

MEMBERSHIP BENEFITS

THE RESORT ESCAPE CARD



Join The Resort Escape membership of The Resort Hotel Mumbai and enjoy a unique culinary journey.

Enjoy a casual tête-à-tête or a laid back meal at the new **High Tide**, the 24 hour coffee shop, which is dramatically redesigned, elegantly crafted & communicates the value of The Resort by redefining fine dining with a fresh and contemporary ambience. **Upper deck**, the bar offers a stunning view of the ocean.

The membership benefits are as follows:

Dining Benefits

- One (1) diner per table – 20% discount.
- Two (2) diners per table – 50% discount.
- Three (3) diners per table – 33% discount.
- Four (4) diners per table – 25% discount.
- Five (5) to Twenty (20) diners per table – 20% discount.

Beverages

- 20% discount on all alcoholic and non-alcoholic beverages.

Other Benefits

- 20% discount on Room Service orders.
- 20% discount on bakery items.
- Member's Day – Avail a 50% discount on the total food bill and a 20% discount on the total beverage bill up to a table of ten (10) guests every Tuesday.
- Member's Night – Every Wednesday – Buy one and get one similar beverage for up to a table of ten (10) guests at the Upper Deck bar every Wednesday. The offer is valid on IMFL (select house brands) only.



U P P E R D E C K

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Food & Beverages Certificates (Transferable)

- Two (2) certificates entitling the Bearer to a 50% discount on the total food bill and a 20% discount on the beverage bill for up to a table of ten (10) guests from Sunday to Friday. This certificate is not valid over Sunday Brunch.
- Two (2) certificates entitling the Member to a complimentary cake (1/2 Kg) while dining at any of the restaurants at the hotel. Advance reservations of minimum of 24 hours are required to avail of this benefit.
- One (1) certificate entitling the Bearer to a complimentary pint of House Wine while dining at any of the restaurants at the Hotel. Advance reservations of a minimum of 24 hours are required to avail of this benefit.
- One (1) certificate entitling the Bearer to one complimentary buffet lunch or dinner for two (2) guests. This certificate is not valid over Sunday Brunch.
- One (1) certificate entitling the Bearer to a buffet lunch or dinner at a special price of Rs. 900 + taxes per person. This benefit is valid from Monday to Friday.

Accommodation Certificates (Transferable)

- Two (2) certificates entitling the Bearer to a 20% discount on the Best Available Rate for a two night stay in the base category of rooms valid from Sunday to Friday. Reservations must be made in advance and are subject to room allocation availability.
- Two (2) certificates entitling the Bearer to a 50% discount on the Published Tariff or a 15% discount on the Best Available Rate for up to a maximum of three (3) nights. This benefit is valid on all days of the week. Reservations must be made in advance and are subject to room allocation availability.
- Two (2) certificates entitling the Bearer to a 15% discount on all special packages.

Other Certificates

- Eight (8) certificates entitling the Member to a complimentary usage of the hotel Swimming Pool for up to a maximum of 2 hours from Monday to Thursday. This benefit is valid for two (2) adults and (2) two children below the age of 12 years. House rules apply.
- Four (4) certificates entitling the Member to a complimentary usage of the hotel Swimming Pool for up to a maximum of 2 hours on any day of the week. This benefit is valid for two (2) adults and (2) two children below the age of 12 years. House rules apply.
- Two (2) certificates entitling the Member to a 30% discount on select therapies at the Body Scape Spa any day of the week. This benefit is valid only for one (1) guest for 60 / 90 minute treatments.
- Two (2) certificates entitling the Bearer to a day of Adventure Activities at the 'Gravity Adventure Zone' for 2 guests at a special rate of Rs. 1200 all inclusive. House rules apply.

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THE RESORT
ESCAPE CARD



Membership Levels

- Level 1 (Rs. 7,500 + 18% Goods and Services Tax amounting to Rs. 8,850) – All certificates + one (1) complimentary night stay certificate in a non-sea facing room. (Valid from Sunday to Friday)
- Level 2 (Rs. 9,500 + 18% Goods and Services Tax amounting to Rs. 11,210) – All certificates + one (1) complimentary night stay certificate in a Sea facing room (Valid from Sunday to Friday)
- Level 3 (Rs. 12,000 + 18% Goods and Services Tax amounting to Rs. 14,160) – All certificates + one (1) complimentary night stay certificate in a non-sea facing room (Valid from Sunday to Friday) + one (1) complimentary night stay certificate in a non-sea facing room (Valid any day of the week) + one (1) complimentary buffet lunch or dinner for two (2) guests from Monday to Friday.
- Level 4 (Rs. 15,000 + 18% Goods and Services Tax amounting to Rs. 17,700) – All certificates + one (1) complimentary night stay certificate in a Sea facing room (Valid from Sunday to Friday) + one (1) complimentary night stay certificate in a Sea facing room (Valid any day of the week) + one (1) Sunday Brunch certificate for two (2) guests + one (1) complimentary buffet lunch or dinner for two (2) guests from Monday to Friday.

Referral Benefits

- For two (2) successful referrals, we will send one certificate entitling the Bearer to a complimentary buffet meal for two (2) guests.
- For five (5) successful referrals, we will send a complimentary membership package.

Membership Terms*

- The Resort Escape is a program that offers dining and accommodation privileges at The Resort Hotel Mumbai.
- The membership term (validity period) shall be 12 calendar months from the date of issuance of the membership.
- The membership card and the certificates are valid as printed and cannot be extended or re-validated. These cannot be replaced if lost or stolen.
- The membership card and the vouchers have no cash value and cannot be traded for any other service.
- Membership Card is non-transferable and the hotel has the right to request the member for a valid Government approved photo ID at the time of using the card. Only one The Resort Escape Card can be used for one dining group up to twenty (20) guests.
- The total amount of the membership fee will be refunded, provided the membership has not been used and the refund is requested by the Member within 15 days of acceptance of the membership. The refund will only be actioned after the receipt of the membership card, all the vouchers and a written cancellation request.

MEMBERSHIP BENEFITS

E THE RESORT
ESCAPE CARD



- Presentation of the Resort Escape Membership Card is imperative for availing the discounts and benefits under this program.
- Terms and Conditions of membership benefits are subject to change without prior notice.
- The Resort Hotel reserves the right to add, modify, withdraw or delete any of the benefits, rules, terms and conditions and the duration of the program, with or without prior notice. All decisions in this regard will be final and binding on the members of the program.
- Fraud or abuse concerning the program membership is subject to appropriate administrative and/ or legal action by The Resort Hotel management including termination of the membership.
- The Resort Hotel shall not be liable to any amount greater than the membership fee to any member as a result of his or her membership.
- Without prejudice to any other mode of proof, through the payment of the Resort Escape membership or the use of the membership card or any of the vouchers, the member accepts these terms and conditions, as amended from time to time and agrees to be bound by them.
- In the event of a dispute, The Resort Hotel reserves the right for final interpretation of these terms and conditions.
- It is recommended to make a reservation in advance clearly stating the use of the membership benefits at the Hotel to avoid any disappointment on arrival. Therapy treatments require a prior reservation of 24 hours.
- The Beach Gate entry is for In-house guests only.
- Members are permitted to park their vehicles in the hotel premises only while availing hotel facilities.
- Certificates entitling the Member to day use / access to the swimming pool / pool area will be valid between Monday and Thursday only. Card benefits will be applicable on Swim-N-Lunch/Dinner packages over weekends (Friday, Saturday and Sunday). House rules apply.

Dining Benefits

- Membership discounts are available on a table of a maximum of twenty (20) guests. These are not valid for banquets.
- To avail of the dining discounts, the minimum requirement is that two (2) main courses must be ordered. This discount can be availed on the total food order and only one card will be accepted per table / per visit.
- Discounts cannot be given in conjunction with any other special promotion or discount program.
- The value of the specific discount shall not include central, state, local taxes, off-premise, take-away or room service orders. Card discounts and certificates are not applicable during Christmas Eve, New Year's Eve, Valentine's Day, Independence Day or any other day as specified by the hotel.

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ESCAPE CARD



Accommodation Benefits

- All reservations are subject to room allocation availability. Room bookings must be made with The Resort Escape Member Help Desk quoting the membership number.
- Reservations can only be made within 15 days of arrival or as stated on the vouchers. Black-out dates may apply.
- Bookings made through Travel Agents, Corporations or any third parties are not eligible for reservations or discounts under this program. All reservations under this Program are non-commissionable.
- Amendments or cancellations of room reservations must be made with a 72-hour prior notice. Hotel Cancellation Policy will apply with respect to retention charges.
- Please surrender the relevant accommodation voucher and present valid photo ID's to avail of the accommodation benefits.
- Early check-in, late check-out or specific room type requests are subject to availability and cannot be guaranteed at the time of reservation.

Gift Certificates

- All certificates enclosed are for one-time use only, must be surrendered at the time of arrival, have to be utilized in full and cannot be exchanged for cash or any other service.
- The benefits given in the vouchers are accompanied by the terms and conditions given on the face and on the reverse of the certificate.
- All house rules are applicable on usage of the health and spa certificates.



UPPER DECK

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Privacy Policy

The Resort Escape membership program is operated by TLC Relationship Management Pvt Ltd, hereinafter called TLC. TLC will collect, use, store and transfer your personal information as per its privacy policy given on privacypolicy.co.in. With the acceptance of the Resort Escape membership, an individual expressly agrees to the terms of use as set out in this privacy policy and thus be contacted to receive information about the program benefits, promotional content and renewal of the membership from time to time via phone, e-mail, text messaging or letter. If your personal information is not provided, it may not be possible to manage your membership effectively or at all.

You may select your communication preferences from time to time and if you choose not to receive any information from us, you may request for full or partial deletion or updation of your information by writing to us at privacyofficer@tlcgroup.com.