

Taj Hotels Information

1. Company Overview

- **Name:** Taj Hotels, Palaces, and Resorts
- **Founded:** 1903
- **Founder:** Jamsetji Tata
- **Parent Company:** Indian Hotels Company Limited (IHCL)
- **Headquarters:** Mumbai, India
- **Website:** www.tajhotels.com
- **Customer Support Contact:** +91 22 6601 1825
- **Reservation Email:** reservations@ihcltata.com
- **Feedback Email:** website.feedback@tajhotels.com

2. History and Legacy

- **Founder:** Jamsetji Tata, a visionary industrialist, founded Taj Hotels to offer luxury and world-class services in India. Taj Hotels is India's largest luxury hotel chain, starting with the iconic Taj Mahal Palace in Mumbai in 1903.
- **Legacy:** Taj Hotels has become an international symbol of hospitality, with a presence in over 100 locations worldwide, representing the pinnacle of luxury and excellence. Taj Hotels focuses on blending heritage with modern luxury.

3. Taj Hotels Global Presence and Ratings

City	Country	Hotel Name	Rating	Average Cost per Night (INR)	Average Cost per Day (INR)
Mumbai	India	Taj Mahal Palace	4.9/5	₹35,000	₹1,05,000
New Delhi	India	Taj Palace	4.8/5	₹26,000	₹78,000
Jaipur	India	Rambagh Palace	4.9/5	₹32,000	₹96,000
Coorg	India	Taj Madikeri Resort & Spa	4.7/5	₹24,000	₹72,000
Goa	India	Taj Fort Aguada Resort & Spa	4.6/5	₹26,000	₹78,000
Maldives	Maldives	Taj Exotica Resort & Spa	4.9/5	₹67,500	₹2,02,500
London	United Kingdom	Taj 51 Buckingham Gate Suites and Residences	4.8/5	₹45,000	₹1,35,000
San Francisco	USA	Taj Campton Place	4.7/5	₹37,500	₹1,12,500

Note: Room rates are approximate and may vary based on season, availability, and booking platform.

4. Hotel Types and Services

- **Luxury Hotels:** These properties offer lavish accommodations with superior amenities. Guests enjoy the finest services, often featuring private butlers, gourmet dining, and scenic views.
- **Palace Hotels:** Heritage palaces converted into luxurious hotels, showcasing royal architecture and regal interiors.
- **Business Hotels:** Designed for business travelers, these hotels offer meeting rooms, high-speed internet, and business centers for corporate needs.
- **Beach Resorts:** Coastal retreats offering private beaches, water sports, spa treatments, and exclusive leisure activities.
- **Nature Retreats:** Resorts located in serene and natural settings such as mountains, forests, and lakes, perfect for relaxation and rejuvenation.
- **Wellness Retreats:** Specializing in health and wellness with yoga, Ayurveda treatments, and fitness centers.
- **Event Venues:** Hotels are equipped to handle large-scale events, including weddings, conferences, and corporate seminars.

5. Additional Services:

- **Concierge Services:** Assistance with restaurant reservations, transportation, and tour planning.
- **Luxury Transport:** Chauffeur-driven cars, private jets, and helicopters.
- **Event Planning Services:** Complete solutions for weddings, conferences, and social events.

6. Room Types, Features, and Costs

Room Type	Description	Key Features	Cost per Night (INR)	Cost per Day (INR)
Deluxe Rooms	Premium furnishings and elegant interiors.	King-sized bed, Smart TV, Wi-Fi, Mini-bar.	₹15,000	₹45,000
Luxury Rooms	Spacious rooms with superior decor and amenities.	Ocean/City view, Writing desk, Complimentary breakfast.	₹22,000	₹66,000
Suites	Expansive living and bedroom areas with luxurious interiors.	Butler service, Personalized check-in, Dining options.	₹45,000	₹1,35,000
Presidential Suites	Exclusive luxury with unmatched service.	Private pool, Dedicated concierge, Expansive living area.	₹90,000	₹2,70,000

Room Type	Description	Key Features	Cost per Night (INR)	Cost per Day (INR)
Heritage Rooms	Rooms with royal palace-style interiors and antiques.	Antique furniture, Canopy beds, Rich tapestries.	₹25,000	₹75,000
Family Rooms	Spacious rooms designed for family stays.	Sofa beds, Adjoining rooms, Baby cots on request.	₹30,000	₹90,000

Note: Room rates are approximate and may vary based on season, availability, and booking platform.

7. Payment Methods

Taj Hotels accepts a variety of payment methods to accommodate guests' preferences:

- **Credit Cards:** Visa, Mastercard, American Express, Diners Club, JCB.
- **Debit Cards:** Accepted globally.
- **Digital Payments:** PayPal, Google Pay, Apple Pay, Paytm (India-specific).
- **Bank Transfers:** For advance payments.
- **Cash:** Accepted at all properties (subject to local laws).
- **Loyalty Points:** Redeemable via the NeuPass program for discounts on stays and dining.

Note: Payment methods may vary by location. It's advisable to confirm the accepted payment methods at the specific hotel during the booking process.

8. Cancellation and Refund Policies

Taj Hotels' cancellation and refund policies are designed to provide flexibility while ensuring operational efficiency.

- **Flexible Rates:** Fully refundable if canceled up to 48 hours before check-in.
- **Non-Refundable Rates:** No refunds on cancellation.
- **Advance Payments:** Refunds processed within 7-10 business days for refundable bookings.

Additional Details:

- **Group Bookings:** For reservations of four or more rooms, cancellation policies may differ. It's recommended to contact the hotel's reservations department for specific terms.
- **Early Checkout:** Guests opting for early checkout may be liable to pay for the entire confirmed reservation.
- **Deposit Requirements:** Some hotels may require a deposit or full prepayment at the time of booking, especially during peak seasons or for special offers.

Note: Cancellation policies can vary by hotel and booking platform. It's essential to review the specific terms at the time of booking.

9. Additional Services

Taj Hotels offers a range of services to enhance the guest experience:

- **Concierge Services:** Assistance with restaurant reservations, transportation, and tour planning.
- **Luxury Transport:** Chauffeur-driven cars, private jets, and helicopters.
- **Event Planning Services:** Complete solutions for weddings, conferences, and social events.
- **Spa and Wellness:** World-class spa treatments, yoga sessions, and fitness centers.
- **Dining Experiences:** Gourmet restaurants offering diverse cuisines, including local and international dishes.
- **Family-Friendly Amenities:** Kids' clubs, babysitting services, and family suites.
- **Pet-Friendly Policies:** Select properties allow pets; it's advisable to confirm with the hotel in advance.

Note: Availability of these services may vary by property. It's recommended to inquire at the time of booking or contact the hotel directly for more information.