

KRC CLUB REWARDS TERMS AND CONDITIONS



These comprehensive and detailed Terms and Conditions ("Terms") govern your participation in the KRC Club Rewards loyalty program ("Program") offered by KRC Hotels, a brand operated by KRC & SR Associates. By enrolling and participating in the Program, you agree to adhere to these Terms. Please carefully read and understand the following:

Membership Eligibility:

- Membership in the KRC Club Rewards program is exclusively for individuals aged 18 and above.
- Management decisions regarding membership eligibility and program-related matters will be final.

Earning KRC Coins:

- KRC Club Rewards members earn KRC Coins for eligible purchases made at Maaihang, Zoral, Monjaai, Silver Spoon, and Kanhaa by KRC outlets.
- Points will be credited based on the total amount spent, subject to any applicable exclusions.
- A valid mobile number is required to avail offer benefits. Points will not be accumulated if the phone number is not provided during the transaction.

Redemption and Program Features:

- Minimum billing of Rs. 500 will be needed to redeem the loyalty Points.
- Points accumulated in the KRC Club Rewards program, referred to as "KRC Coins," can be redeemed for discounts or complimentary services at participating outlets.
- Redemption options and availability are subject to change, and members are encouraged to check the program website or contact customer support for the latest information.
- Different redemption slabs may apply to Kanhaa by KRC, while the value of KRC Coins remains consistent across outlets.
- Taxes are to be paid as applicable on the bill value.
- The member must be present to avail the discount for F&B.
- The offer cannot be clubbed with other offers and special promotions or events/banquet functions.
- No two discounts can be clubbed to avail this offer.
- This discount can be used for multiple transactions. This benefit is not applicable on discounted or package rates offered.
- This offer is not applicable on banquet bookings at KRC Hotels.
- Points are not redeemable for cash.

Point Expiry:

- KRC Coins earned in the KRC Club Rewards program may have an expiration date. It is the member's responsibility to be aware of and utilize points before they expire.

**Program Changes and Offers:**

- KRC Hotels reserves the right to modify, suspend, or terminate the KRC Club Rewards program at any time without notice.
- Offers and promotions cannot be combined unless explicitly stated otherwise.
- The offer cannot be clubbed with other offers and special promotions or events/banquet functions.

Phone Number as Unique Membership ID:

- The unique identifier for KRC Club Rewards membership is the registered phone number. Members are responsible for maintaining the accuracy of their contact information.
- In order to receive KRC Coins in the wallet, members must mandatorily share their registered phone number at the time of the transaction.

Consent to Communication:

- By enrolling in the KRC Club Rewards program, members consent to receiving promotions, updates, and other messages on WhatsApp from KRC Hotels. Opting out of promotional messages may affect participation in the Program.

Bill Splitting and Redemption:

- A group sitting at the same table cannot request to split the bill to redeem maximum points across multiple bills.
- Only one bill per group or table will be generated, and the discount will be provided based on the points accumulated under the shared phone number.

Daily Redemption Limit:

- Each registered phone number is limited to redeeming points only once per day. Subsequent attempts to redeem points on the same day will not be processed.

Fraud and Abuse:

- Any fraudulent activity or abuse of the KRC Club Rewards program, including but not limited to, earning points through unauthorized means, may result in the termination of membership and forfeiture of KRC Coins.

Personal Information:

- By participating in the KRC Club Rewards program, you consent to the collection, use, and disclosure of your personal information in accordance with the privacy policy of KRC Hotels.

Limitation of Liability:

- KRC Hotels and its affiliates are not liable for any loss, damage, or injury resulting from participation in the KRC Club Rewards program or the use of KRC Coins.



Governing Law:

- These Terms are governed by the laws of Tezpur, and any disputes will be subject to the exclusive jurisdiction of the courts in that jurisdiction.

Contact Information:

- For questions or concerns regarding the KRC Club Rewards program, please contact KRC Hotels Customer Support at 8134949759.

By participating in the KRC Club Rewards program, you acknowledge that you have read, understood, and agree to abide by these comprehensive Terms and Conditions. KRC & SR Associates reserves the right to update or revise these Terms at any time.

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