

Terms and Conditions

The terms and conditions given below are intended to protect your rights as a member of our rewards program, Lemon Tree Infinity Rewards. If you require any clarifications, you can contact Lemon Tree Infinity Rewards member service. Please note however that the terms and conditions governing Lemon Tree Infinity Rewards cannot be superseded or changed, unless a request is made in writing to Lemon Tree Hotels.

Definitions

1. "Lemon Tree Hotels" refers to Lemon Tree Hotels which owns and operates various hotels in India, popularly known as Aurika Hotels & Resorts, Lemon Tree Premier, Lemon Tree Hotels, Red Fox Hotels, Keys Lite By Lemon Tree Hotels and Keys Select By Lemon Tree Hotels.
2. Lemon Tree Infinity Rewards" refers to the rewards program offered by Lemon Tree Hotels.
3. "Member" means a member of the Lemon Tree Infinity Rewards program.
4. "Infinity coins" means the award given to a member for utilizing the services or facilities of Lemon Tree Hotels.
5. "Eligible charges" are the charges incurred only on the member's room stay booked through lemontreehotels.com
6. "Ineligible rates" are defined as: (1) Rooms booked through third party online retailers, such as MakeMyTrip.com, Cleartrip.com, Expedia.com, Hotels.com, Booking.com, Priceline, Orbitz.com, Travelocity.com, etc. as well as rooms booked through any other 3rd party online retailers are not eligible for infinity coins (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 of more than 3 rooms, (7) banquets, conferences, weddings, events or organized tours.
7. "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.
8. "Stay" refers to one complete stay (from the day of check in the hotel till the check out) of the guest at any of the participating Lemon Tree Hotels.
9. "Participating Lemon Tree Hotels" refers to any of the 4 participating brands; Aurika Hotels & Resorts (Aurika Coorg presently not participating), Lemon Tree Premier, Lemon Tree Hotels, and Red Fox Hotels; listed as offering infinity coins earnings for stays.
10. "Infinity Rewards help desk" The contact point of Lemon Tree Infinity Rewards at infinityrewards@lemontreehotels.com
11. "Blackout dates" are the periods during which infinity coins cannot be redeemed in Lemon Tree Hotels.

General

12. Membership and benefits of Lemon Tree Infinity Rewards are offered at the sole discretion of The Lemon Tree Hotels.
13. Membership to Lemon Tree Infinity Rewards is void if prohibited by law in the country of the member's domicile.
14. Lemon Tree Infinity Rewards program is applicable only at participating Lemon Tree Hotels

Enrolment & Membership

15. Membership is open to all individuals who are aged 18 years and above as they furnish a correct mobile number and email ID.
16. Only individuals may become members of Lemon Tree Infinity Rewards.
17. 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.
18. Rooms occupied as office space, will not be eligible for infinity coins. Business center services used for business meetings by guests will not be eligible for infinity coins.
19. Members cannot maintain membership in, or earn infinity coins on multiple accounts.
20. Enrollment to Lemon Tree Infinity Rewards must be in the individual's full legal name, and proof of identification will need to be provided on request.
21. Delivery of merchandise when redeeming infinity coins will be made only to addresses within India.
22. All communications will be sent to the mailing address (email) given in the enrollment form, and it is the responsibility of the member to inform Lemon Tree Infinity Rewards Member Services about any change in his/her address. 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.
23. Lemon Tree Infinity Rewards is authorized to reach out to members through Email for program related information and offers. In case 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.
24. 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 on termination of the program. However, members will be given 6 months from the date the program termination is announced, to redeem rewards against the infinity coins earned.

25. 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 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.
26. Membership to Lemon Tree Infinity Rewards entitles members to earn infinity coins, which can be redeemed for rewards by the terms & conditions of the program.
27. Lemon Tree Hotels Ltd reserves the right to grant, refuse or withdraw membership to Lemon Tree Infinity Rewards.
28. 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.
29. Infinity coins issued have no monetary value and cannot be bartered or sold by members for cash at any point of 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.
30. All interpretations of the Terms and Conditions and program rules shall be at the sole discretion of Lemon Tree Hotels Ltd.
31. 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.
32. 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.
33. Specific program benefits and privileges have been established for all members of Lemon Tree Infinity Rewards. However, benefits and privileges offered by participating Lemon Tree Hotels may vary. If Lemon Tree participating hotels or any partner improperly denies a member an accrual, benefit, or reward, Lemon

Tree Hotels Ltd will not be liable to make any payment to the member or compensate him/her in anyway.

34. 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 devaluation of infinity coins.
35. 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.
36. 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.

Accrual of Infinity coins

37. Members will earn 3 infinity coins for every INR. 100 spent or another currency equivalent), net of taxes spent on eligible charges (rooms only) at participating hotels of Lemon Tree Hotels Ltd.
38. Infinity coins will be awarded for the amount spent on rooms only. All applicable taxes including central, state, local, and other taxes will be omitted for purpose of point accrual.
39. Banquet rooms, meetings, and conference rooms will not earn infinity coins.
40. Infinity coins will not be earned on incidental charges or charges to the member's room for non - affiliated hotel entities that are not owned and/or operated by the hotel, including, but not limited to, outlets such as travel bookings, gift shops, drugstores, clothes, gallery, or specialty stores, recreational or entertainment concessions, or charges in connection with banquets or other catering functions. No infinity coins will be awarded for outsourced services e.g.: Fresco - Spa, internet, business center, and car hire services.
41. All applicable taxes including central, state, local, and other taxes will be omitted for purposes of point accrual.
42. 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.
43. Infinity coins for a stay will be credited to the guest's Lemon Tree Infinity Rewards account post checkout.
44. If a member of the Lemon Tree Infinity Rewards is also a member of another loyalty program, service partner's program, whose members are also authorized 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.

45. Infinity coins will expire in 2 years counting from the date they have been credited to Lemon Tree Infinity Rewards member's account.
46. 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 query. Additions and deletions to the list of participating hotels will be communicated from time to time.
47. 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.
48. 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.
49. Members may earn infinity coins for a maximum of three rooms per stay (for rooms booked in the member's name) regardless of the number of rooms booked and paid for by the member during the same stay. No infinity coins will be earned for rooms occupied by the members' children, even if paid for by the member.
50. 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.
51. 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 that are in the eligible folio list will be eligible to earn infinity coins
52. 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.
53. 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.
54. 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.

55. 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.
56. If a member believes he/she has not received coins credits for hotel stays, or any partner infinity coins, he/she must log on to the website and claim missing stays or 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.
57. In case infinity coins are inadvertently missed out, the members must claim retrocredits within 3 months from the last date of checkout. The infinity coins will be credited manually.
58. All Lemon Tree Infinity Rewards members will receive a infinity coins update for the month in which there is a transaction.
59. 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.
60. Bonus infinity coins offered for specific promotions and infinity coins earned on participating hotels will be added to the total number of infinity coins.
61. Infinity coins will be awarded on all eligible charges at participating Lemon Tree Hotels only from the date of member's enrollment into the program. No retro credits will be given for transactions prior to enrollment.
62. Infinity coins are non-transferable.

Renewal of Membership

63. Lemon Tree Infinity Rewards membership does not expire.
64. Members who earn 1500 infinity coins within a year from the 1st stay will be upgraded to Gold tier. Members who earn 3000 infinity coins within a year from the 1st stay will be upgraded to Platinum tier basis infinity coins earned on eligible charges at participating Lemon Tree Hotels.

Membership Benefits

65. Several of 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.
66. Membership tier upgrade will be subject to the amount spent by a member at our hotels. To earn/retain a Gold membership, Gold members should earn 1500 infinity coins within a year from the 1st stay, and Platinum members should earn 3000 infinity coins within a year from the 1st stay

67. Membership benefits are only applicable on paid rooms. For redeemed (free) room nights, membership benefits shall not apply.

Rewards

68. Participating Lemon Tree Hotels can opt out of the participation for rewards at the sole discretion of the Lemon Tree Hotels Ltd.

69. The list of rewards will keep changing and members can only avail redemptions from the list which is available for the current period.

70. Travel agents will not be given any commission on rooms given as rewards.

71. Reward infinity coins can be redeemed for hotel stays as featured on the website.

72. All redemption requests against the reward infinity coins must be made online via lemontreehotels.com

73. 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:

- 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

74. Processing of redemption requests for hotel stays will take 3 working days and will be subject to availability. In case of merchandise, a member must allow a week for processing the request.

75. 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.

76. Maximum of 7 room nights/3 rooms can be availed against redemption of infinity coins under one request.

77. All taxes and applicable incidental expenditures will be borne by the member unless mentioned otherwise.

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

79. Infinity coins cannot be redeemed for special offers/packages.

80. 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.

81. Lemon Tree Hotels Ltd. will not meet the cost of any tax, which may be levied on stay rewards in this program. This is the sole responsibility of the recipient.

82. 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.

83. All 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 intimate the member about the status, and offer an alternate model of the product to the member.
84. 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.
85. Valid holiday redemption documents must be submitted at the concerned Lemon Tree Hotel at the time of check-in.
86. 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.
87. 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.
88. No credit or substitutions will be given for any rewards that are only partially used.
89. 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.

Promotions

90. 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

91. Complimentary Room Upgrade
92. Early Check-In / Late Check-Out
93. 48 hrs room guarantee
94. All Day Happy Hours – In applicable hotels
95. Discount on Spa – In applicable hotels

Participating Hotels

S.no	Participating Hotels
1	Lemon Tree Premier, Delhi Airport
2	Lemon Tree Premier, Leisure Valley 1, Gurugram
3	Lemon Tree Premier Leisure Valley 2, Gurugram
4	Lemon Tree Premier, City Centre, Gurugram
5	Lemon Tree Premier, Ulsoor Lake, Bengaluru
6	Lemon Tree Premier, New Town, Kolkata
7	Lemon Tree Premier, Bhubneshwar
8	Lemon Tree Premier, Mumbai International Airport
9	Lemon Tree Premier, City Centre, Pune
10	Lemon Tree Premier, Dwarka
11	Lemon Tree Premier; The Atrium, Ahmedabad
12	Lemon Tree Premier, Corbett
13	Lemon Tree Premier, Rishikesh
14	Lemon Tree Premier, HITEC City, Hyderabad
15	Lemon Tree Premier, Patna
16	Lemon Tree Premier, Vijayawada
17	Lemon Tree Premier, Jaipur
18	Lemon Tree Hotel, Sohna Road, Gurugram
19	Lemon Tree Hotel, Whitefeild, Bengaluru
20	Lemon Tree Hotel, Gangtok
21	Lemon Tree Hotel, Coimbatore
22	Lemon Tree Hotel, Katra

23	Lemon Tree Hotel, Tarudhan Valley
24	Lemon Tree Hotel, Alwar
25	Lemon Tree Hotel, Banjara Hills, Hyderabad
26	Lemon Tree Hotel, Gachibowli, Hyderabad
27	Lemon Tree Hotel, Udyog Vihar, Gurugram
28	Lemon Tree Hotel, Electronic City, Bengaluru
29	Lemon Tree Hotel, Chennai
30	Lemon Tree Hotel; Shimona, Chennai
31	Lemon Tree Hotel, Siliguri
32	Lemon Tree Hotel, Baddi
33	Lemon Tree Hotel, Chandigarh
34	Lemon Tree Hotel, Amritsar
35	Lemon Tree Hotel, Jammu
36	Lemon Tree Hotel, Srinagar
37	Lemon Tree Hotel, Aurangabad
38	Lemon Tree Hotel, Hinjewadi, Pune
39	Lemon Tree Hotel, Viman Nagar
40	Lazy Lagoon, Baga-Lemon Tree Hotel, Goa
41	Lemon Tree Hotel, Candolim, Goa
42	Lemon Tree Hotel, Ahmedabad
43	Lemon Tree Hotel, Vadodara
44	Lemon Tree Amarante Beach Resort, Goa
45	Lemon Tree Hotel, Dehradun
46	Lemon Tree Hotel, Aligarh
47	Lemon Tree Hotel, Jhansi
48	Lemon Tree Hotel, Sector 60, Gurugram
49	Lemon Tree Hotel, Lucknow

50	Lemon Tree Vembanad Lake Resort, Kerala
51	Sandal Suites, Operated by Lemon Tree Hotels, Noida
52	Lemon Tree Hotel, East Delhi Mall, Kaushambi
53	Lemon Tree Hotel, Indore
54	Lemon Tree Hotel, Jumeirah, Dubai
55	Red Fox Hotel, Delhi Airport
56	Red Fox Hotel, Sector 60, Gurugram
57	Red Fox Hotel, Tiruchirapalli
58	Red Fox Hotel, Dehradun
59	Red Fox Hotel, Neelkanth
60	Red Fox Hotel, Bhiwadi
61	Red Fox Hotel, Vijayawada
62	Red Fox Hotel, HITEC City, Hyderabad
63	Red Fox Hotel, Jaipur
64	Red Fox Hotel, East Delhi
65	Red Fox Hotel, Alwar
66	Red Fox Hotel, Morjim, Goa
67	Aurika, Udaipur
68	Aurika, Coorg
69	Keys Lite Hotel, Rishikesh
70	Keys Select Hotel, Ahmedabad
71	Keys Lite Hotel, Vishakapatnam
72	Lemon Tree Hotel, Kalina, Mumbai