

## STANDARD OPERATING PROCEDURE

Created On: **08/04/2025**

[DD / MM / YYYY]

Created By: **Shivali Chawla**

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**Task: American Express Centurion and Platinum offer at Oberoi Hotels & Resorts**

### About the Offers:

Oberoi Hotels & Resorts has extended its strategic association with American Express India (Amex India) for their most affluent cards - Centurion and Platinum Charge Card.

### Oberoi Hotels & Resort – India

#### Offer 1: SUITES OFFER

**50% savings** for a stay in a Suites on Best Available Rates.

#### **Validity:**

Offer is valid to book and stay until 31st March, 2026,  
Blackout Period is applicable

### **Terms & Conditions:**

- The offer cannot be combined with any other offer
- This offer is not valid at The Oberoi Vanyavilas Wildlife resort, Ranthambore and The Oberoi Vindhya Vilas Wildlife Resort, Bandhavgarh.
- This offer is non-transferable and cannot be used in conjunction with any other The Oberoi Hotels & Resorts offer or promotion.
- Rates are subject to availability, applicable taxes, fees, and other standard service charges.
- Maximum of 3 suites can be booked by a cardmember in a single transaction under this Offer.
- The offer would not be valid on 'Presidential / Kohinoor Suites'
- A deposit through the American Express® Centurion or American Express® Platinum Card needs to be made at the time of reservation for room and taxes.
- All bills will need to be settled at the time of Check-out by the cardmember through the same American Express® Centurion or American Express® Platinum Card only

- No request for cashback/discount would be entertained after the booking or stay period if the guest doesn't avail the offer during reservation/payment
- The card member needs to be present and stay to avail the discounted price.
- Queries related to the offer will be entertained only till 15 days from transaction date.

### **Reservation Process:**

- 1) American Express Concierge shall book directly on GDS.
- 2) Oberoi Contact Centre only in case of any issues

Suites are open for reservation subject to availability. Due to limited inventory suites cannot have any fixed allocation. It would be on first come first serve.

OCC should check if the customer is holding American Express Centurion card or American Express Platinum card before proceeding with the reservation.

### **Offer 2 - ROOMS OFFER (applicable on all room types)**

All Centurion and Platinum card members will receive the below-mentioned benefits when they make a reservation for a minimum stay of 2 nights at the participating hotels on Room Only Rate.

#### **Benefits**

1. Third night complimentary on every paid two nights
2. Complimentary room upgrade, subject to availability at the time of check-in. (Not applicable on room to a suite)
3. Complimentary breakfast for two guests, per day
4. 15% savings on spa therapies
5. Complimentary bottle of wine (once during the stay)
6. Complimentary transfers from the nearest Airport or Railway Station (Applicable only for The Oberoi Amarvilas, The Oberoi Rajvilas and The Oberoi Udaivilas). The Oberoi Vindhya Vilas is not a part of this offer
7. The Oberoi Vanyavilas is not a part of this offer.

**The offer is available to Primary and Supplementary Card members. However, all card holders put together can avail max 3 rooms between them.**

### **Validity:**

Offer is valid to book and stay until 31st March, 2026 Blackout Period is applicable

### **Booking Process & Terms:-**

- Reservations will be processed by Amex Centurion Concierge on their GDS terminal. Hotels will receive the reservation through Trust.
- Cardmember will be required to show his or her Centurion card/platinum for validation at the time of check in at the hotel.
- This offer is non-transferable.
- Only 4 room allocation for rooms per day.

### **Offer 3 - SPECIAL OCCASION COMPLIMENTARY NIGHT**

All Centurion card members will receive one night stay at the participating hotels on a complimentary basis. Each card member can only avail this benefit once during the validity period. The offer is applicable on base room category only.

### **Offer applicable only for Primary Cardmember (Amex to control this)**

### **Validity:**

- Offer is valid to book and stay until 31st March, 2026
- Blackout Period is applicable

### **Booking Process**

- Amex Relationship Manager informs the offer to the Cardmember about 30 days in advance.
- Cardmember confirms the booking and shares complete itinerary with the Relationship Manager
- Relationship Manager will send an email to OCC at [reservations@oberoigroup.com](mailto:reservations@oberoigroup.com) with the promotion code mentioned as CENTOB.
- OCC to process the reservation under the rate code PRO-AXCTP.
- OCC will record the guest's name, hotel and stay details in an excel sheet for control purpose and send the reservation confirmation to Amex Relationship Manager.
- Cardmember will be required to show his or her Centurion card for validation at the time of check in at the hotel.
- This offer is non-transferable. Complimentary night cannot be en-cashed.
- Standard upgrade charges will apply if requested room is of higher category. Additional nights can be booked on any publicly available rates.

- This offer is not valid at The Oberoi Vanyavilas Wildlife resort, Ranthambore and The Oberoi Vindhavilas, Bandhavgarh.

**Blackout Dates:**

| Hotel   | Black out Period   |
|---|--|
| The Oberoi, Mumbai                              | 22 <sup>nd</sup> December 2025 to 04 <sup>th</sup> January, 2026 |
| The Oberoi, New Delhi                           | 31 <sup>st</sup> August 2025 to 02 <sup>nd</sup> September, 2025 |
|   | 18 <sup>th</sup> April 2025 to 20 <sup>th</sup> April, 2025      |
| The Oberoi Udaivilas, Udaipur                   | 15 <sup>th</sup> August 2025 to 18 <sup>th</sup> August, 2025    |
| Wildflower Hall, An Oberoi Resort, Shimla       | 02 <sup>nd</sup> October 2025 to 05 <sup>th</sup> October, 2025  |
| The Oberoi Cecil, Shimla                        | 18 <sup>th</sup> October 2025 to 21 <sup>st</sup> October, 2025  |
| The Oberoi Amarvilas, Agra                      | 19 <sup>th</sup> December 2025 to 04 <sup>th</sup> January, 2026 |
| The Oberoi Sukhvilas Spa Resort, New Chandigarh | 24 <sup>th</sup> January 2026 to 26 <sup>th</sup> January, 2026  |
| The Oberoi Rajvilas, Jaipur                     | 27 <sup>th</sup> March 2026 to 31 <sup>st</sup> March, 2026      |

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Created On: **08/04/2025** [DD / MM / YYYY]

Created By: **Shivali Chawla** Partner Contact: **Varun Sakhija**  
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Task: **AMEX and Oberoi Hotels & Resorts Alliance : International Hotels**

**About the Offer:**

Oberoi Hotels & Resorts with Amex brings exclusive offer to promote our hotels to their most affluent cards - Centurion and Platinum Charge Card as well as other cards.

**Offer for Oberoi Hotels & Resorts for Platinum and Centurion Cards:**

For The Oberoi Beach Resort, Sahl Hasheesh; and The Oberoi, Marrakech:

Offer One for Platinum and Centurion members:

-3rd night complimentary (Applicable only on BAR rates calculation and not on any existing offers on website) + VIP amenities on arrival. The offer will be applicable for following categories:

- Premier room with private garden
- Premier room with private terrace
- Deluxe suite with private garden
- Deluxe suite with private terrace

OR

Offer two :

- 20% Savings on the BAR rates and 15% savings on Villas.
- Special in villa / room breakfast set up once during the stay
- VIP amenities on arrival

For The Oberoi Beach Resort, Bali and The Oberoi Beach Resort, Lombok:

Offer One for Platinum and Centurion members:

*The Oberoi Beach Resort, Bali:*

-20% Savings on BAR rates on rooms ( Luxury Lanai Garden View, Luxury Lanai Room Partial Ocean View, Luxury Lanai Room Ocean View) and 15% savings on Villas(Luxury Villa Garden View, Luxury Villa Ocean View, Luxury Villa Garden View with Private Pool, Luxury Villa Ocean View with Private Pool)

- Breakfast
- Special Amenity on arrival
- Daily afternoon tea

*The Oberoi Beach Resort, Lombok*

-20% Savings on BAR rates on rooms (Luxury Pavilion Garden View, Luxury Pavilion Ocean View) and 15% savings on Villas(Luxury Villa Garden View, Luxury Villa Ocean View, Luxury Villa Garden View with Private Pool, Luxury Villa Ocean View with Private Pool) -  
Breakfast

- Special Amenity on arrival
- Daily afternoon tea

OR

*Offer two:*

-Pay 4, Stay 5 (4+1) at Bali (Luxury Lanai Garden View, Luxury Lanai Room Partial Ocean View, Luxury Lanai Room Ocean View) and Lombok Luxury Pavilion Garden View, Luxury Pavilion Ocean View)

- Special Amenity on arrival

*For The Oberoi Beach Resort, Mauritius:*

*Offer One for Platinum and Centurion members (India +GCC):*

-Stay and Pay offer – for a 5 nights stay received complimentary 2 night stay on breakfast basis (5+2)

- The offer will be applicable on the BAR rates on breakfast Basis.

-Valid on Luxury Pavilion, Luxury Villas with Private Garden, Luxury Villas with Private Pool & Premier Villas with Private Pool (excl. Presidential Villa with Private Pool and Royal Villa with Private Pool).

-Special in villa breakfast set up once during the stay (Floating breakfast for Villas with Private Pool)

- VIP amenities on arrival

-Complimentary Water Sports activities and Touching Senses activities included - Min. 5 nights length of stay

OR

**Offer two:**

-15% savings on Luxury Pavilion, Luxury Villas with Private Garden, Luxury Villas with Private Pool & Premier Villas with Private Pool (excl. Presidential Villa with Private Pool and Royal Villa with Private Pool).

-The discount will be applicable on the BAR rates on breakfast Basis.

-Special in villa breakfast set up once during the stay (Floating breakfast for Villas with Private Pool)

-VIP amenities on arrival

-Complimentary Water Sports activities and Touching Senses activities included

**Book and stay period:**

Book between 1<sup>st</sup> April, 2025 and 31<sup>st</sup> March, 2026 for stays until 31<sup>st</sup> March, 2026.

**Participating Hotels:**

**Platinum and Centurion Cards offer:**

The Oberoi Beach Resort, Sahl Hasheesh, The Oberoi Beach Resort, Mauritius, The Oberoi Beach Resort, Bali, The Oberoi Beach Resort, Lombok, The Oberoi, Marrakech

**Terms & Conditions:**

- This offer is exclusively for American Express card members and can be enjoyed only by using the American Express card.
- Offer is valid for reservations made 1<sup>st</sup> April, 2025 and 31<sup>st</sup> March, 2026 for stays until 31<sup>st</sup> March, 2026
- This offer cannot be clubbed with any other ongoing offers and promotions.
- Standard child policy applies.
- This Offer is not valid on EMI transactions.
- Products and services are subject to availability.
- Offer is not valid on payments made through PayPal account, Book Now Pay Later, Pay with Points redemption, and Cash on Delivery (COD).
- In the event orders are fully cancelled (during & outside the Offer Period), the corresponding instant savings applicable on that order/transaction will not be granted.
- This Offer can neither be combined with any other AMEX offer nor can it be transferred or assigned to any other Customer or third party.
- Cardmember will be required to show his or her Centurion card/platinum for validation at the time of check in at the hotel.
- The offer is not applicable on blackout dates:

**Blackout dates:**

| Hotel                                  | Black out Period  |
|--|---|
| The Oberoi Beach Resort, Mauritius     | 15 <sup>th</sup> April, 2025 to 25 <sup>th</sup> April, 2025        |
|  | 21 <sup>st</sup> December, 2025 to 05 <sup>th</sup> January, 2026   |
|  | 30 <sup>th</sup> March, 2025 to 10 <sup>th</sup> April, 2025        |
| The Oberoi Beach Resort, Sahl Hasheesh | 27 <sup>th</sup> March, 2025 to 03 <sup>rd</sup> April, 2025        |
|  | 12 <sup>th</sup> April, 2025 to 21 <sup>th</sup> April, 2025        |
|  | 02 <sup>nd</sup> June, 2025 to 12 <sup>th</sup> June, 2025          |
|  | 25 <sup>th</sup> December 2025 to 07 <sup>th</sup> January, 2026    |
|  | 16 <sup>th</sup> April, 2025 to 22 <sup>nd</sup> April, 2025        |
| The Oberoi Beach Resort, Bali          | 01 <sup>st</sup> August, 2025 to 31 <sup>st</sup> August, 2025      |
|  | 31 <sup>th</sup> December, 2025                                     |
|  | 16 <sup>th</sup> April 2025 to 22 <sup>nd</sup> April, 2025         |
| The Oberoi Beach Resort, Lombok        | 01 <sup>st</sup> August 2025 to 31 <sup>st</sup> August, 2025       |
|  | 31 <sup>th</sup> December, 2025                                     |
|  | 04 <sup>th</sup> April, 2025 to 06 <sup>th</sup> April, 2025        |
| The Oberoi, Marrakech                  | 07 <sup>th</sup> May, 2025 to 12 <sup>th</sup> May, 2025            |
|  | 30 <sup>th</sup> May, 2025 to 02 <sup>nd</sup> June, 2025           |
|  | 25 <sup>th</sup> September 2025 to 28 <sup>th</sup> September, 2025 |

|  |  |
|--|--|
|  | 09 <sup>th</sup> October, 2025 to 12 <sup>th</sup> October, 2025   |
|  | 27 <sup>th</sup> November, 2025 to 30 <sup>th</sup> November, 2025 |

**Reservation Processes:**

- Reservations will be processed by Amex Centurion Concierge on their GDS terminal.
- Hotels will receive the reservation through Trust.
- Cardmember will be required to show his or her Centurion card/platinum for validation at the time of check in at the hotel.

-This offer is non-transferable. -Only 4 room allocation for rooms per day.

**Payment Process:**

Payment has to be made by Amex Credit Card holders.  
Standard payment process as per the hotel policy applies.

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**Task: American Express Centurion and Platinum offer at Oberoi Hotels & Resorts:  
Dining Offer**

#### About the Offers:

Oberoi Hotels & Resorts has extended its strategic association with American Express India (Amex India) for their most affluent cards - Centurion and Platinum Charge Card.

#### Oberoi Hotels & Resort – India – City Hotels

##### **Dining OFFER**

20% savings on F&B for Centurion Card members

15% savings on F&B for Platinum Card members

##### **Validity:**

Offer is valid until 31st March, 2026

#### **Terms & Conditions:**

- The offer would be applicable if the reservation is made for at least 2 guests per table including American Express cardmember.
  - Discounts would be applicable on overall bill value (including beverages)
  - The offer would be applicable only on à la carte orders
  - Offer won't be applicable on standalone order for only beverages
- Sunday brunches, set menus, gala dinner on Christmas, Valentine's Day & New Year etc would

not be covered under this offer

- Cardmember will be required to show and pay with the either American Express Centurion or American Express Platinum card.
- Offer is valid between 1st April 2025 and 31st March 2026
- Black-out dates may apply. Concierge has to check the Blackout dates with the hotel at the time of booking.
- Offer would be valid only for those reservations which are made atleast 5 hours prior to guest's arrival time
- This offer is non-transferable and cannot be used in conjunction with any other The Oberoi Hotels and Resorts offer or promotion.

No request for cashback/discount would be entertained later if the cardmember doesn't avail the offer during reservation/payment.

American Express and The Oberoi Hotels and Resorts reserve the right to withdraw the promotion or amend these terms and conditions without prior notice at any time, for whatever reason, and without any liability for doing so.

Queries related to the offer will be entertained only till 15 days from transaction date

COVID-19 Update: During this time, the opening hours and/or services provided by Oberoi Hotels & Resorts may differ - please reach out to them directly for more information

The offer would be applicable on below mentioned restaurants.

| S. No | Hotel                     | Restaurant Name   |
|-------|---------------------------|-------------------|
| 1     | The Oberoi, Bengaluru     | Rim Naam          |
| 2     |                           | Lapis             |
| 3     |                           | Wabi Sabi         |
| 4     | The Oberoi, Gurgaon       | Threesixtyone°    |
|       |                           | ZIYA              |
| 5     | The Oberoi Grand, Kolkata | Baan Thai         |
| 6     |                           | ThreeSixtyThree°  |
| 7     | The Oberoi, Mumbai,       | Ziya              |
| 8     |                           | Vetro and Enoteca |
| 9     |                           | Fenix             |
| 10    | The Oberoi, New Delhi,    | Threesixty°       |
| 11    |                           | Dhilli            |
| 12    |                           | Baoshuan          |