and guide you through the steps to become a member.

34. Can I have multiple accounts? Can I enrol on behalf of a family member/friend?

No, members are allowed only *one account*. You cannot enrol on behalf of a family member or friend. Each membership is non-transferable.

35. Can I earn points on transactions done on third party channels and third party offers?

Any transactions or special offers through third party platforms are not eligible for point earning.

36. Will I earn points if I book through an online travel site?

Yes, you will earn 50% of the points for bookings made through travel sites (OTAs)

- a. **Blue Tier:** 0.5 points per ₹100 spent.
- b. **Silver Tier:** 2 points per ₹100 spent.

- c. **Gold Tier:** 3 points per ₹100 spent.
- d. **Platinum Tier:** 4 points per ₹100 spent.

37. Are there any special promotions for members?

Yes, members receive exclusive offers, bonus points and special member rates.

38. Can I combine my loyalty points with other promotions?

Combining loyalty points with other offers is subject to the terms and conditions of each promotion. Please check the details at the time of booking.

39. Can a Company enrol into the program?

No, The LaLiT Loyalty program is designed for individual guests and not open for corporate membership.

40. Is there a mobile app for the loyalty program?

Currently, there is no dedicated app. However, all features of the program are accessible through our website www.thelalitloyalty.com

41. Can I provide feedback on the program?

Yes, we value your feedback. Please write to us at reachus@thelalitloyalty.com or loyaltyhelpdesk@thelalit.com

42. Where are The Lalit properties located?

The LaLiT properties are located in prominent cities and destinations across India, including:

- 1) The LaLiT New Delhi
- 2) The LaLiT Mumbai
- 3) The LaLiT Ashok Bangalore
- 4) The LaLiT Chandigarh
- 5) The LaLiT Great Eastern Kolkata
- 6) The LaLiT Jaipur
- 7) The LaLiT Laxmi Vilas Palace Udaipur
- 8) The LaLiT Golf and Spa Resort Goa
- 9) The LaLiT Temple View Khajuraho
- 10) The LaLiT Grand Palace Srinagar
- 11) The LaLiT Resort & Spa Bekal

12) The LaLiT Mangar

For a full list, visit our official website - www.thelalit.com

43. Can I earn points when I book the Golf Course when I stay at The LaLiT Goa?

Yes, you can earn points on golf course bookings made directly at The LaLiT Golf & Spa Resort Goa during your stay, provided the booking is not part of a third-party platform/event.

44. Can I earn points when I book a wellness retreat at Bekal?

Yes, points can be earned on eligible wellness retreat bookings at The LaLiT Bekal, provided the reservation is made directly through the hotel or official channels.

45. What services do I earn points for? What are the exclusions?

Inclusions:

- Room stays (eligible rates)
- Dining at hotel restaurants
- Kitty Su
- Spa treatments
- Wellness and recreational services
- Golf and other activities

Exclusions, but are not limited to:

- Taxes, gratuities, and service charges
- Banquet and event bookings
- Laundry services
- Airport Transfers
- Bookings made using free stay vouchers
- Free/Discount Dining Vouchers
- All retail stores in the premises
- Art Exhibits
- Concierge

The inclusions and exclusions list is subject to change. Please refer to www.thelalitloyalty.com to stay updated.

46. Do I get a preferred rate when I book on The LaLiT website?

Yes, members of The LaLiT Loyalty Program are eligible for member special rates when booking directly through The LaLiT's official website. Please log into your loyalty account to access these rates.

47. Can I use my points for someone else's stay?

Yes, you have the option to redeem your points to book a stay for another person. The booking must originate from your registered mobile number or email id.

48. Can I combine points from multiple accounts?

No, combining points from multiple accounts is not permitted.

49. How does my tier status get downgraded?

If you do not meet the minimum annual qualifying spend, your tier status gets automatically downgraded one level.

50. Are there lifetime membership options?

At this time, The LaLiT Loyalty program does not provide lifetime membership opportunities. Your membership will terminate if you do not make an eligible transaction (Earn or Burn) within an 18-month period.

51. Do you have airlines partners I can earn points with?

At this time, we do not have any airline partners that allow for the accrual of points. For any future updates, please refer to our website and other communications.

52. Are there bonus points for referrals?

Yes, as a member of our program, you have the opportunity to earn bonus points through our referral program. When you refer a friend or family member to successfully join the program, you will be rewarded with referral bonus points. Please note the bonus points for referral will only be transferred once your referee has completed a transaction involving a stay or a dining experience.

53. What happens if I do not use my account?

Should your account remain inactive for a period of 12 months, it will be considered as dormant. Member will be given a grace period of another six months to keep the account

active. Points and membership will expire if the account remains inactive for a continuous period of 18 months.

54. How do I keep my account active?

To keep your account active, ensure you complete at least *one transaction* (earning or redeeming points) within 12 months.

55. Can I reactivate my account after it has been deactivated?

Yes, you can reactivate your account by contacting member support. However, expired points will not be reinstated.

56. How is my personal data used?

Your personal data is used solely for program management, ensuring seamless transactions, personalized offers and regular updates. Data is protected in compliance with privacy regulations and The LaLiT privacy laws.

57. Is my account secure?

Yes, your account is secured through the implementation of robust encryption and authentication protocols. Please ensure that you safeguard your login credentials.

58. Can I cancel my membership?

Yes, you can cancel your membership at any time by contacting member support.

59. What happens to my points if I cancel my membership?

Upon cancellation of your membership, any remaining points in your account that have not been utilized will be lost and will no longer be available for redemption.

60. What happens if I change my mobile number?

You must update your mobile number by contacting member support with relevant documentation.

61. What happens to my points on my demise?

In the unfortunate event of a member's passing away, the accumulated points and membership will expire.

62. Can I donate my points to charity?

Yes, members have the option to donate their accrued points to a selection of partnered charities. This is made possible through our collaboration with 'Points for Good,' an organization that facilitates the conversion of loyalty points into charitable donations. Members can choose from a list of charities and donate a desired number of points.

63. Will I earn points if I use discount vouchers from The LaLiT Dining program?

No, members will not earn points while availing the discount vouchers of The LaLiT Dining program.

64. Can I redeem points against my bill if I use discount vouchers from The LaLiT Dining program?

No, members will not be able to utilize points against their bill while availing the discount voucher of The LaLiT Dining program.

65. What are blackout dates?

Blackout dates are specific dates during peak periods or special events like New Year Eve, Valentine's Day etc. It is on these dates certain loyalty program benefits may not be available. These dates are typically determined by high demand and are subject to change by the hotel.

66. What are sold-out dates?

Sold-out dates refer to days when the hotel has reached full occupancy and no rooms are available for booking, regardless of whether you are booking with points or through standard payment.

67. What is the difference between blackout dates and sold-out dates?

- **Blackout dates** are predefined by the hotel when certain loyalty benefits cannot be used.
- **Sold-out dates** are when all rooms are fully booked, and no bookings can be made.