IHCL

www.ihcltata.com















INDEX

INTRODUCTION

TATA GROUP OVERVIEW

IHCL OVERVIEW

IHCL PORTFOLIO

OUR ROBUST HOSPITALITY ECOSYSTEM

OUR CULINARY LEGACY

PARTNERING WITH US

SALES, MARKETING & DISTRIBUTION

DEVELOPMENT SUPPORT TO PARTNERS

PAATHYA

OUR TEAM



WELCOME TO OUR WORLD OF OPPORTUNITIES

For over 120 years, The Indian Hotels Company Limited has built a reputation of unrivalled leadership, offering a fusion of warm Indian hospitality and world class service. This strong foundation of our rich experience has uniquely established us as one of South Asia's most reputable hospitality company.

We offer a powerful portfolio of compelling and well-defined hotel brands - Taj, SeleQtions, Vivanta, Gateway, Tree of Life & Ginger. These brands ensure opportunities are optimised across different segments and geographies, fueling our growth story. Our depth of expertise across all business models and key segments, backed by a strong development team, ensures we create partnerships that are driven by a mutual focus on maximum results.

Our invaluable relationships with all our partners are built on the bedrock of trust, awareness and joy, which allow us to have engaging and meaningful alliances that stand the test of time.

We look forward to crossing many exciting milestones ahead, together.

Join us in this journey of success.

my hay

Mr. Puneet Chhatwal

Managing Director & Chief Executive Officer
The Indian Hotels Company Limited

A rallying call to action, Ahvaan 2025 will see us re-engineer our margins, re-imagine our brandscape and re-structure our portfolio to be the most iconic and profitable hospitality company.





TATA GROUP

Leadership with Trust

GLOBAL ENTERPRISE HEADQUARTERED IN **INDIA**

COUNTRIES ACROSS

MISSION TO IMPROVE THE QUALITY OF GLOBALLY

LONG-TERM STAKEHOLDER CREATION LEADERSHIP TRUST

66% SHARE CAPITAL

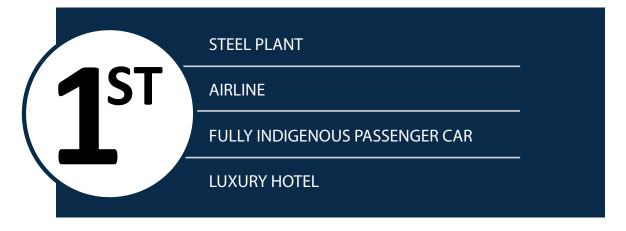
REVENUE OF 150+BN USD

1 MILLION+ **EMPLOYEES**

ENTERPRISES

MARKET CAPITALISATION OF 300+BN USD

Pioneering Spirit



Nation Building

The Tata Trusts have helped set up the Indian Institute of Science, Tata Institute of Fundamental Research, Tata Institute of Social Sciences and health care facilities such as the Tata Memorial Hospital and Tata Medical Centre.

Global Leaders

CONSULTANCY SERVICES

TATA ELXSI

W TITAN

cromā

TATA MOTORS

TATA

CLiQ

TATA POWER

bb**big**basket

A TATA Enterprise

JAGUAR



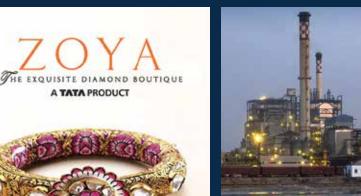
TATA CHEMICALS



 $T\Lambda T\Lambda$ CONSUMER **PRODUCTS**



...and more.









TATA"

NEU







IHCL Overview

South Asia's Largest Hospitality Company

A visionary hospitality ecosystem, created and perfected in India and delivered to the world. Since the opening of the iconic Taj Mahal Palace in Mumbai in 1903, IHCL has welcomed guests with world-class refinement and warmth, while remaining deeply rooted in local heritage and strong global values. From living grand palaces to jungle safaris, landmark hotels to idyllic resorts, contemporary residences to exquisite epicurean experiences, and more – IHCL invites you to explore the world of unforgettable hospitality.

33,000+ Associates	30,000+ Keys	450+ Restaurants	300+ Hotels
130+ Destinations	80+ Spas	14 Countries	04 Continents

Pioneers in Creating Experiences and Destinations

From bringing the finest global cuisines to India to creating landmark tourist destinations such as Goa, Kerala, Rajasthan and the Andamans, IHCL has always stood as the pioneer of crafting novel experiences for its discerning guests.

Rapidly Growing Global Footprint

With over 200 operational hotels and another 100+ hotels signed, IHCL's portfolio is the largest in India and continues to grow rapidly.



IHCL Values - TAJ

Every action at IHCL is guided by our core values of Trust, Awareness and Joy. IHCL is committed towards upholding these values with all stakeholders in letter, spirit and beyond. Forming our foundation, these values, combined with unparalleled craftsmanship, best-in-class service and undeniable business acumen make IHCL iconic in every way.



TRUST

Trust is at our core, driving fairness, openness, and transparency. We promote free flow of information, aligning all stakeholders and nurturing long-term relationships.

AWARENESS

We prioritize awareness, openly sharing plans and strategies. Together, we enhance enterprise value through participative decision-making, fostering belonging and unity among stakeholders.

JOY

Joy fuels our actions as we serve stakeholders with dedication. Our environment celebrates happiness, respect, and diversity; ensuring shared success for all.







Tajness

We have spent years perfecting our craft, decades earning a reputation and centuries building a culture. We call it Tajness - the soul of our differentiated hospitality that subtly guides all our behaviours. Tajness has a mystique and a charisma to it, often difficult to define, yet signifying novel experiences, endearing connections, small and hidden touches, surprise moments, et al. It indeed is the way we do, what we do.





Value Creation For Every Stakeholder

IHCL's commitment to creating shared value for all our stakeholders remains the bedrock of our strategy. Our culture of collaboration, inclusion and mutual respect has fostered lasting and profitable relationships.

FAMILY OF CUSTOMERS

By building a strong and genuine bond with customers, we transform guests into family, creating long-term relationships and loyalty.

FAMILY OF ASSOCIATES

Enabling and nurturing over 33,000 associates, we have been named in the Gallup Great Workplace Awards eight times.

FAMILY OF PARTNERS

Working closely with all our partners and owners, we dedicate ourselves tirelessly to providing the best experience for customers and employees, leading to the best returns for our partners.

FAMILY OF SHAREHOLDERS

With some of the most well-reputed entities as our shareholders, we pride ourselves on our levels of transparency and strong business performance.

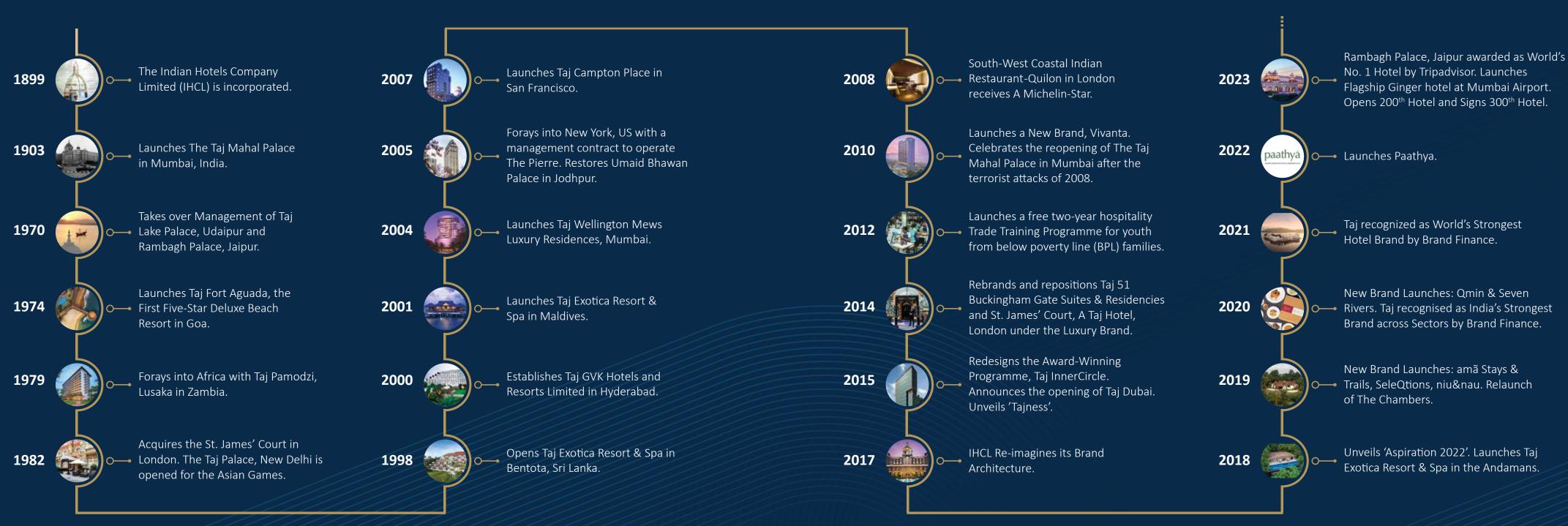








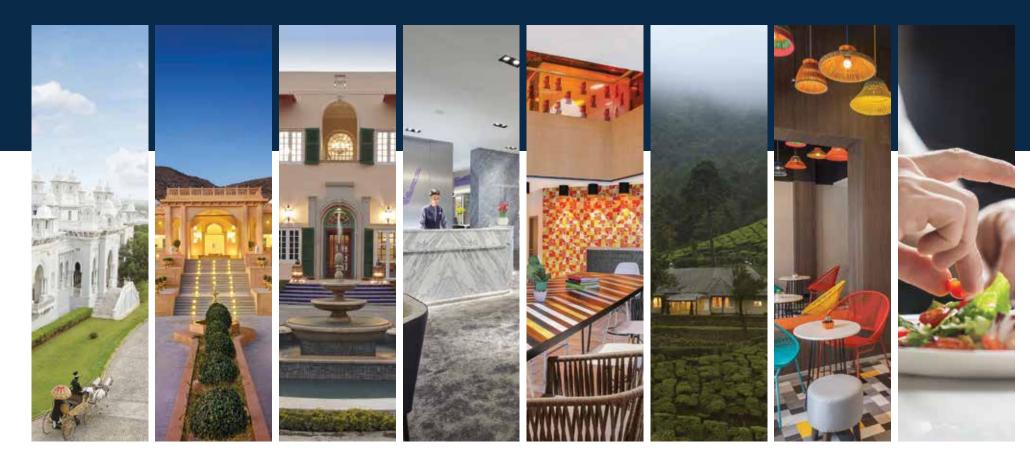
Milestone Map



Legacy of Brands

FROM LOVINGLY RESTORED PALACES BOTH ORIGINAL AND AUTHENTIC TO RAW AND LUXURIOUS SAFARIS, FROM REJUVENATING SPAS TO RAREFIED CLUBS AND MORE, THE IHCL OFFERING IS AS VARIED AS IT IS CHARMING.

IHCL has a jeweled portfolio of brands, spanning multiple sectors of hospitality, built with legendary professionalism, unmatched expertise and genuine affection. Anchored by Taj - a hallmark of iconic hospitality and the strongest brand in India across sectors.









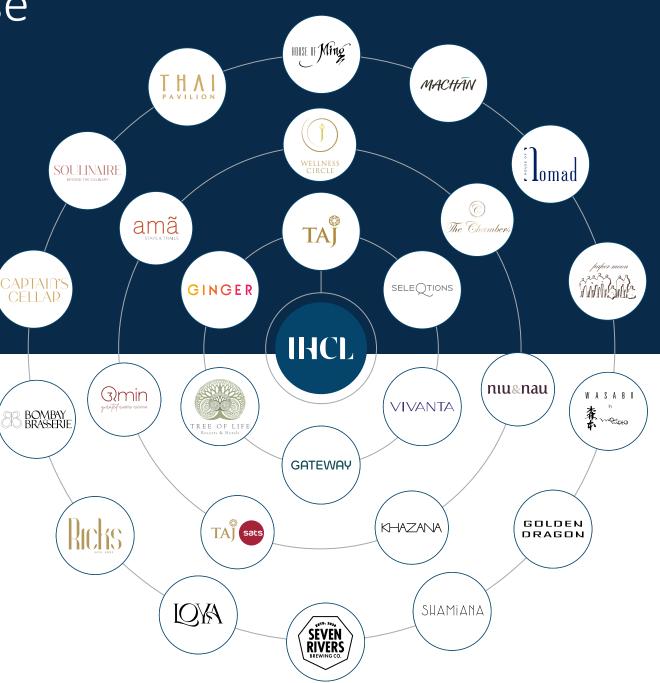






From a branded house to a house of brands

From the storied legends of Taj to the simple, untouched escapes of amã Stays & Trails, and from the distinct flavours of Qmin to revolutionary niu&nau, IHCL consistently evolves and grows, manifesting new experiences and adding memorable brands to its portfolio.





TAJ SOULFUL INDULGENCE

CRAFTING INDIVIDUAL EXPERIENCES IS A TAJ ARTFORM. REGAL, MEMORABLE, LOVINGLY CURATED MOMENTS THAT GUESTS SAVOUR FOREVER.

Decades of attention to the minutest of detail. Care for guests that is as emotional as it is defined. Warmth, intuition, sensitivity. Taj is a brand that has come to encompass many values.

Built around the world's finest hotels, resorts, palaces and safaris, Taj presents soul-stirring experiences inspired by the grandeur of India and her traditions. It's what makes Taj undeniably distinguishable from the world and binds each of its hotels together as one. With its awe, charm and aura, the lure of Taj is hard to resist and reflects a level of hospitality unseen elsewhere. By magically infusing beautiful landmark structures with an unblemished soul of grace and warmth, Taj offers an experience that is as real as it is ethereal.

PALACES

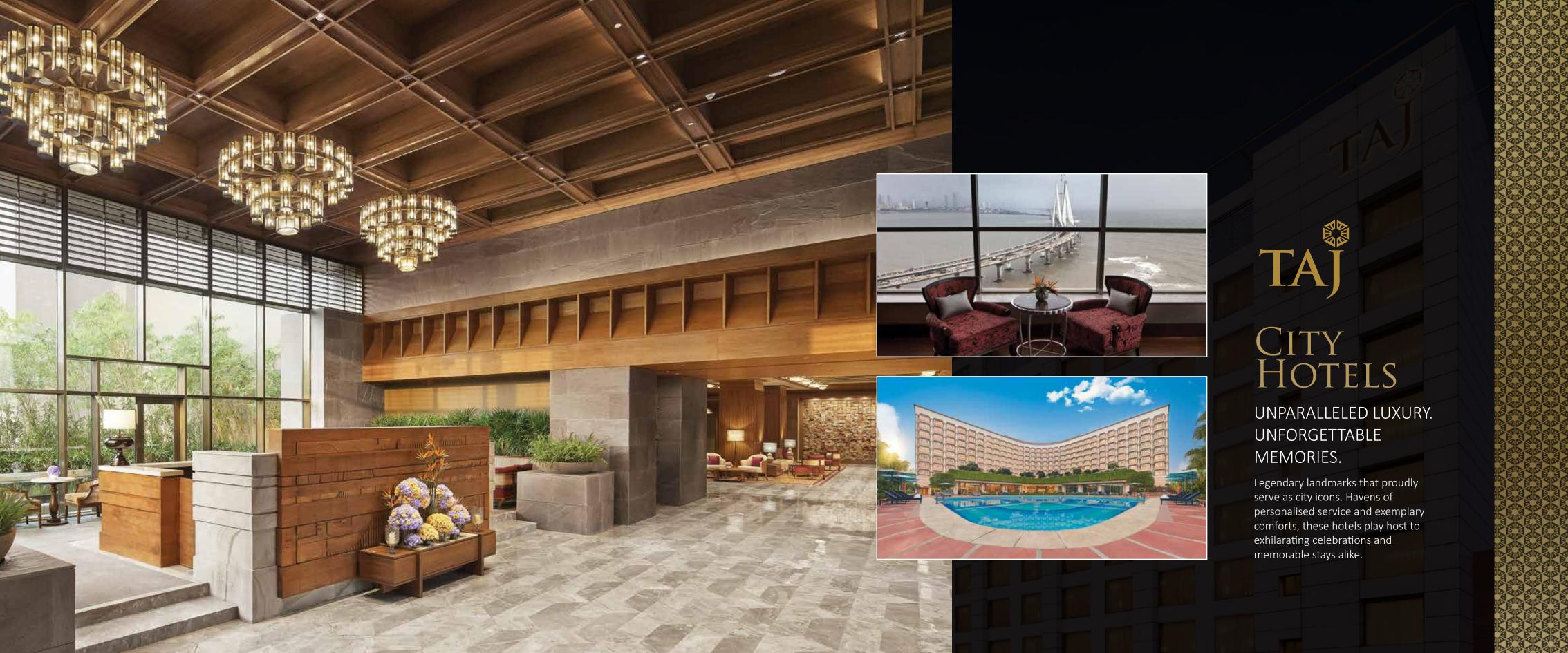
LIVING, AUTHENTIC, GRAND PALACES

Rare, historic. Taj palaces evoke a bygone era coloured with an authentically royal narrative. Architectural splendour, exotic art and enchanting gardens unite to form mesmerising experiences that embody the grandiosity of kings and queens, with their timeless stories, eternal quests and unparalleled luxury.











RESORTS

PRISTINE DESTINATIONS BREATHTAKING GETAWAYS PAIRED WITH GRACIOUS SERVICE

Lush retreats in the most desired locations. Resorts and spas stretched languorously beside sun-drenched beaches or set amidst the wonder of the mountains. Escapes that remain in





BRAND SPECIFICATIONS

PROGRAM OVERVIEW	TAJ HOTELS	TAJ RESORTS
Room Size	32-36 sqm	34-40 sqm
Min. Inventory	100 Keys	100 Keys
Bathroom Fixtures	>=4	>=4
F&B Outlets	All Day Dining Bar Minimum 1 Specialty	All Day Dining Bar Minimum 1 Specialty Restaurant
Meeting Facilities	Main Ballroom: 600 sqm Junior Ballroom: 300 sqm Meeting Rooms: 4	Main Ballroom: 500 sqm Junior Ballroom: 250 sqm Meeting Rooms: 4 Outdoor Venues
Wellness Areas	Heated Swimming Pool J Wellness Circle - 4 Treatment Rooms Fitness Centre Salon	Heated Swimming Pool J Wellness Circle - 6 Treatment Rooms Fitness Centre Salon

The above specifications are indicative & shall vary as per location.

Brand Specifications for Taj Palaces will be guided by the specific Palace Design.





PROGRAM OVERVIEW	TAJ HOTELS	TAJ RESORTS
Min. Land Area	~ 8,000 sqm (2 acres)	~ 40,000 sqm (10 acres)
Built-up Area*/Key	90-100 sqm	110-120 sqm
Accommodation Area	48%	46%
Public and F&B Areas	34%	35%
Back of House Areas	18%	19%
Indicative Development Cost	>= Rs. 150 Lakhs/Key excluding taxes (2024, India, excl. land)	Approx. 20% higher than city hotels (Will vary basis location, typography, regulations)
Business Model	Management Contract / Ownership	Management Contract / Ownership

^{*}excl. parking and MEP areas

BRAND SPECIFICATIONS

PROGRAM OVERVIEW	TAJ SAFARIS
Room Size	40-45 sqm
Min. Inventory	30 Keys
Bathroom Fixtures	>=3
F&B Outlets	All Day Dining Restaurant Outdoor Dining Pavilions
Meeting Facilities	Conference Hall: 80-90 sqm
Wellness Areas	Heated Swimming Pool In-room spa services

The above specifications are indicative & shall vary as per location.





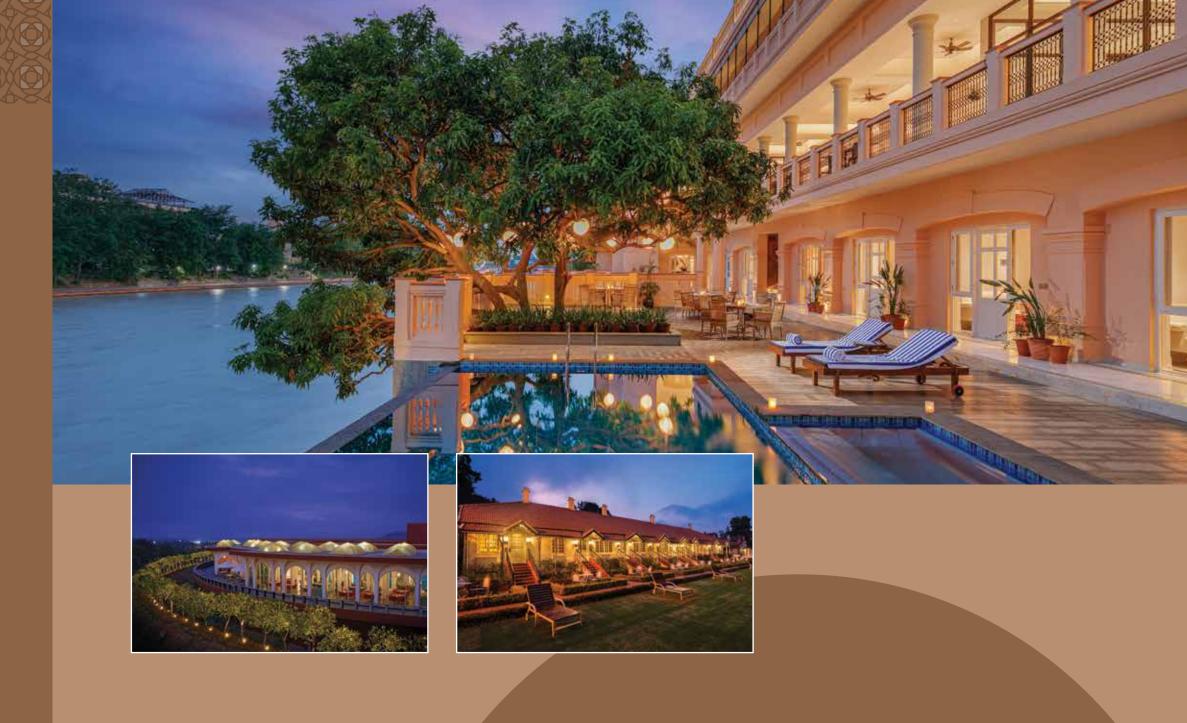
DEVELOPMENT ESSENTIALS	TAJ SAFARIS
Min. Land Area	~ 60,000 sqm (15 acres)
Built-up Area*/Key	160-170 sqm
Accommodation Area	40%
Public and F&B Areas	14%
Back of House Areas	46%
Indicative Development Cost	Rs. 80-90 Lakhs/Key excluding taxes (2024, India, excl. land)
Business Model	Management Contract / Ownership

^{*}excl. parking and MEP areas



AN ANTHOLOGY OF EXPERIENCES BROUGHT TO LIFE THROUGH ONE-OF-A-KIND PROPERTIES

SeleQtions is a hand-picked portfolio of unforgettable stays. A collection of distinct hotels and resorts defined by individuality. Each address immerses you in an inimitable narrative. A story that transports you into a time gone by. A tale rooted in the locale. An experience that stirs the soul.



SLICES IN TIME

Powerfully merging legacies of period and history with a refreshing sense of time, each SeleQtions destination curates an evocative guest journey, sharing a story that could only be told here, now.

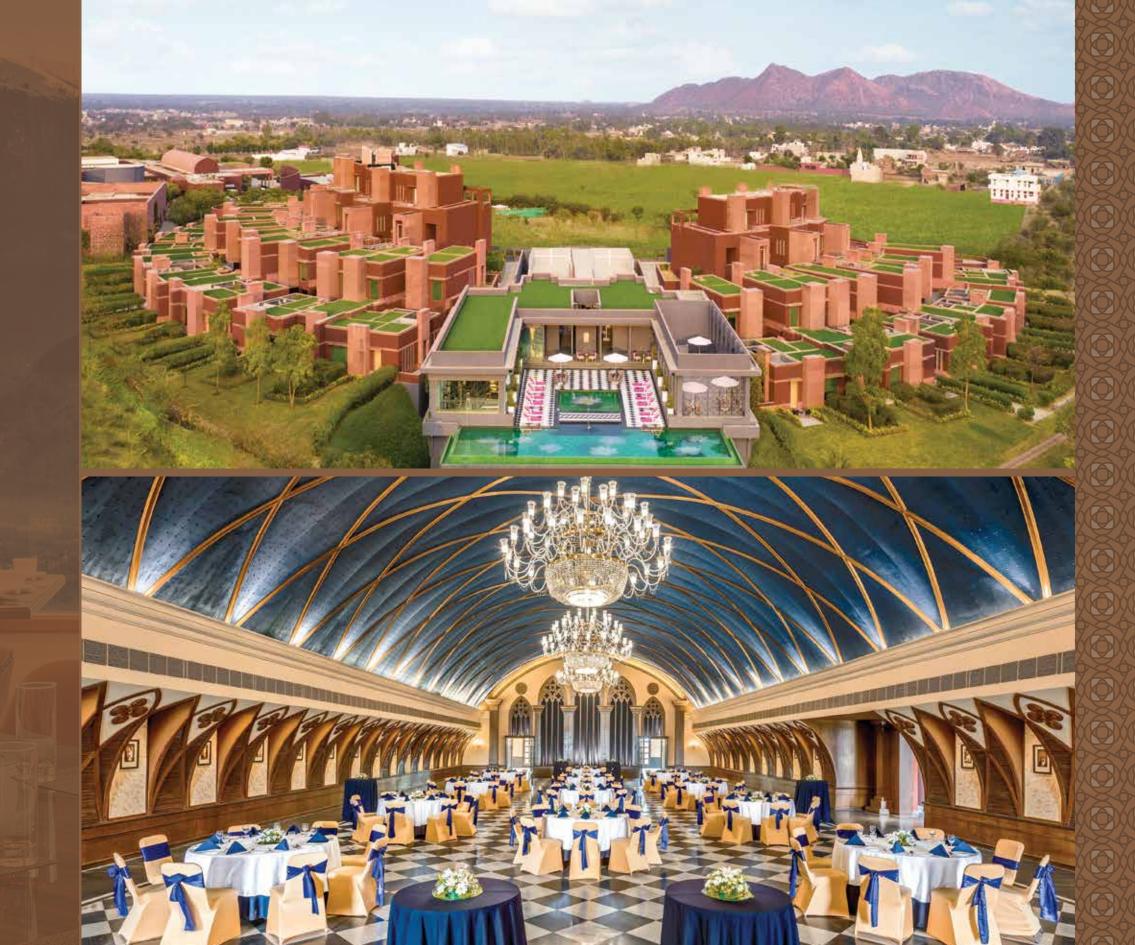


BRAND SPECIFICATIONS

PROGRAM OVERVIEW	SELEQTIONS
Bathroom Fixtures	>=3
F&B Outlets	Minimum 2: All Day Dining and Bar
Meeting Facilities	As per location
Other Facilities	Lounge/Reception/Drawing Room Fitness Centre

DEVELOPMENT ESSENTIALS	SELEQIIONS
Back of House Areas	Min 14%
Business Model	Management Contract / Ownership / Franchise
Unique Characteristics	Storied Architecture / Legacy / Sense of Place / Distinctly Thematic

The above specifications are indicative & shall vary as per location.



VIVANTA

VIVANTA CELEBRATES YOU

Vivanta is for the young, contemporary achievers who stand apart without being rebels. Each is a unique individual, yet part of an eclectic collective. They're eager to celebrate their differences. To share new ways of doing things. Because the world is more colourful with a splash of you.





BRAND SPECIFICATIONS

PROGRAM OVERVIEW	VIVANTA
Room Size	24-28 sqm
Min. Inventory	100 Keys
Bathroom Fixtures	>=3
F&B Outlets	All Day Dining Bar
Meeting Facilities	Ballroom: 300 sqm Meeting Rooms: 3
Wellness Areas	Swimming Pool Fitness Centre

The above specifications are indicative & shall vary as per location.

DEVELOPMENT ESSENTIALS	VIVANTA
Min. Land Area	~ 4,000 sqm (1 acre)
Built-up Area*/Key	60-70 sqm
Accommodation Area	51%
Public and F&B Areas	28%
Back of House Areas	21%
Indicative Development Cost	Rs. 75-80 Lakhs/Key excluding taxes (2024, India, excl. land)
Business Model	Management Contract / Ownership





Your Destination Your Way









Gateway to the destination

At Gateway, we recognize the growing potential of each of our locations. We are here to showcase the growing confidence in Indian cities - and to capture the new dreams and aspirations of its people and their community.

BRAND SPECIFICATIONS

PROGRAM OVERVIEW	GATEWAY CITY	GATEWAY RESORT
Room Size	26-28 sqm	28-32 sqm
Min. Inventory	100 Keys	100 Keys
Bathroom Fixtures	>=3	>=3
F&B Outlets	All Day Dining Bar 1 Specialty Restaurant	All Day Dining Bar 1 Specialty Restaurant
Meeting Facilities	Ballroom: 500 sqm Meeting Rooms: 4	Ballroom: 400 sqm Meeting Rooms: 4
Wellness Areas	Swimming Pool Fitness Centre & Wet Areas	Swimming Pool Fitness Centre & Wet Areas 2 Treatment Rooms

The above specifications are indicative & shall vary as per location.

DEVELOPMENT ESSENTIALS	GATEWAY CITY	GATEWAY RESORT
Min. Land Area	~6,000 sqm (1.5 acres)	~12,000 sqm (3 acres)
Built-up Area*/Key	78-80 sqm	80-82 sqm
Accomodation Area	48%	49%
Public and F&B Areas	30%	29%
Back of House Areas	22%	22%
Indicative Development Cost	Rs. 90 Lakhs/Key excluding taxes (2024, India, excl. land)	Rs. 95 Lakhs/Key excluding taxes (2024, India, excl. land)
Business Model	Management Contract / Ownership	Management Contract / Ownership





^{*}excl. parking and MEP areas

GINGER

Pioneering Lean Luxe

Deeply contemporary in spirit, Ginger caters to Millennials, to those who live in a world where the lines between work and play are blurred. They need a hotel as seamless, flexible and open-minded as they are.

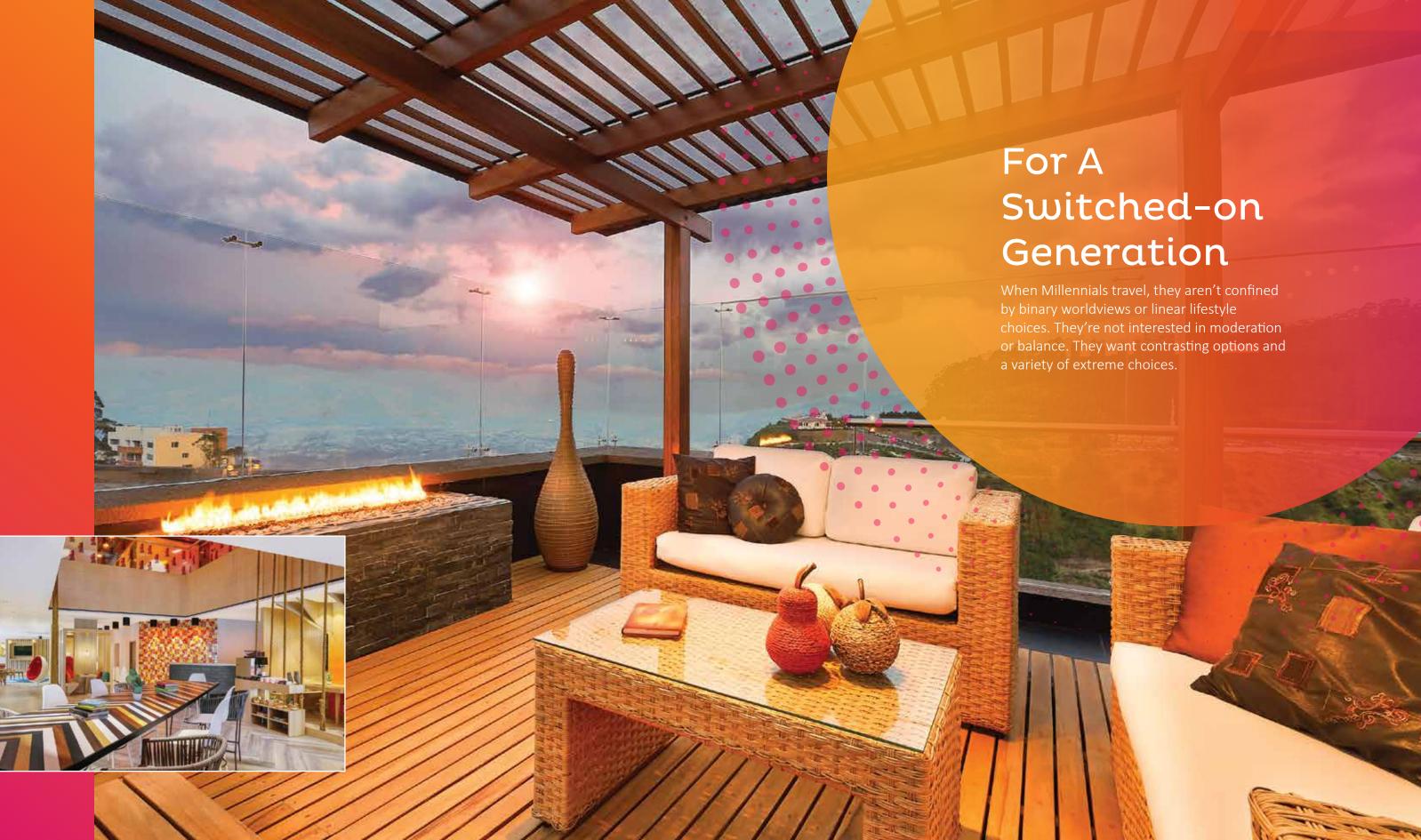


A hotel that delivers what on-the-go guests really want-everything, all at once.



Forget about the best of both worlds. That's binary thinking. How about the best of all worlds?





Brand SPECIFICATIONS

PROGRAM OVERVIEW	GINGER HOTELS
Room Size	18-20 sqm
Min. Inventory	100 Keys (metros), 80 Keys (non-metros)
Bathroom Fixtures	3 (no bathtubs)
F&B Outlets	Qmin All Day Dining cum Bar (optional)
Meeting Facilities	1-2 Meeting Rooms
Wellness Areas	Fitness Centre

The above specifications are indicative & shall vary as per location

DEVELOPMENT ESSENTIALS	GINGER HOTELS
Min. Land Area	~ 2,200 sqm (0.5 acres)
Built-up Areα*/Key	35-40 sqm
Accommodation Area	60%
Public and F&B Areas	30%
Back of House Areas	10%
Indicative Development Cost	Rs. 35-40 Lakhs excluding taxes (2024, India, excl. land)
Business Model	Operating Leases, Fully-fitted Leases, Management Contracts



*excl. parking and MEP areas



~ Nature and you, reconnected

Home Is Where Your Heart Leads

Untouched experiential escapes adorned with the warmth of simplicity, enhanced by authentic local stories and complemented by myriad flavours.

Charming residencies amid mesmerizing trails in unique locations, amã Stays & Trails offers immersive experiences that are truly memorable.











Local, immersive, complete

The charm and authenticity of local hues, coupled with elegance and homely warmth, offer a sense of place that is tranquil and holistic.

amã Stays & Trails is a feeling of simplicity that is comforting and familiar.



BRAND SPECIFICATIONS

CHARACTERISTICS	amã Stays & Trails
Brand Style	Authentic, Local, Immersive Experiences
Positioning	A collection of untouched experiential escapes that range from charming homes to mesmerizing trails across unique locations in India offering warm & intuitive personalized service and inclusive of all meals.
Target Audience	Discerning leisure traveler who seeks truly immersive experiences and has a zest for wanderlust.

PROGRAM OVERVIEW	amã Stays & Trails
Number of Rooms	2-8 Rooms
Min. Inventory	One Transaction. One Key.
Other Areas	Living room, Dining area, Kitchen, Pantry/Storeroom, Recreation room, Accommodation for staff
F&B Outlets	All Meals Inclusive (Local/Regional Homestyle Cuisine)
Outdoor & Wellness Areas	Pet Friendly
	Swimming Pool (preferred)
	Garden/Outdoor private spaces
	Access to a variety of outdoor activities and authentic experiences rooted in local traditions.

The above specifications are indicative & shall vary as per location.

DEVELOPMENT ESSENTIALS	amã Stays & Trails
Location	Located within 2-hour driving distance from any IHCL (Taj, Vivanta, Gateway, SeleQtions) Hotel across the country
Access	Last mile motor ability
Business Model	Management Contracts









'Qmin Time' for every //ike

With a digitally connected food delivery network that spans 24+ cities, 'Qmin on the Go' food trucks, stylish cafes, gourmet shops and restaurants at Ginger hotels-Qmin indulgences the cravings of its guests in myriad ways.









Hospitality in the Skies

Driven by a passion for creating and delivering innovative culinary solutions, TajSATS ensures every curation is packed full of flavour and made for in-air enjoyment.

Elevating air catering with creative twists and elegant accents, TajSATS enriches travel with delicious and nourishing meals, creating hospitality that never compromises on quality.







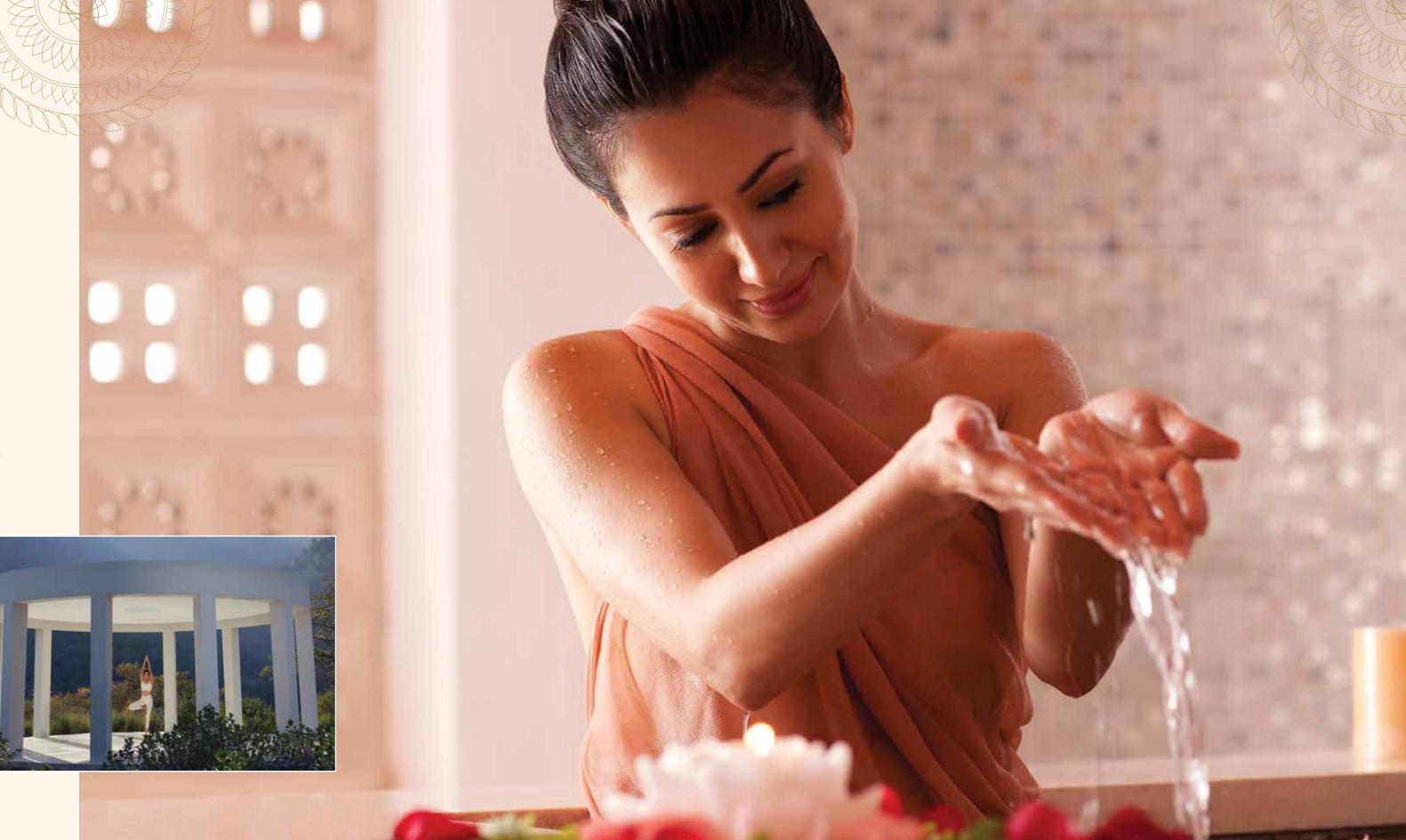




A HOLISTIC APPROACH TO WELLNESS

An oasis of serenity, surrounded only by energies that are carefully curated for holistic healing of the mind, body and soul, inspired from ancient Indian Wellness and based on the principles of Ayurveda and Yoga. J Wellness Circle takes its guests on a transformative journey of wellness and rejuvenation.







UNPARALLELED PRIVILEGES FOR A RARE FEW

With new infused codes of contemporary luxury, immaculate levels of professionalism, elevated artisanal experiences and curated service - The Chambers is India's foremost club for accomplished, acclaimed achievers, and the preferred destination to work, unwind, network, connect and share for its distinguished members.





niu&nau

A Salon Experience Like Never Before

A Social Hub. A Private Sanctuary. A Creative Space. An Experience Personalised To Modern Needs And Lifestyle - This Is The Salon Reimagined.





KHAZANA

Master Craftsmen. Stunning Designs. Made In India.

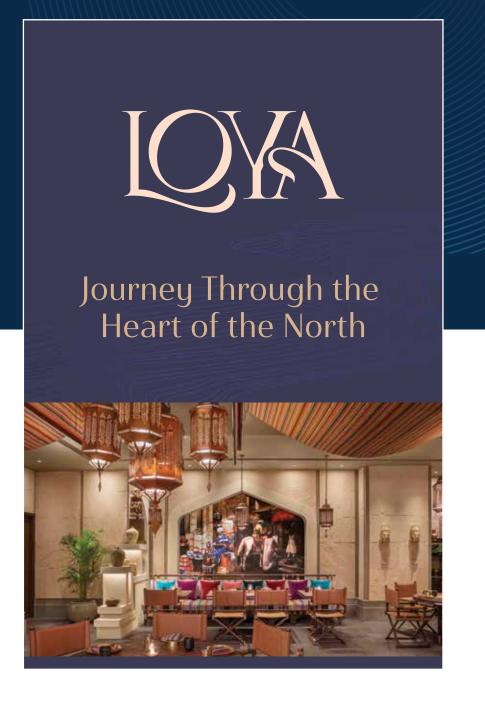
A CHAIN OF LUXURY LIFESTYLE STORES

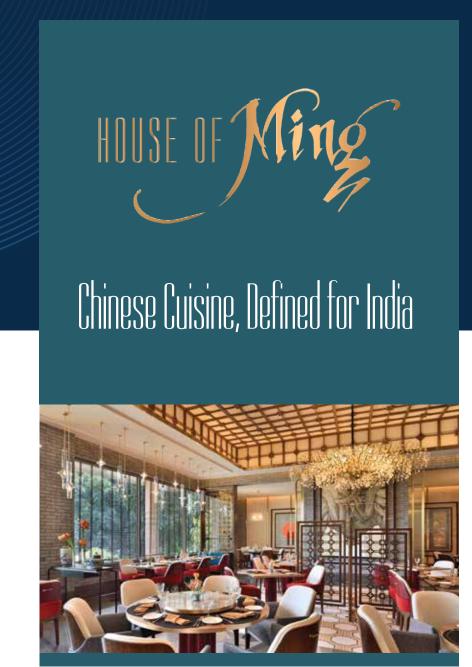
Standing as a tribute to the artists of subcontinent, Khazana celebrates the boundless creativity of Indian artisans.

Its veritable treasure troves overflow with unforgettable mementos - traditional textiles, art, royal riches, glistening gems. A bounty that only India could produce, hand-picked to meet the discerning tastes of its patrons.

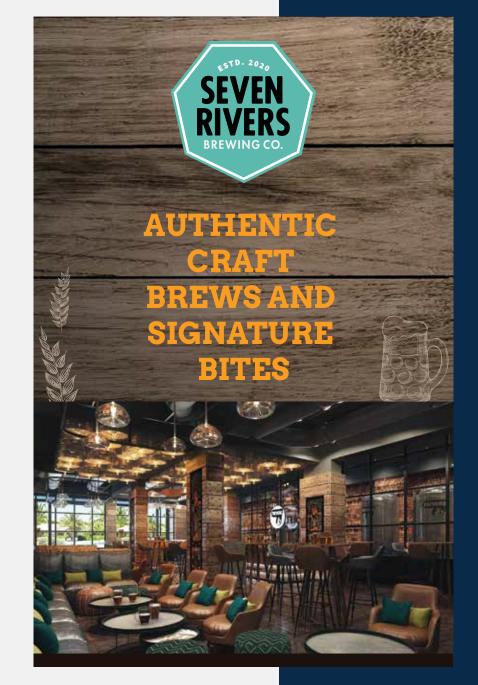








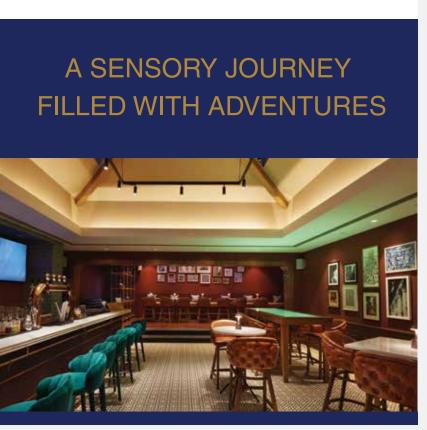


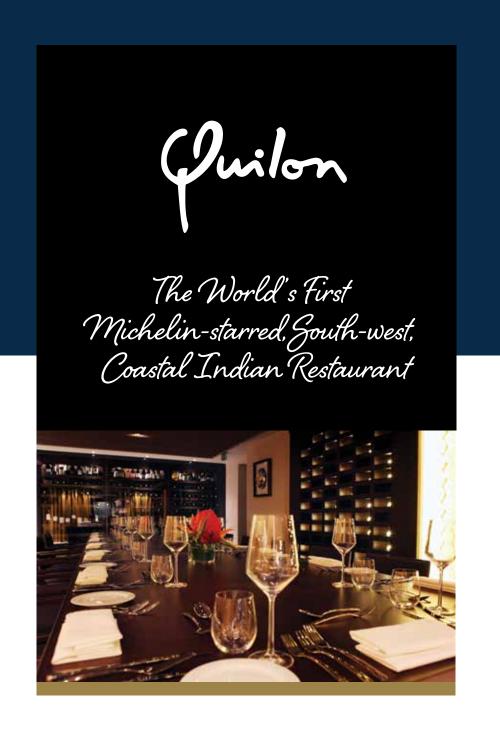


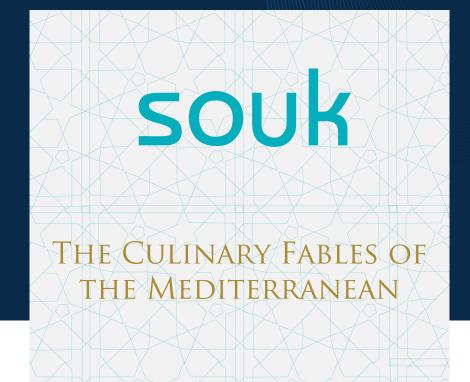




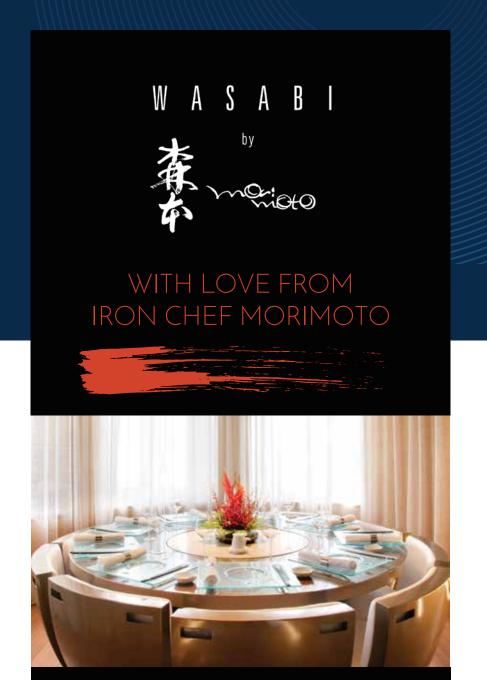


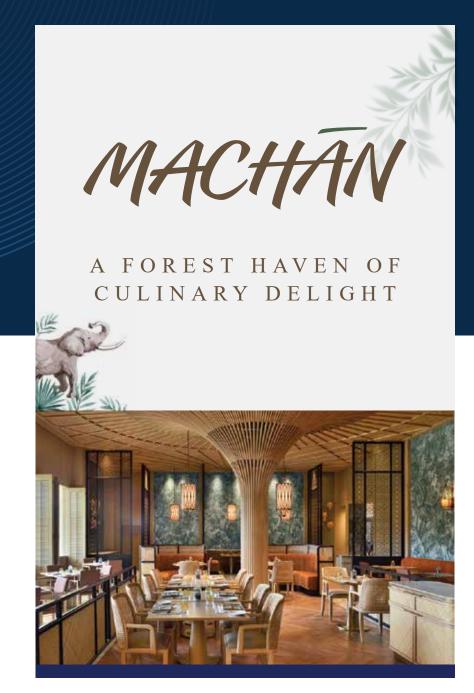


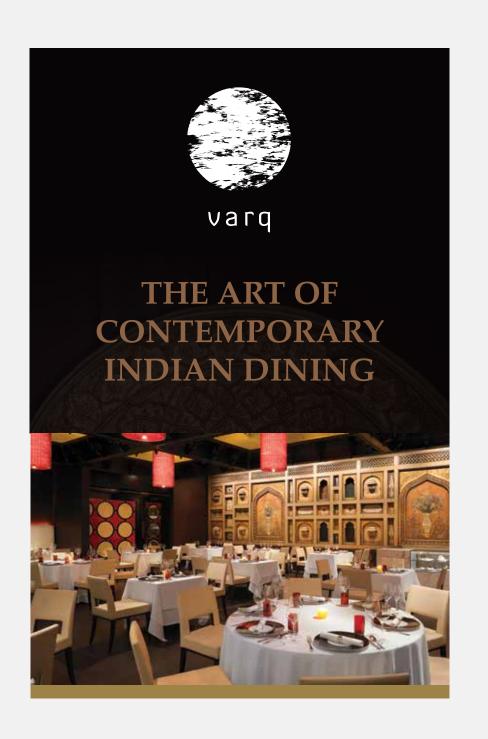












GOLDEN DRAGON

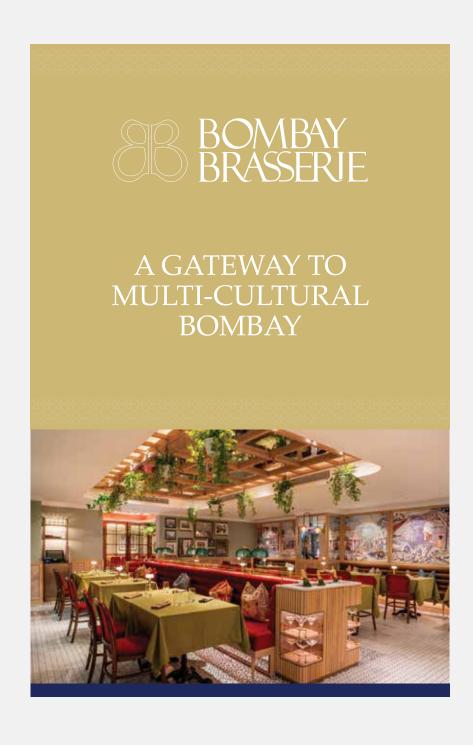
FANFARE & FLOURISHES



SHAMIANA

Where Every Bite is Relished







FROM THE BYLANES
OF ENCHANTING
BENGAL





ARTISTRY IN SPICES
THE SOUTHERN WAY





Established Track Record as Owner & Operator

IHCL owns more than half its portfolio either directly or through joint ventures and lease arrangements, which gives us the experience and unique ability to approach challenges in design, development, approvals, operations and renovations of hotels from the ownership perspective as well.

Our Internal Asset Management Team further improves business value by ensuring streamlined operations.

A Well-Awarded, Iconic Portfolio

Our strength lies in the transformation of undiscovered locations into landmark leisure destinations. Our success stories include being the first luxury resort in Goa, built on the historic Fort Aguada, and the opening up of Kerala, Rajasthan and the Andamans as prized global destinations. We are the only hospitality brand in India with living palaces, operationalised with strong restorative ethics and spectacular recreation of the Palaces' history by way of themed suites and signature experiences.

Our celebrated palaces and resorts, have earned us awards and top accolades globally, with an enviable brand recall and equity.

Industry-leading Product Segments

With a commitment to excellence and a focus on creating extraordinary memories, IHCL continues to further its leadership in key business segments.

In the space of weddings and celebrations, **Timeless Weddings** offer an enchanting blend of elegance and romance, where every detail is meticulously curated.

Taj Holidays, on the other hand, provide travelers with a sanctuary of indulgence and rejuvenation, offering exquisite destinations and unparalleled luxury experiences.

Innergise Green Meetings is IHCL's newest offering in the MICE space with cutting-edge, sustainable solutions for the way the mindful generation comes together.





Robust Talent Pipeline

IHCL pioneered the cause of world-class hospitality education in India by establishing the Institute of Hotel Management, Aurangabad in partnership with University of Huddersfield, UK. In addition, training programs such as Taj LEAD & OLMS learning modules foster an environment for continuous learning.

With Paathya, we have also set up several skilling centres across the country to train youth in hospitality, while also running several internal programs to catalyse growth of our associates, especially women, through the ranks.

Unmatched Operational Excellence

IHCL is the undisputed leader in RevPAR, customer centricity, employee engagement and online reputation in most markets. Robust certification and process compliance programs such as Taj Positive Assurance Model (TPAM) and Tata Business Excellence Module (TBEM), help us deliver consistency and quality across our brands and destinations.



Comprehensive Security & Safety Systems

At IHCL, our commitment to safety and security is underpinned by proactive, preventive and adaptive implementation of Loss Prevention and Occupational Health & Safety (OHS) strategy.

Our loss prevention approach is designed to mitigate risks, safeguard assets and enhance profitability through robust security measures and systems.

Concurrently, our OHS initiatives prioritize the health and safety of our employees and guests, fostering a safe working and service environment.

Minimum IIII

Leadership with Cutting-Edge Technology

With robust encryption protocols and stringent access controls, we provide a secure environment where confidentiality is prioritised at every level. All our systems are certified with PCI-DSS, GDPR and other prevalent acts.

Our commitment to staying at the forefront of technological advancement is unmatched in India, ensuring that every aspect of our operations is infused with efficiency, reliability, and security and we spare no effort in safeguarding the sensitive information of our guests and stakeholders.

Our investment in advanced cybersecurity measures underscores our unwavering dedication to protecting sensitive information. With robust encryption protocols, regular audits & proactive threat detection systems, we ensure that guest data remains safeguarded.

Some of our many technology forward initiatives include AI-powered chatbots across our website & call centre operations, mobile check-ins, digital room keys & digital menus all accessed via smartphones.

Our robust Property Management System, Revenue Management Systems, user-friendly website seamlessly integrate with our Central Reservation Systems. Our state of art Call Centre Systems provide round-the-clock support, ensuring prompt and personalized assistance for guests. Together, these form the backbone of IHCL's commitment to delivering world class service.





Industry-Leading Loyalty Programs

Taj InnerCircle program, one of the most rewarding and awarded loyalty programs, has migrated into Tata Neu, an exciting platform that brings together multiple Tata brands into one powerful app.

A point-based program that also offers exceptional benefits & savings across multiple Tata Group brands where members can earn & redeem across multiple brands.

One of the key indicators of our success is the remarkable expansion of IHCL member base with 3X growth since its launch, with significant contribution to total revenues & enhanced brand visibility with a reach of 80+ Million NeuPass members.

Signature experiences with complimentary upgrades, priority check-ins, exclusive member rates, enhanced benefits and privileges and more.

Popular Dining subscription programme, Epicure - A lifestyle membership card with a world of benefits designed to indulge from discounts on stays at iconic hotels to dining at award winning restaurants and many more privileges.



Global Sales Network

300+ Global Sales experts located across 13 locations in India, USA, Australia, UAE and UK.

Strong, time-tested relationships with Travel Consortia, Corporates, OTAs, Travel Management Companies and MICE organizers.

Exclusively managed programs with luxury travel specialists like Virtuoso, Signature, Traveler Made etc.

Segment-specific sales teams for Corporate, MICE, Leisure and Weddings business.

Strategic partnership with 18+ Channel Partners and Travel Affiliates and 3000+ Corporate Accounts.

Robust sales force automation tools for sharp account management and tracking.



Dynamic Marketing Support

Robust tools to improve customer engagement and drive revenue generation:

A highly skilled Corporate Brands & Marketing team with dedicated functional experts.

A strong Corporate Relations and PR team with a Global Outlook and expertise in crisis management.

Dedicated partners for social media management, digital and offline media buying and more.

Strong presence at key Industry events across the globe.

One of the largest Social Media following in the category.

Comprehensive Online Reputation Management Tool-Taj Live, with periodic reports and alerts.

Well designed and functional mobile responsive websites for each brand where brand direct channels continue to be the fastest growing revenue stream.



Analytics and Reporting

IHCL has the industry's most comprehensive business insights tools for historical data analysis by various sources of business. Our advanced tools assess forward looking booking data for strategic deployment. Our automated and efficient software for revenue forecasting is based on customer and market segments. This gives us unified views of pricing patterns and trends to make informed channel management decisions. On an on-going basis IHCL has partnerships with industry-leading technology platforms. Our enterprise data lake is used for consolidation, visualization and efficiency.



Revenue Management and Distribution

Advanced Revenue Management systems and Distribution connectivity for omni channel revenue maximization:

Expert on site and cluster revenue management teams for revenue & distribution management for maximizing occupancy and profitability.

Best in class central reservation systems and automated revenue management systems.

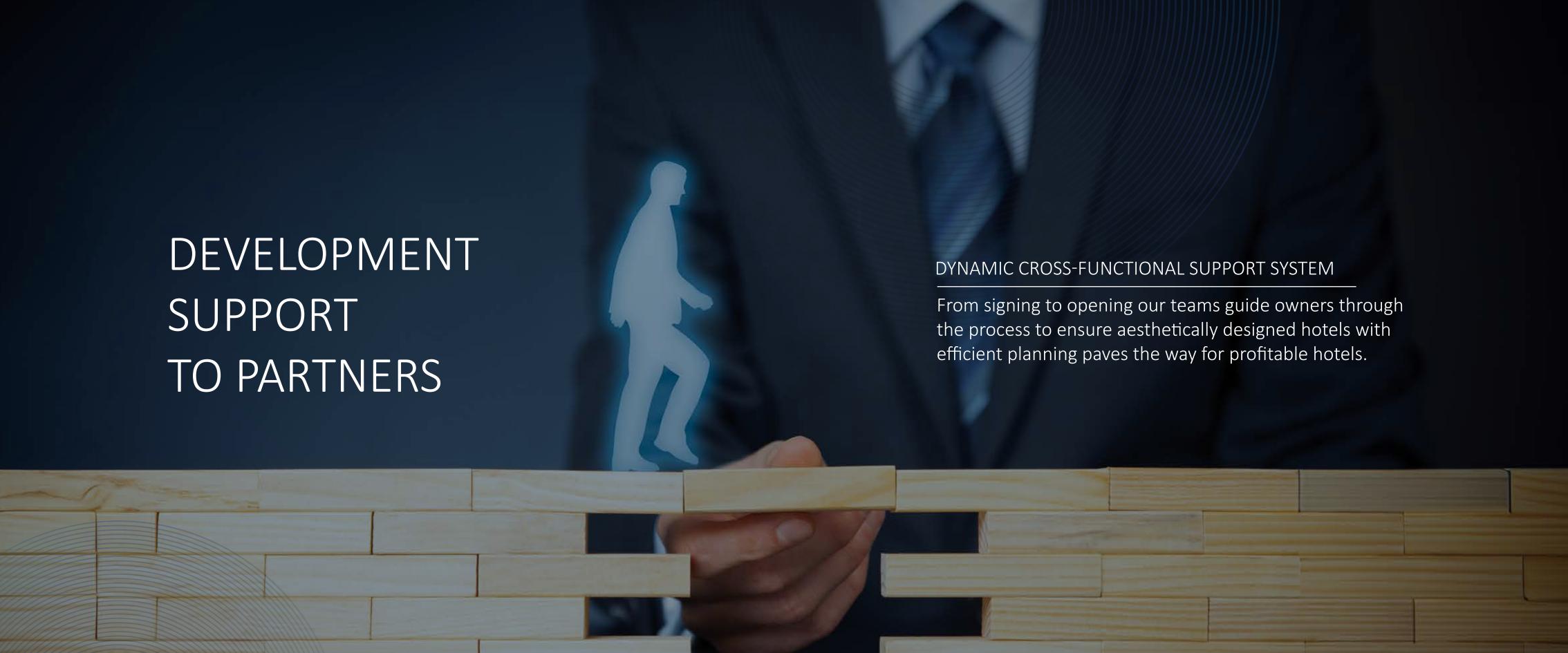
Dedicated chain codes for GDS with TJ and YX to reach over 600,000 travel agents, counselors and travel management companies globally.

24x7 Contact Centre via toll free numbers.

Strategic partnership with over 30+ online travel agencies and payment gateways with preferred commercial agreements.

Regional Reservation Offices in key cities to manage demand effectively.

Integration of new age booking channels such as bots, WhatsApp for reservations.





Development and Technical Assistance

Our dedicated technical services team is committed to ensuring high-quality products with operational efficiencies for all our hotels, making it guest-friendly right at the design stage.

IHCL's technical experts work together to capture the aspirations of all stakeholders, hence defining the projects' needs for maximum returns. Right from facilitating consultant selections and procurement support to providing technical expertise while looking into all consultant plans, they ensure that the product thus created is the best and in line with our standards. The team works closely with the operations team and ensures a smooth handover of the ready property.



Knowledge of Project Execution

With a legacy of over 120 years, we have been involved in constructions, conversions and restorations. Our team has an in-depth understanding of the design and the complexities involved in the execution and resurrection of various projects.

Enriched with this understanding our teams are able to deliver high quality inputs during the planning & development stage of any project.



Pre-opening Support

As part of the pre-launch process, our teams attend to every intricate detail that is required in ensuring a seamless and successful hotel launch. Right from the preparation of a detailed pre-opening budget to setting up of various systems that include recruitment, training, marketing, advertising and promotion activities, it's all taken care of.



Procurement Support

A central sourcing team provides purchasing economies of scale to all our partners enabling swift, easy and economical procurement of capital goods and operating supplies.



Owner Privileges

Exclusive post-inaugural benefits and opportunities await our partners across the portfolio as a gesture of our commitment to add value to our partnership.

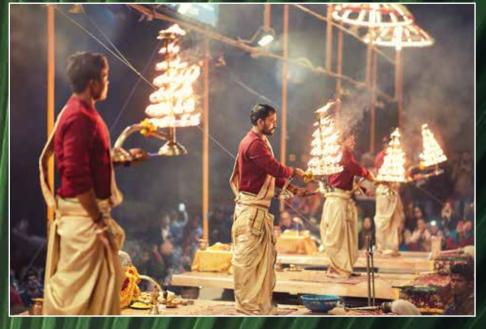




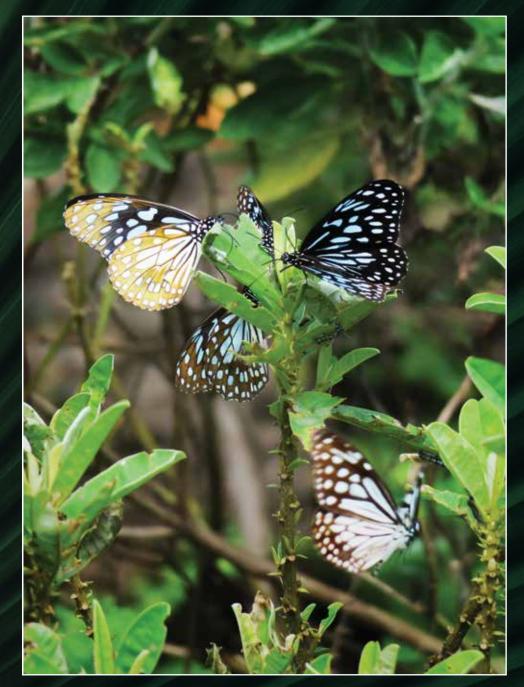
Derived from the Sanskrit term पथ्य, inferring a path, Paathy encapsulates our initiatives to lead positive change with IHCL's core values of Trust of all stakeholders, Awareness around the

needs of our ecosystem and Joy at heart.

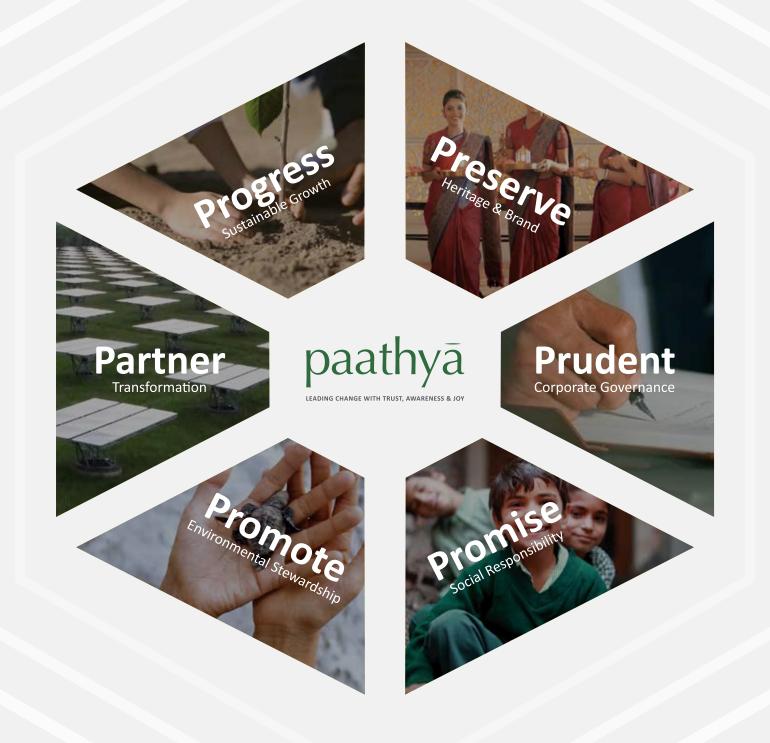
SUSTAINABILITY FOR A BETTER TOMORROW











Our Advisors



Rahul Shah Resident Director ASEAN, Tata Sons Private Limited rahul.shah@tata.com



Ankur Gupta
Head - Corporate Affairs & Growth
Tata Sons MENA
ankur.gupta@tata.com



Pramod Ranjan
Managing Director & CEO Oriental Hotels Limited
pramod.ranjan@tajhotels.com



Sudhir Nagpal
Joint Managing Director,
PIEM Hotels Limited
sudhir.nagpal@tajhotels.com



Rajesh Nagpal
Joint Managing Director,
PIEM Hotels Limited
rajesh.nagpal@tajhotels.com



Gaurav Sharma
Vice President - Development
gaurav.sharma6@ihcltata.com



Anika Gupta Vice President - Development gupta.anika@ihcltata.com



Development Team

Associate Vice President -Development rohan.ranade@ihcltata.com



Dattatray Hire

Corporate Director - Development

dattatray.hire@ihcltata.com

Nitin Khanna Corporate Director - Development nitin.khanna@ihcltata.com

Regional Support Team



USA
Karambir Singh Kang
Area Director,
Americas
karambir.kang@tajhotels.com



UAE
Saurabh Tiwari
Area Director - Middle East
and CIS, Taj Dubai
saurabh.tiwari@tajhotels.com



Samrat Datta
Area Director - Maldives &
Sri Lanka, General Manager
Taj Samudra, Colombo
samrat.datta@tajhotels.com



UK
Mehrnavaz Avari
Area Director UK and General
Manager St. James' Court,
A Taj Hotel, London and Taj 51
Buckingham Gate, Suites & Residences
mehrnavaz.avari@tajhotels.com



SOUTH AFRICA
Mark Wernich
Cluster General Manager Taj Cape Town, SA & Taj Pamodzi,
Lusaka
mark.wernich@tajhotels.com



Raghavendra Patil Corporate Director - Development raghavendra.patil@ihcltata.com



Ankur Chandra
Corporate Director - Development
ankur.chandra@ihcltata.com



Abhishek Rajadhyaksha Manager - Feasibility r.abhishek@ihcltata.com



Utkarsh Phooli Manager - Asset Management utkarsh.phooli@ihcltata.com



Preeti MistryManager - Development
preeti.mistry@ihcltata.com



Our varied portfolio of key hotel brands, aided by our supporting brands has created a hospitality ecosystem that has something for everyone! You also have access to world-class service, an expansive sales & marketing team, established loyalty program and an extensive distribution network.

Suma Venkatesh

Executive Vice President, Real Estate & Development suma.venkatesh@ihcltata.com

