

WINCHESTER HOUSE

“UNLOCK THE HOUSE” – SPIN THE WHEEL CAMPAIGN

MASTER TERMS & CONDITIONS

These Terms & Conditions (“T&C”) govern participation in the Winchester House pre-launch promotional campaign titled “Unlock the House” (“Campaign”), conducted by Exquisitio Elite Private Limited (EEPL), operating as Winchester House, located at M3M IFC, Gurugram, Haryana.

By participating in the Campaign and redeeming any benefit, you agree to be bound by these Terms.

1. Eligibility & Participation

1.1 Participation is open to individuals who register via the official Winchester House landing page and provide a valid mobile number.

1.2 Each mobile number is eligible for only one (1) reward under the Campaign.

1.3 Rewards are strictly linked to the registered mobile number and are non-transferable.

1.4 Winchester House reserves the right to verify identity through OTP authentication and/or valid government-issued ID at the time of redemption.

2. Validity Period

2.1 Each reward is valid only for the duration specified in the respective coupon communication (generally 30 or 45 days from the official launch date, unless otherwise stated).

2.2 Unused benefits will automatically expire after the validity period. No extensions, rollovers, or revalidation requests will be entertained.

2.3 “Opening Month” refers to the first 30 calendar days from the official public launch date of Winchester House.

3. General Redemption Conditions

- 3.1 All rewards are valid for dine-in only at Winchester House, M3M IFC, Gurugram.
- 3.2 Advance reservations may be required for selected experiences (including but not limited to High Tea Circle, Wine & Dine Indulgence, Patisserie Table, and curated experiences).
- 3.3 Benefits are subject to table availability, operational capacity, and blackout dates, including but not limited to public holidays, special event days, or regulatory restrictions.
- 3.4 Benefits cannot be clubbed with any other offer, discount, promotion, corporate arrangement, or voucher unless explicitly permitted by management.
- 3.5 All taxes, service charges, and statutory levies shall apply as per prevailing law on the full bill value unless specifically included within a capped benefit. Capped value is exclusive of taxes unless explicitly stated.
- 3.6 Rewards hold no cash value, are non-refundable, and cannot be exchanged for cash, credit balance, or alternate monetary compensation.
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4. Alcohol-Related Rewards

- 4.1 Alcoholic beverages will be served strictly in accordance with Haryana excise laws.
- 4.2 Guests must be 21 years or above and present valid government-issued ID at the time of redemption.
- 4.3 In case a guest is below legal drinking age or unable to provide valid ID, Winchester House will, at its discretion, offer a non-alcoholic beverage of equivalent value as substitution.
- 4.4 Winchester House promotes responsible consumption and reserves the right to refuse alcohol service in accordance with law or internal policy.
- 4.5 If a participant who is below the legal drinking age (21 years in Haryana) receives an alcohol-based reward, or is unable to present valid government-issued age identification at the time of redemption, the reward shall automatically be converted into a non-alcoholic beverage of equivalent value, as selected by the guest. No cash refund or alternate compensation shall be provided.
- 4.6 In the event that the required excise licence or regulatory approval for serving alcohol is delayed, suspended, restricted, or unavailable during the validity period, any alcohol-based reward shall automatically convert to a non-alcoholic beverage of equivalent value. The original validity period shall remain unchanged and no extension, compensation, or alternate monetary value shall be provided.

5. Specific Reward Structures

5.1 The Winchester Treasury (₹2,000 Privilege)

Redeemable up to ₹400 per visit, until the total value of ₹2,000 is exhausted or 30 days from official launch date have elapsed, whichever occurs first. Any unused balance after 30 days shall lapse automatically.

5.2 The Morning Reserve (Coffee Ritual)

One eligible handcrafted coffee per day for 30 consecutive calendar days from the official launch date. Unused days cannot be accumulated, carried forward, or redeemed in bulk.

5.3 The Weekend House Pour

One eligible pint on Saturday and one eligible pint on Sunday, each weekend, during the first 30 days from official launch. Limited to one pint per person per day.

5.4 The High Tea Circle

One-time curated High Tea experience for up to four (4) guests in a single sitting. Valid for 30 days from official launch. Fixed format; substitutions, if any, at management discretion.

5.5 The Wine & Dine Indulgence

One-time curated dining experience for two (2) guests, capped at ₹2,500 total bill value. Valid for 30 days from official launch. Any amount exceeding ₹2,500 shall be payable by the guest.

5.6 The Brunch Society

One-time brunch experience valid for two (2) designated brunch dishes during the opening month (30 days from launch). Alcoholic beverages excluded. No repeat visits under this reward.

5.7 The Monday Ritual (Gelato Edition)

One two-scoop gelato or one affogato per eligible Monday during the opening month (30 days from launch). No carry-forward or bulk redemption permitted.

5.8 The Winchester Patisserie Table

One-time pre-booked curated bakery buffet experience. Valid for 30 days from official launch. Fixed time-slot and format apply.

5.9 Founders' First Pour

One beverage redeemable only on Day 1 or Day 2 of official launch. No extensions, substitutions beyond menu eligibility, or rain checks permitted.

5.10 The Executive Luncheon

One-time coupon valid for one designated main course, redeemable Monday–Thursday between 12 PM and 4 PM during the first 30 days from official launch. No repeat usage permitted.

5.11 The 8AM Table (Breakfast Table)

One-time breakfast experience valid for two (2) guests during the first 30 days from official launch, redeemable Monday–Friday between 8:00 AM and 11:30 AM. Guests may select up to six (6) savoury items from the designated breakfast selection and eligible beverages (Non-Alcoholic) for both guests. No repeat usage permitted.

5.12 The Winchester Sealed Envelope

Guest may select one sealed envelope during their first dine-in visit. The envelope contains one randomly assigned reward from the Campaign offerings. Valid for 30 days from official launch. The outcome is final and based on chance. This Campaign is a promotional engagement activity and does not constitute a lottery under applicable law.

6. Abuse, Fraud & Misuse

6.1 Any attempt to manipulate the system, create multiple entries using alternate numbers, misuse OTP verification, or engage in fraudulent behaviour shall result in immediate cancellation of benefits.

6.2 Winchester House reserves the right to deny redemption where misuse, misrepresentation, or system abuse is suspected.

6.3 In case of technical glitches, data errors, or duplication arising from system malfunction, the Company reserves the right to correct or cancel affected rewards.

6.4 Benefits are applicable per table per visit unless explicitly stated otherwise.

7. Regulatory & Force Majeure

7.1 All benefits are subject to obtaining and maintaining necessary statutory approvals, including but not limited to excise and fire permissions.

7.2 Winchester House shall not be liable for suspension, modification, or withdrawal of any reward due to regulatory changes, government restrictions, force majeure events, technical disruptions, or circumstances beyond reasonable control.

8. Modification Rights

8.1 Winchester House reserves the right to modify, suspend, interpret, or withdraw the Campaign or any individual reward at its sole discretion, without prior notice, where required for operational, regulatory, or business reasons.

8.2 Winchester House's decision shall be final in matters relating to interpretation of these Terms.

9. Governing Law & Jurisdiction

9.1 Data Protection & Consent

By participating in the Campaign, the participant expressly consents to the collection, processing, storage, and use of their name, mobile number, and related interaction data solely for the purposes of administering this Campaign, issuing rewards, verification, regulatory compliance, and communicating Winchester House updates. Such data shall be retained securely and processed in accordance with applicable Indian data protection laws, including the Digital Personal Data Protection Act, 2023, as amended from time to time. Winchester House shall not sell, rent, or disclose personal data to unrelated third parties, except where required by law, regulatory authority, or for essential service providers engaged in administering this Campaign under confidentiality obligations. Participants may withdraw marketing communication consent at any time by written request; however, withdrawal may affect reward communication delivery.

9.2 This Campaign shall be governed by the laws of India. Any disputes arising in relation to this Campaign shall be subject to the exclusive jurisdiction of courts located in Gurugram, Haryana.

For queries regarding the Campaign, please contact: info@winchesterhouse.co