Infinity Rewards by Lemon Tree Hotels
(Loyalty Program by Lemon Tree Hotels)

TERMS AND CONDITIONS

Updated: Nov 2024

PROGRAM DESCRIPTION:

Infinity Rewards by Lemon Tree Hotels (the loyalty program) run by **Lemon Tree Hotels Limited**, a limited company having its **registered office at Asset No.6, Aerocity Hospitality District, IGI Airport, New Delhi, 110037, INDIA,** is designed to enable its Members to enjoy various benefits and perks (as described below) during their stay at Lemon Tree Hotels participating in the Program.

The Program Rules govern the Company's relationship with members of the Loyalty Program (collectively, "**Loyalty Program Members**," and individually, a "**Loyalty Program Member**," "**Member**," or "**you**"), including how Members manage their accounts, book reservations, achieve elite status, earn and redeem Loyalty Program coins ("**Points**") with participating hotels. Specific Loyalty Program benefits, amenities, offers, awards and services may not be available at or as part of such experiences or properties, even though the applicable experience or property is not explicitly identified as being excluded where the benefit, amenity, offer, award or service is described in these Program Rules.

By opening a Loyalty Program membership account **("Account" or "Membership Account"),** the Membership Account number is assigned ("Membership Number") to receive and redeem benefits of the Loyalty Program, including, without limitation, Loyalty Program Points, you agree that:

· You have read and accept these Program Rules (**(Infinity Reward's terms and conditions");** and you have read and accept the **Website Terms of Use ("privacy policy")** which are incorporated by reference herein; and

· You consent to the collection, use, and disclosure of your personal data by the Company, the Loyalty Program, Participating Properties and Partner Programs, and their authorised third-party agents and licensees in accordance with the **Company's Privacy Statement.**

All Loyalty Program benefits, amenities, offers, awards and services are subject to availability and may be **changed by the Company at any time without notice**. The Company may terminate the Loyalty Program, in whole or in part, with advance notice to **all active Loyalty Members** and **with less than six months' notice in any jurisdiction if required to do so by applicable law. At the Company's sole discretion, the Company may choose to substitute a similar loyalty program for the Loyalty Program at any time immediately upon notice to active Loyalty Members. If the Loyalty Program is terminated, all unredeemed Points will be forfeited without any obligation or liability, and no Award claims will be honoured after the conclusion of the notice period.**

These Program Rules supersede all previous terms and conditions applicable to the Legacy Programs or Loyalty Programs. Except as otherwise expressly prohibited or limited by applicable laws, the Company may at any time amend, modify or supplement these Program Rules, the structure for earning and redeeming Awards (as defined below), with or without notice, even though such changes may affect the value of Points or Miles, or the ability to obtain certain Awards (collectively "Program Rule Changes"). "Loyalty Members are responsible for remaining knowledgeable of the Program Rules and any Program Rule Changes. Your continued participation in the Loyalty Program will constitute your acceptance of any such Program Rule Changes.

The Program is open to all persons who are legally considered to be an adult or have the legal capacity to sign a contract in the Member's home country.

Program membership is free of charge.

DEFINITIONS

1. "**Lemon Tree Hotels**" refers to Lemon Tree Hotels which owns, manages and franchise various hotels in India, popularly known as below

S.No	Brand Name
1	Aurika Hotels & Resorts
2	Lemon Tree Premier Hotels
3	Lemon Tree Hotels
4	Red Fox Hotels
5	Keys Lite by lemon Tree Hotels
6	Keys Select by Lemon Tree Hotels
7	Keys Prima by Lemon Tree Hotels

1. **Lemon Tree Infinity Rewards**" refers to the rewards program offered by Lemon Tree Hotels.
2. "Adjustment" refers to Points credited following a claim by the Member or an error on the part of the Program.
3. Awards" refers to any and all awards earned by Members in connection with the Loyalty Program, including without limitation Award Redemptions.
4. "Active Member" Member will be considered active if he has made a booking (earning or redemption), at "participating hotels of Lemon Tree" in the past rolling 12 months.
5. "Check-in" refers to the Date of arrival at the hotel.
6. "Check-out" refers to the Date of departure from the hotel.
7. **"Day Use**" refers to the Use of a hotel room during the day, with Check-in and Check-out taking place on the same day.
8. **"Customer"** means an Individual (not a Member of the Program) using a Lemon Tree hotel room for an overnight stay or Day-Use purposes.
9. **"Member**" means a Customer who has Signed up for the membership and has accepted the Program's Terms and Conditions.
10. **"Infinity Coins"** means Points obtained by a Member on the eligible stay that can be redeemed for Rewards.
11. **"Tier"** means the level awarded depending on the number of eligible Nights stayed by a Member over a given period, which determines: (i) the benefits received by the Member and (ii) a specific scale for earning Reward points.
12. **"Eligible Channel"** includes the qualified channels which are allowed for points earnings, the member must book his/her stay **(at Participating hotels of Lemon Tree)**using the below channel, to be able to **earn the points and use the benefits associat**ed as per his/her tiers. The eligible channels include – the official Brand website (www.lemontreehotels.com), Corporate Sales **(group/airline rate and commissioned bookings not included),** Central Reservation Centre (CRC) or bookings made directly at the participating hotels.
13. **"Eligible Stay"** means Stay booked at a participating hotel at eligible rates via the brand website (www.lemontreehotels.com), Corporate Sales team **(group/airline rate and commissioned bookings not included)**, Central Reservation Centre (CRC) or booking made directly at the participating hotels.
14. **"Ineligible Channels"** are the channels which are not qualified for point earning. A member will not be given any points/allowed to use benefits associated with his/her tiers if he or she chooses channels to book his/her stay like - (1)a reseller, tour operator, traditional/local travel agents and third-party online travel agency **(such as Expedia.com, booking.com, make my trip or any other OTAs**).
15. **"Ineligible Stays**" is defined as (1) Stays booked through a reseller, tour operator, traditional/local travel agents and third-party online travel agency **(such as Expedia.com, booking.com, make my trip or any other OTAs**) are not considered Eligible Stays and do not earn Coin or counted to be Eligible nights for a tier upgrade. (2) Room rates for airline staff and crew, airline layovers, airline transient, charter, (3) employee rates, (4) complimentary rooms, (5) special negotiated guaranteed company packages, (6) group bookings, (7) banquets, conferences, weddings, events or organised tours.

16. **"Reward"** is the benefit and/or service that a member can avail of through exchange of his/her Infinity Coins, accumulated during his stay at Lemon Tree Hotels.

17. **"Stay"** refers to one complete stay (from the day of check-in to the hotel till the check-out) of the guest at any of the participating Lemon Tree Hotels.

18. **Infinity Rewards help desk"** The contact point of Lemon Tree Infinity Rewards at infinityrewards@lemontreehotels.com

19. **"Blackout dates**" are the periods during which Infinity Coins cannot be redeemed in Lemon Tree Hotels.

HOTELS PARTICIPATING IN THE PROGRAM

The hotels participating in the Program are hotels operating under the Lemon Tree Hotels brand, with the exception of the hotels and brands listed on the reward page of the website (See list of participating hotels and brands and non-participating hotel and brand exceptions, **available here**). List of participating hotels to be linked.

S.No	Brand Name
1	Aurika Hotels & Resorts
2	Lemon Tree Premier Hotels
3	Lemon Tree Hotels
4	Red Fox Hotels
5	Keys Lite by lemon Tree Hotels
6	Keys Select by Lemon Tree Hotels
7	Keys Prima by Lemon Tree Hotels

When a hotel or brand joins the Lemon Tree network or enrols in the Program as a participating hotel, Members will only be able to earn coins and enjoy other Program-related benefits on **eligible stays** completed at the hotel.
If a hotel leaves the Lemon Tree network or ceases to be a participating hotel after the Member makes a booking but before the Member's actual stay, the Member: - will not earn coins and will not have access to any tier-related services or benefits while staying at the hotel. - will not have access to any special offers in which the hotel may have participated.
Lemon Tree Hotels will make every effort to give affected Members reasonable notice prior to their stay.

REGISTERING AS A PROGRAM MEMBER

A Customer may join the Program in any of the following ways: -
1. During his/her stay **at a hotel** participating in the Program.
2. By registering online on the **brand website** – www.lemontreehotels.com
3. Via the Lemon Tree Hotel's C**entral Reservation Centre**;

The Customer must provide the necessary and mandatory details requested when joining – full Legal name (First and last name), Unique and valid Email ID, and Unique and valid Mobile number. The member will have to present a Proof of identification on request.
Member needs to validate his/her email ID to be able **to activate his/her Infinity Reward Account**. However, a member can still get enrolled in the program with his/her account status marked **as "Temporary".**
The new member by joining the program or going ahead with the sign-up process, accepts the Program's General Terms and Conditions. The Member will benefit fully from all Program services, including access to the different functions of the website (such as accessing Rewards, checking his/her customer account, redeeming Reward Points, etc).

Membership Tier: Infinity Rewards members may **qualify for Silver, Gold, Platinum, and Platinum Plus tiers**. Benefits, awards, redemption opportunities, and requirements for each tier are determined by us from time to time. Tier eligibility is dependent on the number of Eligible Nights at Participating Properties in 12 months, as follows, and is also determined at the **sole discretion of Infinity Rewards by Lemon Tree Hotels** :

i. **Silver tier**: Infinity Rewards members earn the Silver tier upon enrolment. **No stays or nights** are required for **this entry-level.**

ii. **Gold tier:** Infinity Rewards members may earn Gold Status with **at least 5 Eligible Nights** in 12 months and each subsequent 12 months.

iii. **Platinum tier:** Infinity Rewards members may earn the Platinum tier with **at least 25 Eligible Nights** in 12 months and each subsequent 12 months.

iv. **Platinum Plus tier:** Infinity Rewards members may earn the Platinum Plus tier with **at least 50 Eligible Nights** in 12 months and each subsequent 12 months.

Only the room in which the member is registered as a guest for the duration of the Eligible Stay will **count toward Elite Tiers**.

As an Infinity Rewards member, you have a qualification period of 12 months to obtain enough Eligible Nights to **maintain your tier status or to upgrade to the next tier level**. The qualification period starts **from the day of enrolment and lasts 12 months**. At **the end of the qualification period,** the Eligible Nights counter **will reset to 0**, and a new qualification period of 12 months will start. The minimum number of Eligible Nights corresponding to your status will be required to maintain your status (Gold 5 eligible nights, Platinum = 25 eligible nights, Platinum Plus = 50 eligible nights). If you did not make enough Eligible Nights to maintain your tier during the qualification period, your membership will move down to the tier that qualifies under the room nights generated by the Infinity member, and the Eligible Nights counter will be reset to 0.

As an Infinity Member, once you achieve enough **Eligible Nights to access the next tier**, your membership tier will be **upgraded instantly after check-out**. **The Eligible Nights** that allowed you to move to the next level **will be carried forward**, and a **new qualification period of 12 months** will start from then.

PERSONAL CUSTOMER ACCOUNT

To enrol in the Program, Customers must create a customer account by filling in the information required during enrolment **through above mentioned channels.** The Customer declares that the information he or she provides during the enrolment is true and complete.

Lemon Tree Hotels is not responsible if any errors or incomplete information is provided or sent by the Customer and if, as a result, Lemon Tree Hotels is unable to give the Customer the full Program experience as described herein.The Customer is solely responsible for keeping and using the membership account. Lemon Tree Hotels is not responsible to the Customer for any harm endured due to illicit, fraudulent or inappropriate use of his or her Account. It is the Customer's responsibility to inform Lemon Tree Hotels immediately if an unauthorised person has used their Account.

Using their personal account, Members can view: -

1. Total Points Balance,
2. Their current tier status and its benefits,
3. Points required for next tier,
4. Stay history and points earned on those stays
5. Make Redemption request
6. Registered Personal information with edit permission

Please Note: To View the above information, the member must visit the brand website(www.lemontreehotels.com) and select "sign in" using their registered email ID and password.
Existing customers (members who joined before 1st November 2024), need to reset their password by clicking on the "forgot password" option available on the sign-in page, to be able to log in to their account.

BENEFITS OF MEMBERHSIP

1. Several of the services and benefits available to members of Lemon Tree Infinity Rewards are offered solely at the discretion of Lemon Tree Hotels Ltd and the individual participating in Lemon Tree Hotel. Not all services, e.g.: outsourced services are provided by all participating hotels. Should the participating hotel improperly deny a member a benefit, Lemon Tree Hotels Ltd will not be liable to compensate the member for the same.
   Click on the link below to know the benefits in detail.
   https://www.lemontreehotels.com/rewards

2. The member benefits will be applicable to the members who have booked through **"eligible channels"** only, depending upon their tier status. The member booking through ineligible channels will not be able to enjoy the program benefits during their stay.

3. The benefits will not be extended on the redemption bookings. Members with paid room bookings will be eligible to enjoy the program benefits, depending upon their tiers.

List of benefits :

4. **Customer Support -** Loyalty Program Members will have access to **customer service telephone numbers - 9991701701** for reservations, customer service and award redemption-related requests.
5. **Member Rates -** Loyalty Program Members will receive an exclusive, preferred rate ("Member Rate") when they book rooms through a Lemon Tree Hotels Channel. Member Rates are available at Participating Properties and Brands.

   I. Member Rate must be booked by the Member staying at the Participating Property when making a reservation**.**
   II. Member Rate may not be combined with other select promotions, offers or discounts, and is not valid for existing reservations or groups.
   Member Rate does not apply to qualified transient rates such as government rates, or negotiated rates.
   .
6. **Complimentary WiFi Access -** A Member who books a stay at a Participating Property through an LTH (Lemon Tree Hotel) Channel will receive complimentary standard wifi access during the stay. In addition, **Platinum plus** has **premium WiFi access** as a benefit and will receive complimentary enhanced in-room wifi access regardless of booking method (collectively, the "Internet Access Benefit").

7. **Best price Guarantee -** Our Best Price Guarantee states we will have the lowest prices through the official Lemon Tree Hotel Reservation Channels (Lemon Tree Hotel brand website and Customer Center (CRC) and walk ins . In case of disparity, Lemon Tree Hotel will match and offer the lowest rates. The Member will have to share the screenshot of both the channels (Rates on the Lemon Tree hotel brand website and the third-party channel with the lowest rate) on infinity@lemontreehotels.com**.**

8. **Free Breakfast -** The members **under platinum plus** are eligible for free buffet breakfast at the hotel restaurant, on every paid booking.

9. **Pay at Hotels -** The term "pay at hotel" refers to the payment method where you pay for your stay when you check in or check out of the hotel, rather than paying in advance. The **platinum and platinum plus** members are eligible to avail these benefits.

10. **Priority Welcome -** Members receive expedited check-in, allowing them to skip long lines and get to their rooms more quickly. The **platinum and platinum plus** members are eligible for these benefits.

11. **Room upgrade -** Depending on availability, loyalty members could receive a complimentary upgrade to one level-up room category or suite. The **platinum and platinum plus** members are eligible for these benefits

12. **Hotline number:** Infinity members have a dedicated hotline which is designed to offer personalized assistance and resolve any issues or inquiries more efficiently for members of the program. Hotlines are available around the clock, ensuring that members can get help at any time, no matter where they are.

13. **Late Check-Out –** This benefit is subject to availability and is on request. Member will have pre inform the hotel about the late check-out request.

    - **Silver – Not applicable**
    - **Gold – 2:00 PM**
    - **Platinum – 4:00 PM**
    - **Platinum Plus - 6:00 PM**

14. **Early Check In -** This benefit is subject to availability and is on request. Member will have pre inform the hotel about the early check-in request

    - **Silver – Not applicable**
    - **Gold – Not applicable**
    - **Platinum - Not applicable**
    - **Platinum Plus – 12:00 PM**

15. **Discount On F&B –** The in–house members (members staying at participating hotels) are eligible for below below-mentioned F&B discount. The walk-in members (not staying with any of the Lemon Tree Hotels and have come for Dine-in) are not eligible for this discount.

    - **Silver – Not applicable**
    - **Gold – Not applicable**
    - **Platinum - Not applicable**
    - **Platinum Plus – 10% discount on total F&B bill**

16. **Discount on SPA** – The in-house members (members staying at participating hotels) are eligible for the below-mentioned F&B discount. The walk-in members (who are not staying with us and have come to take SPA service only) are not eligible for this discount.

    - **Silver– Not applicable**
    - **Gold – Not applicable**
    - **Platinum- Not applicable**
    - **Platinum Plus – 15% discount on total SPA bill**

17. **Happy Hours** – The in-house members (members staying at participating hotels) are eligible for a 1+1

offer on drinks (soft and hard drinks) between 6 PM and 8 PM. The walk-in members (who are not staying with us and have come to take Dine in only) are not eligible for this discount.

- The offer is only applicable to the hotels where BAR is available.
- The offer is not applicable for Dry states like Gujrat
- The offer is not applicable on dry dates like Gandhi Jayanti, Independence Day, Republic Day etc.

18. **2nd guest Free** - Under this benefit, the cost of the second guest's stay is waived. **The Platinum Plus members** can book the room on double occupancy at the price of a single occupancy rate.

19. **Guaranteed availability:** The hotel guarantees that a room will be available for the members if they book 48 hours before their arrival date. The offer/benefit is not applicable on black-out dates. The benefit is valid for **Platinum Plus members only**

20. **Free Cancellation:** The members can cancel the hotel reservation without any penalty if they do so at least 24 hours before your scheduled check-in time.

- **Silver – Not applicable**
- **Gold – Not applicable**
- **Platinum – 24 hours before the check in time**
- **Platinum Plus - 24 hours before the check in time**

21. **Suite Upgrade:** Platinum Plus and Prive members will be offered/ upgraded to the suite category or the topmost category of the hotel, only in case the category is available.

MEMBERSHIP COMMUNICATIONS

1. All communications will be sent to the registered mailing address (email) or registered phone number given during enrollment, and it is the responsibility of the member to inform Lemon Tree Infinity Rewards Member Services about any change in his/her address. Member can **only** update **their first name, last name, email ID and phone number** through th**e "member profile page "**available on the brand website www.lemontreehotels.com. All communication will be deemed to have been received by the member and Lemon Tree Hotels bears no responsibility for communication not received or lost in the mail.

2. Lemon Tree Infinity Rewards is authorized to reach out to members through Email/SMS/WhatsApp for program-related information and offers through their system or its authorized third-party vendors. If the member doesn't want to receive any communication, the request for the same can be placed at infinityrewards@lemontreehotels.com for unsubscribing from the communication list. Member will be reached using their data like first name, last name, registered email ID, phone number, etc.

3. New Members will receive Infinity Reward (Loyalty Program) communications.

4. Members will receive regular Points balance statements by email or SMS, both upon check-out and monthly if the Member has provided the Company with the appropriate permission to contact the Member via email.

5. The Company may also send Members promotions, offers and other communications from time to time, which may include, without limitation, items from third parties. The items from third parties are based on the information provided to the Company by a Member and any additional data the Company may maintain. **Members may change personal details at any time in the Account Profile available on the brand website followed by OTP validation. Profile update service will not be available offline due to security implications. Member will have to log in to the account and make the necessary changes in their respective profile.**

1. Each member is responsible for remaining knowledgeable about the program rules and the number of Infinity Coins available in his or her account. Lemon Tree Hotels Ltd will send correspondence to active members to advise them of matters of interest, including notification of program changes and Infinity Coins updates. However, neither Lemon Tree Hotels Ltd, its subsidiaries, affiliates or

associates or program management service providers nor the owners of the participating Lemon Tree Hotels or restaurants or companies participating as service partners in the program will be liable for any failure to do so and will not be responsible for correspondence lost or delayed in the mail.

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ACCRUAL OF INFINITY COINS

1. Members will earn the following number of coins on the total amount billed – room + F&B and other miscellaneous spent at check-out while at the participating hotels of LemonTree Hotels Ltd.
2. Infinity Coins will be awarded for the total amount spent in the hotels during the member's stay at the participating hotels. **All applicable taxes and service charges including central, state, local, and other taxes will be omitted for the purpose of point accrual.**

Points Earning chart per INR 100 Spent						
S.No	**Channel**	**Earning Type**	**Silver**	**Gold**	**Platinum**	**Platinum Plus**
1	Brand Website	Standard	7%	8%	9.50%	11%
		Bonus points	15%	15%	15%	15%
2	Corporates	Standard	6%	7%	8.50%	10%
		Bonus	15%	15%	15%	15%
3	Hotel direct	Standard	6%	7%	8.50%	10%
		Bonus	15%	15%	15%	15%
4	CRC	Standard	6%	7%	8.50%	10%
		Bonus	15%	15%	15%	15%
5	OTA	Standard	NA	NA	NA	NA
		Bonus	NA	NA	NA	NA
6	Traditional Travel Agents	Standard	NA	NA	NA	NA
		Bonus	NA	NA	NA	NA
7	Airlines and crew	Standard	NA	NA	NA	NA
		Bonus	NA	NA	NA	NA
8	Group	Standard	NA	NA	NA	NA
		Bonus	NA	NA	NA	NA

3. The bonus is a limited timeline offer/campaign. Lemon Tree Hotels reserves the full right to remove, amend or change the bonus % without any prior information to the members.

4. Banquet rooms, meetings, and conference rooms will not earn Infinity Coins.

5. Infinity Coins awarded for stays at participating hotels of Lemon Tree Hotels Ltd will be based on Indian Rupees. Foreign exchange rates will be converted into Indian Rupees, using a published rate of exchange in effect at the time of conversion. This rate will be determined at the sole discretion of Lemon Tree Hotels Ltd, based on standard currency conversion methods but may vary from currency conversion rates used by credit card companies.

6. Infinity Coins for a stay will be credited to the guest's Lemon Tree Infinity Rewards account within 24 hours of check-out.

7. If a member of the Lemon Tree Infinity Rewards is also a member of another loyalty program, a service partner's program, whose members are also authorised to earn Infinity Coins at Lemon Tree Hotels, the member will have to choose the program on which he wishes to earn Infinity Coins. A member will not be entitled to earn Infinity Coins on both Lemon Tree Infinity Rewards and the other loyalty program simultaneously. will not be entitled to earn Infinity Coins on both Lemon Tree

Infinity Rewardsand the other loyalty program simultaneously.

8. **Infinity Coins** can only be earned **at participating Lemon Tree Hotels**. The **list of participating** Lemon Tree Hotels is subject to **change at any time**, without prior notice. Please contact the Lemon Tree Infinity Rewards at infinityrewards@lemontreehotels.com for any queries.
9. To earn Infinity Coins, a member must be a registered, paying guest at a participating Lemon Tree Hotel and must meet all the conditions described in the terms and conditions.

10. Members can **only earn** Infinity Coins **from the program start** date as defined by the Lemon Tree Hotels. No Infinity Coins will be earned for any amount charged before the start date of the program. This includes cases where a member has checked in to a hotel before the program is launched at that hotel and checks out after the start date of the program at that hotel. For example: if a member checks in on 1 March 2013, checks out on 10 March 2013 and the start date of the program for that hotel is 8 March 2013, then the member will earn Infinity Coins only for eligible expenditure from 8 March 2013 onwards.

11. No purchase of Infinity Coins **is permitted**. A member cannot purchase Infinity Coins and add these Infinity Coins to already earned Infinity Coins in order to redeem these Infinity Coins for a reward. Infinity Coins can only be earned by the member for eligible expenditure across any participating Lemon Tree Hotel.

12. Infinity Coins **credits will not be awarded** when **redeeming** any Lemon Tree Infinity Rewards offer, awards of travel partners, or other promotional offerings using discounts or free certificates. However, all **paid expenses in the eligible folio list will be eligible to earn Infinity Coins**.

13. Infinity Coins earned by any individual member are not eligible **to be combined with or transferred to other Lemon Tree reward programs** administered in the past, present, or future or with any other programs run by Lemon Tree Hotels Ltd.

14. Any **Infinity Coins offered** in conjunction with specific hotel stays will be considered earned only when the **stay has been fully paid**. Infinity Coins will not be available for redemption before the stay has been paid for.

15. In cases where the member or the member's company is given a discount after the stay has been completed, the appropriate number of Infinity Coins will be deducted from the member's balance, although he or she may have already been communicated the point status based on the non-discounted amount.

16. Lemon Tree Infinity Rewards reserves the right to deduct Infinity Coins from a member's account balance if the Infinity Coins have been erroneously recorded under the account.

17. If a member believes he/she has not received coins credits for hotel stays, or any partner Infinity Coins, He or she must submit a written request for such credit(s) at infinityrewards@lemontreehotels.com. **Members are requested to retain all hotel travel documentation until the credited Infinity Coins have appeared on the Infinity Coins statement. Requests must be received at the Lemon Tree Infinity Rewards helpdesk within 3 months of the guest's stay.**

18. In case Infinity Coins are inadvertently missed out, the members must claim retro credits within 3 months from the last date of checkout. The Infinity Coins will be credited manually.

19. All Lemon Tree Infinity Rewards members will receive an Infinity Coins update for the month in which there is a transaction.

20. Any fraction of total Infinity Coins earned will be calculated to the next lowest integer. For example, if a member earns 125.90 Infinity Coins from a transaction, it will be calculated as 125 Infinity Coins.

21. Infinity Coins will be awarded on all eligible charges at participating Lemon Tree Hotels only from the date of the member's enrollment into the program. No retro credits will be given for transactions prior to enrollment.

22. Infinity Coins are **non-transferable.**

EXPIRY OF INFINITY COINS

The Infinity Coins in the account will expire in **2 years from the date those coins have been earned.**

Lemon Tree Hotels will send a communication giving prior intimation of point expiry to the guest, through SMS or Email.

RENEWAL OF MEMBERSHIP

Lemon Tree Infinity Rewards membership does not expire.

MEMBER'S TIER UPGRADE

Membership tier upgrade will be subject to the no. of room nights stayed **(eligible** room nights) by a member at participating hotels (The Tier Cycle will start from the date of enrolment with a period of 12 months).

Parameter	**Silver**		**Platinum**	
Eligible Room Nights	NA	5 nights	25 nights	50 + nights

The member needs to stay for below mentioned room nights every year in the participating hotel, to be able to retain their tier. If members fail to generate required room nights in a year, he or she will acquire the level (tier) based on the room nights generated.

Parameter	**Silver**	**Gold**	**Platinum**	**Platinum Plus**
Eligible Room Nights	NA	5 nights	25 nights	50+ nights

COIN REDEMPTION

1. Participating Lemon Tree Hotels can opt out of the participation for rewards at the sole discretion of Lemon Tree Hotels Ltd.
2. The list of rewards will keep changing and members can only avail redemptions from the list which is available for the current period.

https://www.lemontreehotels.com/rewards

3. Travel agents will not be given any commission on rooms given as rewards.
4. Reward Infinity Coins can be redeemed against the room stays only.
5. All redemption requests against the reward Infinity Coins must be made online via lemontreehotels.com
6. Partial Redemption of Infinity Coins is currently not available.
7. If a guest has redeemed a room night and has cancelled or amended the booking, there may be a penalty levied on the Infinity Coins depending on the type of cancellation or amendment:

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- Cancellation/amendment done 3 days before arrival: 100% refund of Infinity Coins
- Cancellation/amendment done 2 days before arrival: 25% refund of Infinity Coins
- Cancellation/amendment done 1 day before arrival: No refund
- No show: No refund

8. Accommodation is subject to capacity controls, which may limit the availability of rooms offered at participating hotels. Please note that hotel stays cannot be availed during the blackout dates. The decision on blackout dates is at the discretion of Lemon Tree Hotels.

9. All applicable incidental expenditures will be borne by the member unless mentioned otherwise.

10. Free room nights cannot be combined with special offers/packages.

11. Infinity Coins cannot be redeemed for special offers/packages.

12. Room nights can only be redeemed for the base room category. No requests for partial payment for the higher room category are possible. Infinity Coins can only be earned at participating Lemon Tree Hotels.

13. In case of holidays as rewards at Lemon Tree Hotels, the member will bear all travel and associated costs. In addition, meals or any other service not specifically mentioned as being complimentary will be chargeable. Please refer to the rewards section on the website for the rewards list. https://www.lemontreehotels.com/rewardsAll rewards are subject to availability and supplier restrictions.

Lemon Tree Hotels may, without prior notice, withdraw or substitute any reward for another reward of comparable value and nature. In case the exact model of the merchandise mentioned in the rewards section of the website is not available at the time of redemption, Lemon Tree Hotels Ltd will inform the member about the status, and offer an alternate model of the product to the member.

14. Participating in Lemon Tree Hotels and reward classification may change at any time without notice, at the sole discretion of Lemon Tree Hotels Ltd. Please refer to the Lemon Tree Rewards section on the website for a complete listing of the rewards classification. https://www.lemontreehotels.com/rewards

15. Valid holiday redemption documents must be submitted at the concerned Lemon Tree Hotel at the time of check-in which includes the booking confirmation voucher generated at the time of making the redemption booking.

16. Redeemed vouchers once issued/delivered will not be changed and the member will not be entitled to any refund or credit for the Infinity Coins redeemed.

17. Redeemed rewards cannot be exchanged for cash, Infinity Coins, or any other form of goods or services except for the listed gifts on the rewards section of the website.

18. No credit or substitutions will be given for any rewards that are only partially used.

19. A member must have sufficient Infinity Coins balance to redeem a night at Lemon Tree Hotels as there is no partial redemption policy under program guidelines.

IMPORTANT NOTES FOR MEMBERS WHILE MAKING REDEMPTION

- No Partial Redemption is allowed currently. Redemption will only proceed if the members have sufficient coins required to redeem at the requested hotel.
- The number of coins required to redeem against the stay may vary from hotel to hotel. Lemon Tree Hotel holds full right to amend or change required points for participating hotels depending upon the business requirement
- Member can make the redemption request for a **maximum of 2 room nights and 1 room at a** time. Member might need to create multiple bookings to book for additional room nights
- Lemon Tree Hotel will send a communication to the member informing him/her about the point deduction against the redemption booking

PROMOTIONS

1. Promotions and special offers are at the sole discretion of Lemon Tree Hotels. They can be withdrawn or altered without prior notice.

SUBJECT TO AVAILABILITY

1. Complimentary Room Upgrade
2. Early Check-In / Late Check-Out
3. 48 hrs room guarantee
4. All Day Happy Hours – In applicable hotels
5. Discount on Spa – In applicable hotels

ADDITIONAL CONDITIONS OF PROGRAM

1. Only individuals may become members of Lemon Tree Infinity Rewards. Employees of The Lemon Tree Hotels, its affiliates or subsidiaries, and the employees of owners of managed hotels (collectively 'employees') are not eligible to participate in the Lemon Tree Infinity Rewards rewards program.

2. Rooms occupied as office space, will not be eligible for Infinity Coins.

3. Business center services used for business meetings by guests will not be eligible for Infinity Coins.

4. Members cannot maintain membership, or earn Infinity Coins on multiple accounts.

5. Delivery of merchandise when redeeming Infinity Coins will be made only to addresses within India.

6. Lemon Tree Hotels Ltd reserves the right to add, modify, delete or otherwise change any of the rules, conditions, privileges, benefits, reward, or reward levels pertaining to the program at its sole discretion, with or without notice, even though changes or may affect the value of Infinity Coins already accumulated, e.g. Lemon Tree Hotels Ltd may increase or decrease the Infinity Coins required for a reward, or limit the number of participating hotels for a particular reward.

7. All interpretations of the Terms and Conditions and program rules shall be at the sole discretion of Lemon Tree Hotels Ltd.

8. Infinity Coins issued have no monetary value and cannot be bartered or sold by members for cash at any point in time. These Infinity Coins may only be exchanged for benefits on offer through Lemon Tree Infinity Rewards. Any Infinity Coins or benefits, which Lemon Tree Hotels Ltd deems to have been transferred, sold or assigned in violation of the program rules, will be confiscated or cancelled.

9. Accrued Infinity Coins do not constitute the property of the members. Except as specifically provided herein, no accrued Infinity Coins are transferable in the event of death, as part of a domestic relations matter, or otherwise by operation of law. In the event of death, the Lemon Tree Infinity Rewards membership will be suspended and all accrued Infinity Coins will be cancelled.

10. Lemon Tree Hotels Ltd is not responsible and assumes no liability, for changes or discontinuance of services provided by a service partner, that may affect the program, the accrual of Infinity Coins, or the devaluation of Infinity Coins.

11. The program and any benefit, or rewards relating to the program, shall not be construed as, or constitute a contract, or otherwise establish a contractual relationship between Lemon Tree Hotels Ltd and any Lemon Tree Infinity Rewards member.

12. Nothing in the Lemon Tree Infinity Rewards program is intended or shall be construed to create or establish any agency, partnership, or joint venture relationship between Lemon Tree Hotels Ltd and any Lemon Tree Infinity Rewards member.

PROGRAM TERMINATION

Lemon Tree Infinity Rewards has no predetermined termination date and it may continue until such time as Lemon Tree Hotels Ltd decides to terminate the program, at any time, with or without notice to the members.
Accumulation of Infinity Coins will cease immediately upon termination of the program. However, members will be given **well advance notice** (month to be defined) by Lemon Tree Hotels when the program termination is announced, to redeem rewards against the Infinity Coins earned.

SUSPENSION OR CANCELLATION OF MEMBERSHIP

Lemon Tree Hotels Ltd reserves the right to grant, refuse or withdraw membership to Lemon Tree Infinity Rewards.

Lemon Tree Hotels Ltd reserves the right to discontinue membership to Lemon Tree Infinity Rewards to any member who appears to be using the program in a manner inconsistent with the terms and conditions, or intent of the program, or any portion of the program, including, but not limited to reward redemption.

Lemon Tree Hotels Ltd also reserves the right to discontinue membership for any member who acts in a manner inconsistent with the local or state laws, statutes, or ordinances. Discontinued membership may result in the loss of all accumulated Infinity Coins and the cancellation of all Lemon Tree Infinity Rewards benefits and privileges.

TRANSITION OF PROGRAM – INFINITY 1.0 NFINITY 2.0

For bookings made before the launch of the revamped Infinity Rewards system on 1st Nov 2024, the points earning rate will remain at 3% on the room amount only.

Points migration of existing members

The points of **existing members will** be migrated to the new program – Infinity 2.0.
Existing members mean the members who have enrolled with Infinity Rewards (Loyalty Program by Lemon Tree Hotels) before **1st Nov 2024.**

Tier Movement of Existing Members

With the new program going live from 1st November 2024, **the existing members** will be migrated from their current tier to another as there will be new tiers created.

LIST OF PARTICIPATING LEMON TREE HOTELS (Final revision of the participating hotel to be done)

https://www.lemontreehotels.com/uploads/pdf/Participating-Hotels.pdf