

## TERMS AND CONDITIONS

- **Membership Criteria**

- Leela Solitaire Line is a unique rewards program, which aims at giving recognition and rewards to the Corporate Travel Coordinators who make reservations on behalf of their organizations at the participating hotels of The Leela Palaces, Hotels and Resorts. The program is based on invitation only.
- An enrolment form needs to be duly filled by the applicant and submitted as per the details given in the form.
- Upon registration, the member will receive a welcome email with more details of the program along with their unique Membership Number which they must quote each time while making the booking.

- **Earning criteria**

- To earn points for eligible materialized bookings, members must quote their unique membership number at the time of booking itself, failing which such bookings shall not be considered.
- To claim any missed bookings, members must respond within 15 days of receiving their monthly Account Summary and shall only claim for bookings made in the last 3 months duration.
- New members may also claim bookings made in the last 1.5 months from the date of their enrolment.

- **Redemption criteria**

- Members can redeem their accumulated points from a range of Hotel Related and Merchandise options. The points can be redeemed as per the points slabs listed out in the Redemptions List.
- Minimum reward points required for redemption is 30 points and can be modified at any given time at the discretion of the management of The Leela Palaces, Hotels and Resorts.
- The redemption vouchers will be issued only in the name of the member itself. Once issued, any loss, non-utilization and / or request for the same to be transferred/ modified/ cancelled will not be accepted.

- Participating hotels include The Leela Palace Bengaluru, The Leela Palace Chennai, The Leela Ambience Convention Hotel, Delhi, The Leela Ambience Gurugram, The Leela Goa, The Leela Mumbai, The Leela Palace New Delhi, The Leela Palace Udaipur and Mahatma Mandir Convention and Exhibition Centre.
- The Leela Palaces, Hotels and Resorts reserve the right to add or drop any hotel from this program without assigning any reason there off.
- Any additional spends by the guest, over and above the Rate Plan, will not be included towards the Revenue calculations.
- The decision to accord points will rest solely with the management of The Leela Palaces, Hotels and Resorts and their decision will be final and unchallenged in any forum.
- The Leela Palaces, Hotels and Resorts reserves the right to modify the terms & conditions of the Leela Solitaire Line program, including rules relating to the accrual and/or redemption of reward points at any time, without any notice.

**To know detailed Terms & Conditions and other FAQs, please get in touch with your Relationship Manager.**