



TERMS AND CONDITIONS

The Lalit Loyalty Program

The LaLiT Loyalty Program: Terms & Conditions

Effective ____13th April 2025_____, the loyalty program for Bharat Hotels Limited is The LaLiT Loyalty (hereinafter, the “Loyalty Program”).

The Loyalty Program operates under the terms and conditions as set out below unless otherwise expressly stated (the “Program Rules”).

The Program Rules govern the Company’s relationship with members of the Loyalty Program (collectively, “Loyalty Program Members,” and individually, a “Loyalty Program Member,” “Member,” or “you”), including how Members manage their accounts, book reservations, achieve elite status, earn and redeem Loyalty Program points (“Points”) with participating hotels and properties (each a “Participating Property”), as well as with third party programs which have a business relationship with the Loyalty Program such as airline frequent flyer programs (“Partner Programs”).

By opening a Loyalty Program membership account (“Account” or “Membership Account”), or by using either your membership card or the Membership Account number you were assigned (“Membership Number”) to receive and redeem benefits of the Loyalty Program, including, without limitation, Loyalty Program Points, you agree that:

- ☒ you have read and accept these Program Rules; and you have read and accept the [Website Terms of Use](#) which are incorporated by reference herein; and
- ☒ you consent to the collection, use, and disclosure of your personal data by the Company, the Loyalty Program, Participating Properties and Partner Programs, and their authorized third-party agents and licensees in accordance with the [Company’s Privacy Statement](#).

All Loyalty Program benefits, amenities, offers, awards and services are subject to availability and may be changed by the Company at any time without notice. The Company may terminate the Loyalty Program, in whole or in part, with six (6) months’ advance notice to all active Loyalty Members and with less than six months’ notice in any jurisdiction if required to do so by applicable law. At the Company’s sole discretion, the Company may choose to substitute a similar loyalty program for the Loyalty Program at any time immediately upon notice to active Loyalty Members. If the Loyalty Program is terminated, all unredeemed Points will be forfeited without any obligation or liability, and no Award claims will be honored after the conclusion of the notice period.

These Program Rules supersede all previous terms and conditions applicable to the Legacy Programs or Loyalty Program. Except as otherwise expressly prohibited or limited by applicable laws, Company may at any time amend, modify or supplement these Program Rules, the structure for earning and redeeming Awards (as defined below), with or without

notice, even though such changes may affect the value of Points or Miles, or the ability to obtain certain Awards (collectively “Program Rule Changes”). “Awards” means any and all awards earned by Members in connection with the Loyalty Program, including without limitation Award Redemptions (as defined in Present. Loyalty Members are responsible for remaining knowledgeable of the Program Rules and any Program Rule Changes. Your continued participation in the Loyalty Program will constitute your acceptance of any such Program Rule Changes.

REWARDS DEFINITIONS

- ☒ **“Eligible Booking”** means a reservation made by the Lalit Loyalty Member Bookers and Planners/OTA websites member on a GDS or LaLiT website or channel deemed eligible for an Eligible Stay or Eligible Night at an Eligible Rate.
- ☒ **“Eligible Food and Beverages”** means certain food and beverages charged to your room during an Eligible Stay or to participating F&B
- ☒ **“Eligible Night”** means a night at a Participating Property that is booked at an Eligible Rate.
- ☒ **“Eligible Rate ”** means a rate identified in Lalit’s reservation system as eligible for points. Eligible Rate does not include, without limitation, the following: employee rates; friends and family rates; certain promotional and package rates; rates paid using a free night voucher and other complimentary or barter rooms; and certain other rates booked through third parties. Eligibility may be determined by LaLiT from time to time in its sole discretion.
- ☒ **“Eligible Stay ”** means one or more consecutive Eligible Night(s) at the same Participating Property. If a member has checked-in and checked-out on consecutive days, it will count as only one stay for tier progression.
- ☒ **“Outlets”** means any designated area or facility within the hotel premises, including but not limited to restaurants, bars, cafes, shops, or any other location where goods or services are offered for sale or provided to guests or customers.
- ☒ **“Pay with points ”** means a redemption method whereby a member pays a portion or full amount with points.
- ☒ **“Partners ”** means third parties and their service providers that provide benefits to LaLiT Loyalty members from time to time. Partners and the Program benefits provided by each Partner are subject to change at any time without notice. Nothing in the Program Terms is intended to or shall create or establish any agency, partnership or joint venture relationship between us and our Partners.
- ☒ **“The LaLiT Loyalty ”** means the rewards program of LaLiT Hotel as it may be provided from time to time.

- ☒ **“Room Charges ”** means the amount of the Eligible Rate paid during an Eligible Stay. Room Charges do not include tax, incidental or third-party charges incurred and charged to the room, such as charges for telephone or other communications services, laundry, pay-per-view movies, entertainment, recreational facilities, restaurants, banquets, catering, gift shops, stores, tenants, vendors or concessionaire.

1. Eligibility

- 1.1. The The LaLiT Loyalty program is exclusively available to individual persons who have attained the legal age of majority in their respective place of residence. This ensures that all members have the legal capacity to enter into an agreement and participate in the program responsibly.
- 1.2. To maintain an active membership, individuals must provide and continuously update their accurate personal information, including a valid email address and a physical address. The physical address should specify the city, state or province, and country of residence. It is the responsibility of each member to ensure that their contact details remain current, as important communications, promotional offers, and account-related notifications will be sent via the provided email and address.
- 1.3. Each person is permitted to hold only one The LaLiT Loyalty membership account. Multiple accounts for a single individual are strictly prohibited, and members cannot earn points across multiple accounts. Any attempt to create duplicate accounts may result in immediate termination of membership and forfeiture of accrued rewards.
- 1.4. Membership in the The LaLiT Loyalty program is strictly personal and cannot be transferred, assigned, sold, or inherited under any circumstances. The benefits, points, and privileges associated with the program are intended for the registered individual only and may not be shared with others.
- 1.5. The The LaLiT Loyalty program is designed exclusively for personal use and is not applicable to corporate, business, or group accounts. Organizations, companies, or entities seeking loyalty benefits for group bookings or corporate stays must explore alternative programs offered by The LaLiT Hotels.
- 1.6. Furthermore, employees, affiliates, and direct associates of The LaLiT Hotels, including staff members working across any LaLiT property, subsidiaries, or partner establishments, are not eligible to enroll in or participate in the The LaLiT

Loyalty program. This policy is in place to maintain fairness and prevent conflicts of interest.

- 1.7. By enrolling in the The LaLiT Loyalty program, members acknowledge and agree to abide by these eligibility requirements. Violation of any eligibility condition may lead to the immediate suspension or cancellation of membership at the sole discretion of The LaLiT Hotels.

2. Enrolment Process for The LaLiT Loyalty Membership

Prospective individuals who wish to become a part of the The LaLiT Loyalty loyalty program can apply for membership through multiple convenient channels. To ensure accessibility and ease of enrolment, the following options are available for registration:

- 2.1. At a Participating LaLiT Property: Individuals staying at or visiting a LaLiT hotel can enroll in the program by approaching the front desk or guest services at any participating property. The hotel staff will assist with the registration process, and once successfully enrolled, the member will receive their membership number immediately.
- 2.2. Online Registration via the Official Website: Prospective members can sign up for the The LaLiT Loyalty program by visiting the official LaLiT website. The online registration process is straightforward, requiring individuals to complete a digital application form with accurate personal details, including their name, contact information, and email address.
- 2.3. By Contacting LaLiT Member Services: Prospective members can also apply by reaching out to LaLiT Member Services via the official contact details provided by the company. The customer support team will guide applicants through the enrolment process and ensure that their membership is successfully activated.
- 2.4. Membership Acceptance and Confirmation The LaLiT reserves the exclusive right to approve or decline membership applications at its sole discretion, without any obligation to provide justification for its decision. Acceptance into the program is subject to verification of the provided details and adherence to the eligibility criteria.

Once an application is approved, The LaLiT Loyalty account will be created under the applicant's name. Each member will receive their unique The LaLiT Loyalty membership credentials via email, including their membership number and login details. Members who enroll in-person at a LaLiT property will receive their membership number instantly, while those who register online, via the app, or through Member Services will receive their credentials via email upon successful processing.

3. Non-Transferability of Membership

- 3.1. The LaLiT Loyalty membership is strictly personal and cannot be sold, transferred, loaned, or assigned to another individual under any circumstances. Each member is responsible for maintaining the integrity of their account and ensuring that their membership benefits are used exclusively for personal purposes. Any attempt to transfer or misuse membership privileges may result in the suspension or termination of the account.
- 3.2. By enrolling in the The LaLiT Loyalty program, applicants agree to comply with the program's terms and conditions. The LaLiT reserves the right to modify, suspend, or terminate memberships that do not adhere to these policies.

4. Membership Tiers and Advancement

The LaLiT Loyalty operates on a structured, tier-based membership system that is determined by a member's cumulative eligible spending at participating LaLiT properties. The membership tiers and their respective spending thresholds are as follows:

- ☒ **Blue Tier:** For members whose eligible spending is up to INR 50,000.
- ☒ **Silver Tier:** For members with eligible spending between INR 50,001 and INR 1,50,000.
- ☒ **Gold Tier:** For members with eligible spending between INR 1,50,001 and INR 4,00,000.
- ☒ **Platinum Tier:** For members whose eligible spending exceeds INR 4,00,001.

5. Tier Review and Advancement

The membership tier status is periodically reviewed based on cumulative spending within a defined qualification period. Members who meet the required spending criteria for a higher tier will be automatically upgraded to that tier. Conversely, if a member fails to maintain the minimum spending threshold, their membership tier will be downgraded accordingly at the end of the review period.

6. Membership Account Management

- 6.1. Members must provide accurate and up-to-date personal information at the time of registration. Any modifications to personally identifiable information (PII), such as

name or date of birth, will require supporting documentation and approval from The LaLiT Loyalty.

- 6.2. Members can manage their accounts online, allowing them to track point balances, membership benefits, and transaction history.
- 6.3. Each member is responsible for safeguarding their account login credentials. Any unauthorized access, fraudulent activities, or security breaches must be reported immediately to LaLiT Member Services.

7. Earning Points

7.1. Point Accumulation

Members accrue reward points based on eligible spending at participating LaLiT Properties & outlets. The points earning structure varies depending on membership tier and booking channel.

Direct Bookings (Made via The LaLiT website, reservations office, or participating properties):

- ☒ **Blue Tier:** 1 point per INR 100 spent.
- ☒ **Silver Tier:** 4 points per INR 100 spent.
- ☒ **Gold Tier :** 6 points per INR 100 spent.
- ☒ **Platinum Tier:** 8 points per INR 100 spent.

7.2. Third -Party Bookings (Made via external platforms such as OTAs):

- ☒ **Blue Tier :** 0.5 points per INR 100 spent.
- ☒ **Silver Tier :** 2 points per INR 100 spent.
- ☒ **Gold Tier :** 3 points per INR 100 spent.
- ☒ **Platinum Tier :** 4 points per INR 100 spent.

7.3. Earnings on F&B, Spa and other eligible services other than stay :

- ☒ **Blue Tier:** 1 points per INR 100 spent.
- ☒ **Silver Tier :** 2 points per INR 100 spent.
- ☒ **Gold Tier:** 3 points per INR 100 spent.
- ☒ **Platinum Tier :** 4 points per INR 100 spent.

Note: Points are only credited for direct bookings made through LaLiT's official website, reservation office, or participating properties. Bookings made via third-party platforms will earn points at a reduced rate. Complimentary stays and special promotional offers are ineligible for point accrual unless explicitly stated otherwise.

7.4. Eligible Spending

Points can be earned on the following qualifying expenses:

- ☒ Room rates (excluding applicable taxes).
- ☒ Dining, spa services, and in-room amenities charged to the member's room.

7.5. Exclusions:

- ☒ Government taxes, tips, service charges, and fees.
- ☒ Third-party services such as laundry, car rentals, and other outsourced facilities.(to be confirmed)
- ☒ Non-participating properties.

7.6. Point Expiration

- ☒ Points will expire 36 months from the date they were earned if not redeemed.
- ☒ Accounts with 18 months of inactivity (no earning or redemption activity), will lead to expiry of membership and all accumulated unredeemed points.

8. Redeeming Points

8.1. Redemption Options

Members of the The LaLiT Loyalty program have the opportunity to redeem their accumulated reward points for a range of luxurious and exclusive benefits at participating LaLiT properties and outlets. Redemption options include:

8.1.1. Stays – Members can use their points to book stays at participating LaLiT properties, subject to availability and applicable booking conditions. .

8.1.2. Dining and Spa Experiences – Members can indulge in fine dining experiences or avail themselves of rejuvenating spa treatments at select LaLiT restaurants and wellness centers. Points can be redeemed towards meals, beverages, spa services, and other curated experiences designed for relaxation and indulgence.

8.1.3. Exclusive Promotional Offers – From time to time, The LaLiT introduces special redemption offers where members can use their points for unique

benefits upgraded experiences, limited-time packages, or event access. These promotions may be seasonal or tied to specific hotel events and campaigns.

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	✗	✗	✗	✓

T&Cs Applicable. The program benefits are subject to change at the sole discretion of the management and without any prior notice

8.2. Conditions for Redemption

Members must adhere to the following guidelines when redeeming their The LaLiT Loyalty points:

- 8.2.1. **Non-Convertibility to Cash** – Points earned under the program hold no cash value and cannot, under any circumstances, be exchanged, refunded, or transferred into monetary compensation.
- 8.2.2. **Availability and Property-Specific Terms** – Redemption of points is subject to room availability and may be restricted during peak seasons, special events, or blackout dates. Each LaLiT property may have its own specific terms and conditions governing point redemption, which members are required to comply with.
- 8.2.3. **Redeeming for Others** – Members are permitted to use their points to book stays or experiences for friends, family, or other third parties. However, the booking or redemption request must be initiated and completed by the member.
- 8.2.4. **Finality of Redemption** – Once points have been redeemed for a stay, dining experience, or other rewards, the transaction is final. Points cannot be reinstated, refunded, or exchanged for other benefits after redemption. Members are encouraged to carefully review their selection before confirming

the redemption process. In the event of a booking cancellation, points will be refunded within 7 days, subject to hotel's cancellation policy.

9. Membership Communications

To ensure members stay informed about their The LaLiT Loyalty account, benefits, and exclusive offers, The LaLiT will communicate with members through various official channels. These communications include:

- 9.1. Account-Related Notifications – Members will receive regular updates regarding their account status, tier level, earned and redeemed points, and important program changes via email , sms, whatsapp.. These notifications help members track their rewards and manage their benefits efficiently.
- 9.2. Promotional Offers and Special Announcements – The LaLiT may send exclusive promotional offers, invitations to special events, limited-time offers, and partnership collaborations with third-party brands. These offers are designed to enhance the member experience and provide additional value to the loyalty program.
- 9.3. Responsibility for Updated Contact Information – It is the responsibility of members to ensure that their registered email address, mailing address, and phone number remain current. Failure to maintain accurate contact details may result in missed notifications regarding program updates, redemption opportunities, or exclusive promotions.
- 9.4. Opt-Out Preferences – Members who prefer not to receive promotional emails or marketing-related messages can opt out through their account preferences or by contacting The LaLiT Member Services. However, opting out of promotional communications does not exempt members from receiving essential account-related notifications such as points expiration reminders or policy updates.

By staying connected with The LaLiT Loyalty communications, members can maximize their benefits and take advantage of unique opportunities available through the program.

10. Account Cancellation & Suspension

10.1. Cancellation by the Member

- 10.1.1. Members who wish to discontinue their participation in the The LaLiT Loyalty program may request account cancellation at any time. To initiate this process, members must submit a formal written request to The LaLiT Member Services through email or postal correspondence.

- 10.1.2. Once an account is cancelled, all accumulated but unredeemed reward points, membership benefits, and privileges will be permanently forfeited. These points cannot be reinstated, transferred, or redeemed after cancellation. Members are encouraged to utilize their points before submitting a cancellation request to avoid any loss of rewards.

11. Suspension or Termination by The LaLiT

The LaLiT reserves the right to suspend or permanently terminate a member's account under the following conditions:

- 11.1. Violation of Program Rules or Applicable Laws – If a member is found to be in breach of the The LaLiT Loyalty terms and conditions, including engaging in activities that violate applicable local, national, or international laws, their membership may be subject to immediate termination.
- 11.2. Fraudulent or Inappropriate Behavior – Any attempt to manipulate the program, including fraudulent point accumulation, misuse of membership privileges, or misrepresentation of information, will lead to the suspension or termination of the account.
- 11.3. Outstanding Unpaid Balances – If a member has unpaid balances for stays, services, or other charges incurred at LaLiT Properties, The LaLiT reserves the right to suspend or terminate the account until the dues are cleared.
- 11.4. Bankruptcy – In the unfortunate event of a member's bankruptcy declaration, their membership will be automatically terminated, and all associated rewards and privileges will be forfeited.

Members will be notified of any suspension or termination actions taken against their account, along with the reason for such action. The LaLiT retains the discretion to evaluate each case individually and make decisions accordingly.

12. Program Modifications & Termination

- 12.1. LaLiT reserves the right to modify, suspend, or terminate the The LaLiT Loyalty program at any time.
- 12.2. Adjustments may include changes to point accrual rates, redemption options, and membership tiers and benefits.

- 12.3. In case of program termination, members will receive a six-month notice period. Any unused points will be forfeited post-termination.

13. Additional Terms

To maintain transparency and fairness in the The LaLiT Loyalty program, the following general terms apply:

- 13.1. Benefit Availability & Modifications – All rewards, privileges, and program benefits are subject to availability and may be modified, withdrawn, or replaced at any time without prior notice.
- 13.2. Non-Transferability of Points – Reward points, membership status, and associated benefits cannot be transferred, gifted, exchanged, assigned or converted into cash. Points hold no monetary value outside of the program's redemption framework.
- 13.3. Third-Party Partnerships – Some benefits may be provided in collaboration with third-party partners. Any points earned or redeemed through partner programs will be subject to the specific terms and conditions of the respective partner.
- 13.4. Legal Compliance & Eligibility – It is the sole responsibility of each member to ensure that their participation in the The LaLiT Loyalty program complies with applicable laws, company policies, or restrictions that may govern their eligibility.

14. Governing Law & Dispute Resolution

- 14.1. The LaLiT Loyalty program and its terms and conditions shall be governed by and interpreted in accordance with the laws of India.
- 14.2. In the event of any disputes, conflicts, or claims arising from membership participation, such matters shall be exclusively resolved in the courts of Delhi, India, unless an alternative jurisdiction applies based on the member's country of residence.

15. Miscellaneous Provisions

- 15.1. **Force Majeure**

The LaLiT shall not be held liable or responsible for any failure or delay in fulfilling its obligations under the The LaLiT Loyalty program due to circumstances beyond its reasonable control. Such events include, but are not limited to, acts of God, natural disasters (such as earthquakes, floods, hurricanes, or fires), war, civil disturbances, terrorist activities, pandemics, government-imposed restrictions, strikes, supply chain disruptions, or any other unforeseen circumstances that may impact the operation of the program. In the event of such disruptions, The LaLiT reserves the right to temporarily suspend, modify, or terminate any aspect of the The LaLiT Loyalty program without prior notice to members.

15.2. Entire Agreement

These terms and conditions constitute the complete and final agreement between The LaLiT and members of the The LaLiT Loyalty program regarding their participation, superseding any prior agreements, representations, communications, or understandings, whether written or oral. No additional terms, conditions, or obligations shall be implied unless explicitly stated in writing and agreed upon by The LaLiT. Members acknowledge that participation in the program is subject to the terms outlined herein, and any modifications or amendments to the agreement shall be communicated through official LaLiT channels.

15.3. Severability

If any provision or clause within these terms and conditions is determined by a court of competent jurisdiction to be invalid, unlawful, or unenforceable for any reason, the remaining provisions shall remain in full force and effect. The invalidity of one section shall not impact the enforceability of the rest of the agreement. In such cases, the affected provision will be modified to the minimum extent necessary to comply with the law while still preserving the original intent of the agreement.

15.4. Electronic Communications

By enrolling in the The LaLiT Loyalty program, members expressly consent to receiving communications electronically, including but not limited to emails, SMS notifications, mobile app alerts, and messages via LaLiT's official website. These communications may include important updates regarding account status, program modifications, promotional offers, redemption confirmations, and other relevant information. Members acknowledge that electronic communication carries the same legal effect as printed documents and agree to maintain a valid and up-to-date email address on file. If a member wishes to opt out of marketing or promotional communications, they may do so through their account preferences, but will continue to receive essential program-related notifications.

15.5. Trademarks

All trademarks, logos, brand names, and intellectual property associated with The LaLiT, including but not limited to "The LaLiT Loyalty" and related branding elements, remain the exclusive property of The LaLiT and its affiliated entities. Unauthorized use, reproduction, modification, or distribution of these trademarks for any purpose without prior written consent from The LaLiT is strictly prohibited. Any misuse of the trademarks may result in legal action, including penalties and damages as prescribed by applicable intellectual property laws.

15.6. Monitoring Membership Accounts

The Company reserves the right to monitor the Accounts of all Members, at any time and without notice, for compliance with Program Rules. The Company may review all Members' Points, Qualifying Stays, and Qualifying Nights balances and transaction history including, without limitation, requests for Loyalty Program Awards, Awards and other benefits.

15.7. Correction of Benefits

At any time and in the Company's sole discretion (including, without limitation, where a Member was not eligible to earn a specific benefit pursuant to these Program Rules), the Company may correct (i) the amount of Points or the number of Qualifying Nights credited to a Member's Account, and (ii) any other benefit that has been credited to a Member's Account, including, without limitation, any Membership Tier Status or Lifetime Elite Membership Status. The Company also reserves the right, in its sole discretion, to prevent, cancel, or reconcile any transaction where the Loyalty Program suspects there has been fraudulent activity connected with the transaction.

15.8. Exit of Participating Property

If a Participating Property exits the Loyalty Program for any reason, a Member will not earn Points, Qualifying Nights for Elite Status for stays at such Participating Property, and any Awards, other promotions and special offers will no longer be valid after the date on which the Participating Property exited the Loyalty Program, even if the reservation for a stay at the former Participating Property was made prior to that date.

15.9. Taxes

Points, Awards, and other Member benefits may be subject to income or other taxes. The Member is responsible for paying all such taxes and for making all applicable disclosures to third parties including, without limitation, the party who paid for the transaction from which the Member earned Points. The Company will not be liable for any tax liability, duty or other charges in connection with the issuance of Points, Awards, and other Member benefits.

15.10. No Warranties or Representations, Express or Implied

The Company makes no warranties or representations, either expressed or implied, with respect to type, quality or fitness of goods or services provided through the Loyalty Program or by Participating Properties.

15.11. Operati on of the Loyalty Program

The Company sells Points to Participating Properties and partners, redeems Points for cash (including, without limitation, Points received from Participating Properties), airline tickets and merchandise, and administers the Loyalty Program. The Company promotes the Loyalty Program including, without limitation, by creating and launching marketing campaigns, developing and maintaining the Loyalty Program website and managing partner relationships.

15.12. Not Responsible for Acts, Errors,or Omissions

The Company is not responsible for: (a) any loss or misdirection of, or delay in receiving, any Member application, correspondence, redemption requests, Awards or Member benefits; (b) theft or unauthorized redemption of Points or Awards or use of an Award; (c) any acts or omissions of third parties (including, without limitation, Participating Properties); or (d) any errors published in relation to the Loyalty Program, including, without limitation, any pricing or typographical errors, errors of description, errors regarding Participating Properties, and Loyalty Program affiliates, and errors in the crediting or debiting of Points from Member Accounts. The Company reserves the right to correct, without notice, any errors.

15.13. Interpretation of Loyalty Program Rules

All interpretations of these Loyalty Program Rules regarding membership are at the Company's sole discretion, and the Company's decisions will be final. In the event of any discrepancy between the English version and any translated version of these Program Rules, the English language version will govern.

15.14. Waiver

The Company's waiver of any breach of these Loyalty Program Rules by any Member will not constitute a waiver of any other prior or subsequent breach of these Program Rules. The Company's failure to insist upon strict compliance with these Loyalty Program Rules by any Member will not be deemed a waiver of any rights or remedies the Company may have against that or any other Member. The Company may waive compliance with these Program Rules in its sole discretion and may run promotions from time to time that provide enhanced benefits to select Members.

15.15. Limitation of Liability

IN NO EVENT WILL BHARAT HOTELS LIMITED, ITS SUBSIDIARIES AND AFFILIATES, ITS FRANCHISEES OR LICENSEES, ANY PARTICIPATING PROPERTY, AND EACH OF THEIR RESPECTIVE DIRECTORS, OFFICERS, EMPLOYEES, AND AGENTS BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, EXEMPLARY, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, WHETHER BASED IN CONTRACT, TORT OR OTHERWISE, WHICH ARISE OUT OF OR ARE IN ANY WAY CONNECTED WITH THE LOYALTY PROGRAM, THESE PROGRAM RULES, OR THE COMPANY'S OPERATION OF THE LOYALTY PROGRAM.

16. Contact Information

For assistance, members can reach out via:

- ✉ Email: reachus@thelalitloyalty.com/loyaltyhelpdesk@thelalit.com
- ✉ Phone: 18002024911



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