



CLUB MAHINDRA: COVID 19 INFORMATION UPDATE

On behalf of Club Mahindra, we hope you and your loved ones are doing well and are taking all due care given the current concerns around the novel coronavirus (Covid-19) as per the revised advisory issued by the Government on 11th March 2020.

Health & Safety at Club Mahindra

At the outset, we would like to assure you that we are closely monitoring the Covid-19 situation around the clock. Basis the guidance from the advisories issued by authorities, we are reviewing and strengthening the health and safety measures at our resorts and among our staff, as appropriate.

We are reinforcing recommendations on the health and safety measures at all our resorts; the wellbeing and safety of our members, guests and our staff remains our top priority.

Our resorts remain ready to welcome you to enjoy a great holiday, except where specific directions have been received from the government.

Holiday Booking & Rescheduling

We understand you may be reconsidering your travel and holiday plans and want to assure you we have precautions in place to ensure a healthy stay at any of our resorts.

However, given the unique circumstances, we understand the need for greater flexibility with travel planning for our members and guests to minimize inconvenience.

Existing Holiday Reservations:

All reservations with a check-in date up to 10th April 2020, including the non-cancellable or non-refundable reservations, can now be rescheduled up to 1 day (24 hours) before the check-in date. You may re-book your holiday for a future date, subject to availability at our resorts, without any extra fees or charges.

Please login on our website (<https://members.clubmahindra.com/>) or on our Mobile App to modify the reservation.

New Reservations:

We understand that some of you may be considering booking a holiday but are not completely sure about the situation. In case you decide to make a booking with check-in date before 10th April 2020, you will now be able to reschedule your booking up to 1 day (24 hours) before your check-in date subject to availability and without any extra fees or charges.

In case you are scheduled to check in before 10th April 2020, and still wish to cancel your holiday, you can do so up to 1 day (24 hours) before the check-in date. You will receive a full refund of the room nights debited, including other reservation related fees like Guest Fee / Access Fee / International Exchange Fee, if applicable.

Club Mahindra will continue to closely monitor the situation as it evolves and share any further developments related to your membership and bookings with you. **This advisory and rescheduling policy is subject to amendment as we receive further updates from the competent authorities.**

If you have any additional concerns or queries in relation to your booking or membership, please do reach out to us at **1860-210-1111*** (If you are calling from outside India, please dial +914466953435) or email

memberexperience@mahindraholidays.com. (* Business timings: 9:30 AM to 06:30 PM, Monday - Saturday. Closed on Sundays and Public Holidays).

We trust you and your family will stay safe and healthy and look forward to welcoming you back to our resorts soon.

Sujit Paul
Chief - Member Experience Management
Mahindra Holidays & Resorts India Ltd