

Dear Member,

Warm greetings to you and your family from all of us here at Club Mahindra!

The second wave of the pandemic was unparalleled in its intensity and impact. At Club Mahindra, we salute the millions of 'invisible' heroes, from health and sanitation workers to small retailers, school and college teachers, delivery personnel, and others whose hard work and sacrifices have helped us tide over this difficult period.

As the second wave recedes, Club Mahindra's resorts have begun to welcome guests once again, in accordance with local and federal guidelines. I am also pleased to inform you that we have added another beautiful and unique stay experience in eastern India – the R.V. Bengal Ganga river cruise in Kolkata, West Bengal.

As you and your family resume travelling, safety will obviously be uppermost on your minds. Rest assured, Club Mahindra continues to follow the most stringent safety and hygiene standards in our industry, so that you can experience world-class hospitality along with world-class safety. We call this [Travel With Confidence](#).

You probably know that most of our resorts are located away from crowded urban centres, in pristine and undisturbed locations that offer a natural measure of safety. In addition to this, we have created a painstaking machinery that constantly works behind the scenes to ensure a **#SafeStay** experience for you and your loved ones. In fact, our resorts have received the highest level of certification in safety and hygiene standards from Bureau Veritas, the global leader in testing and inspection.

Our tough safety measures include enhanced sanitation and hygiene protocols, extensive staff training, contactless check-in/check-out, physically distant service interactions and the highest quality standards for food preparation and service at our resorts. We have also partnered other service-providers to offer exclusive [Travel With Confidence](#) benefits that address all your pain-points. These benefits include:

COVID-19 testing: Now, you can get an RT-PCR test done in the comfort of your home, at the click of a button. Our tie-up with Stenz Global enables you to skip the hassle of calling a laboratory to book your test.

Self-driven car offer: Book your self-driven ride from Zoomcar, and get an exclusive 20% discount, plus 15% cash-back on your booking.

Flight Bookings: Members can avail themselves of exclusive benefits like flexible cancellation, date change, free seat selection, and other privileges on most major airlines within India. (Valid till Aug 31, 2021)

Airport Shuttle: Avail of our sanitised airport shuttle and car rental service at discount prices when arriving at or departing from our resorts. This service is available for airport transfers at select locations.

For more information on our safety measures, please visit the [Travel With Confidence](#) web page. If you have any questions about inter-state movement, COVID-19 test requirements, our check-in process, or other queries, please dial our toll-free contact centre number: 18002668899. Members from outside India can dial 022-68129010 and our Purple and Red (2BR) season members can dial 18002679968, (Timings: 9:30 AM to 6:30 PM from Monday-Saturday, and closed on Sundays and public holidays).

We know that you're eager to pack your bags and head out the door on your next vacation. And we're equally excited to welcome you and your family on a Club Mahindra holiday that is guaranteed to be as safe as it will be magical.

Stay healthy, stay safe, and see you soon!

Warm regards,



Anupam Srivastava
Chief - Member Experience Management