



## ORCHID *Gold*

Orchid Rewards Program

## ORCHID *Platinum*

Orchid Rewards Program

Join the Orchid Gold or the Orchid Platinum Membership program and avail benefits at The Orchid Hotel Mumbai Vile Parle, Pune, Lonavala and Shimla; Fort Jadhavgad - Pune; Lotus Eco Beach Resort - Konark, Goa, Murud - Dapoli; Mahodadhi Palace - Puri embark on a unique lifestyle journey.

As a member of the Orchid Gold and Orchid Platinum, you automatically also sign up for the Orchid Rewards membership. More information on the Orchid Rewards membership is available [here](#).

The membership benefits of the Orchid Gold or Platinum come in three parts viz. Card Benefits, high value Gift Certificates and point earnings on the Orchid Rewards.

### Discounts on the Food & Beverage Bill

- 25% discount on the food and beverage bill up to a maximum of twenty (20) guests on a table.
- 20% discount on the midnight buffet rates.
- 25% discount at the Cake Shop, excluding merchandise and retail items.

### Special Offers

- DAILY
  - Happy Hours at the Cake Shop from 6 PM onwards - Avail a 50% discount on bakery items.
  - Happy Hours - Buy one drink and get another one complimentary of the same value until 9pm at all participating restaurants.
- MONDAYS
  - Member's Day – Avail a 50% discount on the food bill and a 25% discount on the beverage bill for a table of up to ten (10) guests.
- WEDNESDAYS
  - Ladies Night – Buy one drink and get another one complimentary of the same value for a table of up to ten (10) guests from 10:30 pm to 1 am at Merlin's Bar.
- THURSDAYS
  - Member's Night – Buy one Whisky and get another one complimentary of the same value (IMFL / Imported) for a table of up to ten (10) guests from 10:30 pm to 1 am at all participating restaurants.

### Other Benefits

- 20% discount on Spa Treatments, Massages and Salon Services.
- 20% discount on the Best Available Rate on rooms on direct bookings.



### Member Help Desk

+91 9169166789 | [orchidgold@orchidhotel.com](mailto:orchidgold@orchidhotel.com) | [www.orchidhotel.com](http://www.orchidhotel.com)

Membership Level	Gold	Platinum	Details/ Terms and Conditions*
Price (INR)	₹ 10,000+ 18% Goods and Services Tax (Net ₹ 11,800)	₹ 15,000+ 18% Goods and Services Tax (Net ₹ 17,700)	An additional amount of ₹ 2,000 + 18% Goods and Services Tax (Net ₹ 2,360) will be charged for a supplementary card.
Number of Certificates	16	25	

## Food & Beverage

Complimentary Buffet Lunch or Dinner for two guests	Two	Three	<ul style="list-style-type: none"> <li>Valid at the coffee shop and all day dining restaurants.</li> <li>Not valid over Sunday Brunch / Lunch.</li> </ul>
Complimentary Chocolate Cake (max. 1 KG)	Two	Three	<ul style="list-style-type: none"> <li>Applicable only while dining at the restaurants.</li> <li>Platinum Level - One certificate can be used as a takeaway benefit.</li> </ul>
50% discount on the food bill and a 25% discount on the beverage bill while dining at any participating restaurant for a table of up to ten guests	Two	Four	<ul style="list-style-type: none"> <li>Not valid over Sunday Brunch / Lunch or Midnight Buffet.</li> <li>Card benefits can not be combined with this certificate.</li> </ul>

## Accommodation

Complimentary room night at The Orchid Hotel Mumbai Vile Parle or The Orchid Pune from Friday to Sunday, Fort Jadhavgad - Pune or Lotus Eco Beach Resort - Konark and Lotus Eco Beach Resort, Murud - Dapoli or The Orchid Hotel Shimla from Sunday to Thursday	One	One	<ul style="list-style-type: none"> <li>Valid for one night in the base category of rooms and is inclusive of Buffet Breakfast for two (2) guests.</li> <li>Subject to room allocation availability and prior reservation.</li> <li>This certificate is not transferable.</li> </ul>
Complimentary room night at The Orchid Hotel Mumbai Vile Parle or The Orchid Pune from Friday to Sunday, Fort Jadhavgad - Pune or Lotus Eco Beach Resort - Konark and Lotus Eco Beach Resort, Murud - Dapoli or The Orchid Hotel Shimla from Sunday to Thursday or on any day of the week at Lotus Eco Beach Resort - Goa or Mahodadhi Palace - Puri	-	One	<ul style="list-style-type: none"> <li>Valid for one night in the base category of rooms and is inclusive of Buffet Breakfast for two (2) guests.</li> <li>Subject to room allocation availability and prior reservation.</li> <li>This certificate is not transferable.</li> </ul>
50% discount on the Best Available Rate on the base category rooms	Two	Two	<ul style="list-style-type: none"> <li>Valid for one night at The Orchid Hotel Mumbai Vile Parle or The Orchid Pune over weekends (Friday, Saturday or Sunday) or at Fort Jadhavgad - Pune or at Lotus Eco Beach Resort - Konark and Lotus Eco Beach Resort, Murud - Dapoli or The Orchid Boutique Ecotel Resort - Lonavala or The Orchid Hotel Shimla from Sunday to Thursday or on any day of the week at Lotus Eco Beach Resort - Goa or Mahodadhi Palace - Puri.</li> <li>Subject to room allocation availability and prior reservation.</li> </ul>
50% discount on the Best Available Rate on the base category rooms	-	Two	<ul style="list-style-type: none"> <li>Valid for one night at Lotus Eco Beach Resort - Goa and Mahodadhi Palace - Puri.</li> <li>Valid on any day of the week</li> <li>Subject to room allocation availability and prior reservation.</li> </ul>
Buy one night and get the second night complimentary	Two	Two	<ul style="list-style-type: none"> <li>The paid room must be bought on the Best Available Rate on the base category of rooms at The Orchid Hotel Mumbai Vile Parle; The Orchid Pune from Friday to Sunday; at Fort Jadhavgad - Pune or Lotus Eco Beach Resort - Konark or Lotus Eco Beach Resort, Murud - Dapoli or The Orchid Boutique Ecotel Resort - Lonavala or The Orchid Hotel Shimla from Sunday to Thursday or on any day of the week at Lotus Eco Beach Resort - Goa or Mahodadhi Palace - Puri.</li> <li>Subject to room allocation availability and prior reservation.</li> <li>Cannot be clubbed with corporate/ travel agent bookings.</li> <li>The second complimentary night stay cannot be carried forward.</li> </ul>

### Health & Spa

Complimentary use of the Hotel Swimming Pool	Two	Three	<ul style="list-style-type: none"> <li>Valid from Monday to Saturday for a family of 2 adults and 2 children (below the age of 12 years).</li> <li>Maximum of 4 hours per certificate.</li> <li>House Rules apply.</li> <li>This certificate is not transferable.</li> </ul>
50% discount on Spa treatments or Massages	Two	Three	<ul style="list-style-type: none"> <li>Valid for a couple on any day of the week.</li> <li>Subject to prior appointments at the Spa.</li> <li>This certificate is not transferable.</li> </ul>

### Refer a Banquet

Refer a confirmed banquet event of a minimum net spend of ₹ 50,000 and get a complimentary buffet meal for four (4) guests	One	One	<ul style="list-style-type: none"> <li>Not valid over Sunday Brunch.</li> <li>Can be availed after the settlement of the entire event bill.</li> <li>The event should not be an existing confirmed or tentative event in the hotel books.</li> </ul>
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## Earnings On Orchid Rewards

Members can also earn 2.5% of their net spends on accommodation bills and 3.5% of their net spends on food and beverage bills as an added benefit. The value of the petals will be calculated on the net bill after discount and before taxes.

To avail of this offer, members must quote their Mobile number at the time of billing.

## Referral Benefits

- For one (1) successful referral, we will send one certificate entitling the Bearer to a complimentary buffet lunch for two (2) guests.
- For three (3) successful referrals, we will send one certificate entitling the Bearer to a complimentary one night stay in the base category of rooms.
- For five (5) successful referrals, we will send an Orchid Gold Membership Package to any individual of your choice.
- For five (5) successful referrals, we will send an Orchid Platinum Membership Package to any individual of your choice.

## Terms & Conditions

- Your membership is valid for 12 months from the date of issuance of the membership.
- Should there be a requirement of a supplementary card, the same needs to be purchased along with the primary membership card.
- Supplementary card can not be issued independently.
- The supplementary card comes without any additional certificates. The validity of the card is the same as that of the primary card. Supplementary card holder enjoys the same card benefits as the primary card holder. These two cards cannot be used together.
- The 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.
- The membership card and the certificates have no cash value and cannot be traded.

- Lost or misplaced certificates cannot be replaced.
  - Lost or stolen membership cards must be immediately reported to the Member Help Desk. An administrative fee of ₹ 500 + taxes will be charged for a replacement membership card, which will have the same expiry as the original membership card.
  - Discounts can only be availed upon presentation of your valid and signed Orchid Gold or Platinum membership card or a valid certificate. The value of the specific discount does not include taxes.
  - To avail of the membership discount, the requirement is that two food items must be ordered. Only one card can be used per visit / per table. Card discounts will not apply during promotions, special events & festivals. Special offers may be announced by the hotel.
  - All certificates are for one time use only. Please announce the usage of the certificate while making a reservation or before dining in any of our restaurants. The certificates need to be surrendered while availing the benefits.
  - Outside food and beverages are not allowed in the hotel premises.
  - The management reserves the right to change the terms of the membership from time to time without any notice.
  - The hotel or the program is not liable to refund any amount to members or guests in case of non-availability of rooms on the requested date.
  - The management reserves the right in its sole discretion to refuse entry, remove any member including his guests or to terminate the certificate who in the opinion of the management:
    - Commits any criminal offenses on the Spa facility premises
    - Displays unbecoming or uncivil behaviour within the Spa facility premises
    - Acts in any manner that is abusive or offensive to the employees of the Spa or towards other members and /or guests
  - If you wish to avail of GST input credit (as per the provisions and conditions under GST law), we request you to send us your GST Registration Number, Company Name and GST Registration State within one week of receiving the membership package, so that we can update our records to enable you to take an input credit of the GST amount, if applicable.
- \* For detailed terms and conditions, please refer to the membership package.



## Privacy Policy

The Orchid Gold or the Orchid Platinum 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](http://privacypolicy.co.in). With the acceptance of the Orchid Gold or the Orchid Platinum 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](mailto:privacyofficer@tlcgroup.com).