

This Gift Card may be applied to eligible purchases at participating Leela hotels in India. To activate the Gift Card, customer has to register the gift card from their mobile phone. Sending of message to the designated mobile number and receipt of due acknowledgement thereto, shall constitute registration of the User and only registered users can redeem the gift card ACT(space)16-Digit Card Number(space)6-Digit Pin(space)FirstName(space)LastName to 10 Digit Mobile Number - 8657956079. You can also, register by logging in to the SSA portal <https://bit.ly/3hpwtSi> For redemption, the 16-digit Gift Card number and the OTP to be used. The Leela Gift Card is redeemable at the following participating hotels - The Leela Palace Bengaluru, The Leela Bhartiya City Bengaluru, The Leela Palace Chennai, The Leela Palace New Delhi, The Leela Ambience Convention Hotel Delhi, The Leela Ambience Gurugram, The Leela Palace Jaipur, The Leela Palace Udaipur, The Leela Gandhinagar, The Leela Mumbai and The Leela Kovalam, A Raviz Hotel. Gift Card can be used only against eligible purchases. The Leela reserves the right to define Eligible Purchases and/or exclusions there from. This Gift Card may be utilised in eligible participating hotels in India. Subject to these terms, the Gift Card can also be redeemed at the Hotel-operated restaurants, spa, salon or other services provided directly by the participating Hotel, Leela hotels or the participating Hotel reserves the right to define the eligible purchases or exclusions therefrom, specify dates when Gift Card will not be an eligible tender, modify including add, amend, edit any Terms and Conditions set hereto For clarity, Eligible purchases does not include advanced purchases, deposits, special room packages and rates, payments for meetings, catering or group functions, negotiated rates, and goods/services purchased through or provided by third parties, such as online or off-line travel agents, Paid outs like cars transfers or spends at retail or any third-party services and establishments. Gift card cannot be used and clubbed with other promotional programs. Leela hotels or participating hotel reserves right to define purchases or dates when gift card will not be eligible tender. Use of this Gift Card constitutes acceptance of terms. Subject to these terms, the Gift Card can be redeemed at hotel-operated restaurants, spa, salon or other services provided directly by participating hotel. You agree and understand that The Leela Gift Card is a pre-paid payment Instrument subjected to regulations by RBI under the RBI guidelines. Schloss HMA Private Limited may be required to share KYC details of the purchaser/ redeemer of The Leela Gift Card and/or any other information with relation to the purchase of the The Leela Gift Card and/or transaction undertaken using the The Leela Gift Card with RBI or such statutory authorities. Schloss HMA Private Limited may contact the purchaser/redeemer of the The Leela Gift Card for any such information. In the event the beneficiary/ Know Your Customer (KYC) details as per RBI Guidelines are found to be incorrect/insufficient, Schloss HMA Private Limited retain the right to cancel the Gift Card so issued. Schloss HMA Private Limited shall honour and consider requests for blocking of Gift Cards only from users who have registered in accordance with the terms. The Leela Gift Card can be purchased by debit cards and credit cards issued by Indian Banks only. No Gift Card may be purchased by cash or by prepaid wallets. The Leela Gift Card cannot be used to purchase another The Leela Gift Card No cash withdrawal is permissible against The Leela Gift Card. Schloss HMA Private Limited reserves the right to cancel The Leela Gift Card if the same have been found to be purchased with fraudulent means. In such cases, the funds shall be credited back to the same source from where these were received In case the order is cancelled within the timeframe as mentioned in the Cancellation Policy, wherein the Customer has redeemed The Leela Gift Card, in such scenario The Leela Gift Card shall be credited with the amount equivalent to the redemption amount. The cardholder may request for the revalidation of the expired Gift Card. Upon receipt of such request, The Leela Gift Card may be revalidated after due verification and maybe subject to additional terms and conditions. If the value of the service exceeds the value of the Gift Card, the difference must be paid by the user through other available payment modes. The Leela Gift Card can be redeemed multiple times until value of the Gift Card is exhausted. User may club more than Gift Card in a single order. No fees or charges apply to the purchase Gift Cards. This Gift Card does not allow any top up or reload. The Leela Gift Card is valid for a period of 12 months from the date of issue. The user is solely responsible for the safety and security of the Gift card. Schloss HMA Private Limited are not responsible for any acts of omission or commission if Gift Card is lost, stolen or used without permission. No duplicate card shall be issued. Schloss HMA Private Limited

shall not be held liable or responsible for any unauthorized and/or fraudulent purchase/s made using this Gift Card. The Gift card is non-returnable & non-refundable, and cannot be exchanged for cash in part or full. Gift Cards are normally sent instantly via email/SMS. However, in case of system issues, the delivery may take up to 24 hours. In case of any disputes, Schloss HMA Private Limited reserves the right to identify the authenticity of the Gift Card. Schloss HMA Private Limited reserves the right to amend the terms & conditions at its discretion without prior notice. For any enquiries, email at [giftcard@theleela.com](mailto:giftcard@theleela.com). All disputes with relation to the Gift Card shall be subject to the exclusive jurisdiction of the competent courts located at Bangalore. By purchasing this gift voucher, you consent to sharing your PII ( Name, Email ID, Telephone Number if available ) with the issuer.