

Terms and Conditions – Trident Privilege Program

1. SBI Cardholder(s) can request for Trident Privilege (TP) Red Tier Membership through SBI Cards & Payments Services Private Limited (“SBI Card”) website or customer helpline numbers: 39020202 (Prefix Local STD code) or 1860 180 1290
2. Only Primary card holders of SBI Card ELITE and SBI Card PRIME (“Cardholder” or “SBI Cardholder”) are eligible for Trident Privilege Red Tier Membership
3. TP Red Tier Membership would not be available to delinquent/blocked and any other ineligible Cardholders determined as per the internal policy of SBI Card. Accordingly, granting of TP Red Tier Membership is at the sole and absolute discretion of Trident Hotels
4. Cardholder should apply for TP Membership within a year from the date of SBI Card ELITE or PRIME issuance.
5. A Trident Privilege membership ID generated through the SBI Card channel cannot be combined with an existing Trident Privilege membership ID that the member may hold previously
6. Cardholder can avail TP Red Tier Membership only once through the SBI Card channel.
7. Existing TP members will have to register via SBI card to avail the Exclusive benefits offered under the SBI Card program.
8. Cardholders will receive their Trident Privilege Membership ID within 10 days from the date of request of membership placed with SBI Card.
9. Successfully registered members will receive an email communication from Trident Privilege stating their TP membership ID and a link to activate their membership. After successfully activating the Trident Privilege membership, customer can log in to his account on tridentprivilege.com to save and print a temporary card on-screen. Subsequent to the first stay, a personalized Trident Privilege card can be requested for by the member by calling up the Trident Privilege helpline number +91 11 2389 0657. The membership ID will suffice for the members to earn points for their stays at Trident Hotels
10. New Trident Privilege red tier members registered through SBI card will get the exclusive benefit of 1000 Welcome / Joining TP Welcome Bonus Points will be credited to Cardholder’s TP membership account within 48 hours of activation of membership.
11. An existing Trident Privilege Red Tier Member, Cardholder will continue to hold the same Trident Privilege Membership ID on registration with SBI Card. Cardholder will be tagged as a SBI Cardholder for exclusive Trident Privilege Red Tier benefits offered by SBI Card. The exclusive benefit of 1000 Welcome/ Joining TP points will not be applicable for existing TP members, irrespective of their tier of membership.
12. For SBI Cardholders TP members, the additional benefit on first stay viz. 1500 Bonus TP points (in case of 1 night stay), 1500 Bonus TP points and Rs. 1000 Hotel credit (in case of >1 night stay) will be applicable on the first stay done by the cardholder, after registration through SBI Card
13. The Rs. 1000 Hotel credit (in case of >1 night stay) would be provided at check-in and can be used during the stay for F&B and Spa (cannot be adjusted against room rent). It has to be used during the same first stay and cannot be carried forward. For existing TP members, benefits will be applicable irrespective of their current TP program tier i.e. Red, Gold or Platinum
14. Bonus points of 1st stay will be credited to Cardholder’s TP membership account within 72 hrs after check-out. This will be done only for cases where promo code SBITH has been used at the time of booking. Cardholder’s TP account will be credited with the eligible bonus points of stay within 5 working days.
15. The exclusive benefits are only applicable for bookings done through tridenthotels.com. Bookings done through the call center will not be eligible for exclusive privileges. SBI Cardholders need to use code SBITH at the time of booking to avail the exclusive privileges.
16. Trident Privilege program is applicable only at participating Trident Hotels
17. For earning of points, a physical card is not required
18. For instant burning of points, card is required. However, for redemption through support center, card is not required

19. Under normal scenario, Trident Privilege membership is valid for 2 years from the date of issuance; however if the membership is not activated or if there is no activity (eligible stay) within 12 months from the date of issuance, the membership will be terminated.
20. At the end of 2 years, the membership will automatically be renewed for another 2 years if there has been eligible activity (eligible stay) in the preceding 12 months, failing which membership will stand terminated. TP Red Tier members can retain their tier by completing one stay in the preceding 12 months from the date of membership lapsing
21. Points are valid for a period of 2 years from the date of accrual. All points accrued in a calendar year (that have not been redeemed) will lapse post 2 years on the 31st of December. In case of termination of membership, all accrued points (if any) will lapse from the terminated account.
22. The cardholder deems acceptance to sharing pertinent cardholder information with Trident Hotels for the purpose of granting Membership
23. Standard and Exclusive benefits are not applicable for stays booked through OTAs, Travel agents or Group tours. It is applicable in case of Corporate bookings done through Travel Desks etc.
24. Some rate types and stays are not eligible for earning points.
25. No points or stay credit is awarded for house guests, complimentary rooms or those booked against barter, if the cardholder is a 'sharer' guest, or under redemption. Points are not given for banquet events, catering functions, airline crew groups, employees of Trident Hotels, tips and taxes. Instant redemption of points are valid only for individual travel throughout the year with no blackout dates, and are not applicable to group travel, package tours, or conventions that have been charged to and/or paid by a third party.
26. The terms and conditions governing eligibility of cardholders for TP Red Tier Membership may be altered, amended, changed or withdrawn by SBI Card at its sole option and discretion at any time without any notice
27. Trident Hotels reserves the right to terminate memberships that have not been activated for more than 12 months Upon such termination, all accrued points (if any) will lapse from the terminated account
28. In the event the membership card is lost or stolen, member should inform immediately by calling the Trident Hotels 24x7 Helpdesk at +91 11 2389 0555
29. In the event the membership card is not working, member should call at the TP Helpdesk at: +91 11 2389 0657 or write at tridentprivilege@tridenthotels.com for replacement of his / her membership card
30. For detailed program terms and conditions, please refer to: www.tridentprivilege.com/sbitnc