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## IHCL Friends and Family Rate

### Policy & Procedures

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<b>Rate Plan Name</b>	<b>IHCL Friends and Family Rate</b>
<b>Pricing</b>	As per policy approved by Management. Dynamic rate of up to 50 percent of Best Available Rate are applicable. For extra adults, children or extra bed additional charges will apply. Maximum occupancy per room is defined as per hotel policy. Rate subject to availability at time of booking. Limited rooms available on the offer. Blackout dates will apply.
<b>Booking Process</b>	Booking can be done through tajconnect which directs to a dedicated landing page for availability and booking on <b>IHCL Friends and Family Rate</b> . The booking link will lead to the discounted rate and a booking form on the dedicated landing which needs to be completed for the booking to be confirmed. Once details are completed the system will automatically send a confirmation to the email provided in the reservation. Online authorization form to be filled in by the authorizing employee post confirmation. A copy of the authorisation will be sent to the hotel and the employees' manager. Any modification or cancelation must be done online only. No other mode is applicable for control and tracking purposes. Any modification or cancelation must be done online only. No other mode is applicable for control and tracking purposes.
<b>Eligibility</b>	The special rate can be booked by IHCL employees for their friends and family for their personal travel only. Referring employee should be in service with an IHCL company to refer their friends and family. Regular audits will be conducted to check the sanctity of bookings. Strict action will be taken against the associate, incase rates are offered to corporate clients or bookers.
<b>Itinerary / Multiple Bookings</b>	In case of multiple hotel bookings, each hotel will need to be provided with a separate authorization form by IHCL Employee.

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#### Terms & Conditions

- The special rate is a privilege exclusively for IHCL Employees to extend to their Friends and Family for their personal travel only. FNF rates should not be offered to corporate client and booker, Regular audits will be performed to check the sanctity and in case of misuse, strict action will be taken against the associate on HR grounds.
- Online authorization form must be completed to avail this special rate. In the absence of the authorisation form the hotel will charge the regular applicable best available rate, with no discounts or inclusive.
- The offer is available at participating hotels only. Rate subject to availability at time of booking. Limited rooms available on the offer. Blackout dates will apply.
- The discounted offer is calculated on the Best Available Rate and cannot be used in conjunction with any other promotional offer, package or negotiated rate.
- A 25 percent discount on food, beverages (including alcoholic beverages) and spa services can be availed during the stay.
- Maximum occupancy per room is defined as per hotel's policy. Additional Charges will be applicable for Children or Extra Adult in the room based on the hotel's policy.
- Credit Card Guarantee Required at the time of reservation
- Cancellation allowed 7 days prior to Check In date or as defined by the hotel at the time of the reservation. The hotel will charge penalty for the duration of the stay if cancelled within the cancellation period on the credit card provided at the time of the booking.
- In case of no show the hotel reserves the right to charge the room rate and taxes applicable for the duration of the stay on the credit card provided at the time of the booking.
- All bills will need to be settled at the time of check-out by the traveller. No credit / Bill to Company or charge to the Company Employees ID will be provided.
- This rate is not eligible to earn any points under any loyalty program.
- The Friends and Family Rate for IHCL Associate cannot be booked by travel agents and are net-not commissionable.
- Reservation may be modified online only as per the predefined policy. In case of modification the rates are subject to change and rooms are based on availability.
- The IHCL Friends and Family Rate can be utilized for a maximum of 3 rooms with not more than 9 guests at a given time. Not valid on group bookings (above 3 rooms, or 9 guests). Reservations exceeding 3 rooms on overlapping dates will be considered as a group booking; each hotel reserves the right to refuse such bookings based on availability and will apply differential rates.
- Employees can only book the rate for their Friends and Family only. The entitled rooms cannot be shared with other employees.
- Maximum Length of stay at a hotel is 7 nights. For stay more than 7 nights approval required from the hotel. Each hotel reserves the right to refuse such bookings and will apply special rates.
- Any misuse of the rate as deemed by the IHCL management will be considered as a breach of policy and will be subject to disciplinary action.
- The Tata Employees Rate Policy may be terminated or changed at any time without prior notice.
- In case of any queries please write to [holiday.reservations@ihcltata.com](mailto:holiday.reservations@ihcltata.com)