



Terms and Conditions

- “Safe Travels” is a tagging done by Intermiles(JPPL) for the safety and hygiene standards followed by the hotels/hotel chains and brands. The display of a Hotel as “Safe Travels” is done basis the hygiene standards published by these properties or hotel chains on their websites or through direct contact with the chains or through reference with our Hotel affiliate & Distribution partners.
- The responsibility of complying with the safety and hygiene standards will remain solely with the Hotel. JPPL doesn’t assume any responsibility or liability to ensure that the Hotel is adhering with the Standards.
- The features mentioned regarding the safety features followed at the hotel are only indicative and the actual measures taken at the hotel end might differ.
- In case a member is not satisfied with the Safety and Hygiene Standards followed by the Hotel and believes that the Hotel isn’t complying with the Standards, then the member should raise a complaint directly with the Hotel and seek redressal from the Hotel only. JPPL will not be liable to compensate the member in any of the situations as mentioned above. Member however can share their feedback at hotelsupport@intermiles.com, so that JPPL can remove the tagging and prevent our fellow travellers to land up in trouble.
- JPPL however has the right to add or remove these tags for specific properties or brands basis it’s own discretion.
- The overall terms and conditions of the program and the Privacy Policy will continue to apply in addition to these standards.
- JPPL shall not be liable for any loss or damage due to any force majeure events or reasons beyond the reasonable control of JPPL.
- JPPL shall not be liable for any indirect, consequential or incidental losses incurred by the member who made a booking placing reliance on the classification of “ Safe Travels”.
- For further details on the safety and hygiene standards followed by the hotels, read the latest updates here: <https://www.intermiles.com/covid19/hotels-policy-updates>