

FAQ's

1. What is Dineout Plus?

Dineout.co.in pioneered the Table Reservation Industry in India. Today after 4 years of closely studying the market and looking at need-gaps, we are proud to launch Dineout Plus.

This is India's first and most premium Dining-Out Card, which entitles the Diner to amazing discounts (Up to 25%) and a host of other privileges. This only-on-invitation program is available as a physical card, and redeemable only on using the Dineout.co.in app. With Dineout Plus, we are redefining the current dining experience to make it a lot more luxurious and value driven.

2. What do I get from Dineout Plus?

Dineout Plus members are never short of getting a fabulous surprise from our partner restaurants. We have over 150 restaurants, which give various offers. All these offers apply to everyone dining in the group, although the restaurant may place a maximum number of people per booking

25% off the total bill

25% off the Food & Soft Beverages

20% off the total bill

20% off the Food & Soft Beverages

2 for 1: This is an offer for couples and applies to all courses ordered (starters, mains and desserts). The less cost item from each course is deducted from the bill

3. How do I avail the Dineout Plus privileges?

Dineout Plus is for the New-Age Smart Diner. We have redefined the dining experience by making the entire privilege redemption available exclusively on the app. The steps to redemption are

1. Visit www.dineout.co.in



...or download our FREE App to search for a Dineout Plus restaurant.

2. Book your table



unless otherwise stated make an advanced booking mentioning Dineout Plus

3. Present your Dineout Plus card



enjoy your meal & get 25% off* your bill.

4. What are the average savings each time I use the card?

This is a broad calculation of the average saving. It is amazing how quickly one can start earning massive benefits from the usage of the card. The more you use, the more you save! This is exactly what we mean by redefining the dining experience

Average Bill Value for 2 at a 5 star	Average value of the 25% discount on every bill	Non-Discounted Cost of Card	The number of Dining instances to break-even	The dinner when you earn
4000	1000	5000	5	6

5. When will I not be eligible for the discount

Some restaurants are able to exclude Friday and/or Saturday nights, all of Bank Holidays if they so choose. Other reasonable exclusions may sometimes apply, for example some restaurants may exclude Friday and Saturday. Durga Puja, Christmas Day & Eve, New Years Day & Eve and Valentine's Day are automatically excluded from the offer. Full details can be found on each individual restaurant page. Also, the Dining benefits are not given on single person dining.

6. Can I use more than one dineout per booking?

Only one Dineout Plus card can be used per booking unless stated otherwise on the individual restaurants page.

7. Can we have more diners in our party than the maximum number stated and still receive a discount on part of the bill?

The maximum cap is there to state how many people can dine in one party keeping in mind space, and other metrics set by the restaurant. If more people dineout; then the prerogative lies with the restaurant. We request you to kindly check with our executives for specific queries. We can be reached at 8527272727.

8. Why didn't we receive the Dineout Plus discount on the sharing platter or side dishes we ordered?

The Dineout Plus discount is not applicable on any sharing dishes and side dishes solely; is only included in the 25% off the total food or total bill* offer.

9. Why didn't I receive the discount when I ordered from the set menu?

The Dineout Plus discount is only applied to the à-la-carte menu and at few places on the buffet. If a restaurant offers a set feature menu this might not qualify for the Dineout Plus discount.

10. Why was the service charge applied to the total bill before the Dineout Plus discount was deducted?

The Dineout Plus discount only applies to the food bill or total bill of consumables and not service charge as the service you receive is the same as it would be for a full paying customer. Therefore any service charge would be applied prior to any discount being deducted.

11. I have seen a restaurant on your website/app which has closed down, why is this still appearing?

We rely on our partner restaurants to contact us if they wish to be removed from Dineout Plus. If you are aware of any restaurant which is no longer accepting the discount our dedicated team is available at plus@dineout.co.in and would love to hear from you. We can also be reached at 8527272727

12. Does the Dineout Plus discount apply to takeaways and home delivery?

Unfortunately the Dineout Plus discount does not apply to takeaway and home delivery. Members must dine in the restaurant to receive the discount.

13. Is my choice of dishes limited when using my Dineout Plus?

No! Your Dineout Plus can be used against any item on the restaurant's à-la-carte menu, so you're never restricted for choices.

14. Why do restaurants participate and provide such a big discount to Dineout Plus members?

As Dineout Plus is a closed community, the restaurants are able to offer a large discount without publicising that offer to the general public. As our members pay for membership they are the type of customers that the restaurants like to get through their doors.

The whole ethos of Dineout Plus is to make eating out more affordable, thus encouraging people to eat out more regularly. By doing this, we are helping both our members and our partner restaurants; and as such are highly valued by both.

15. Can I use my card 7 days a week?

Yes! Most of our restaurants offer the Dineout Plus discount 7 days a week. Some restaurants do have individual restrictions including weekend days or celebration days, so please check the individual restaurant details on our website/app prior to booking.

16. Why do some restaurants ask members to book in advance?

Participating restaurants do require members to make an advanced booking at least 2 hours prior to dining where the call or reserve icon is displayed on their individual page, and Dineout Plus must be mentioned. This is because if the discount has not been mentioned and the bill is produced, the manager would then have to recalculate the bill; which can be time consuming and in some cases, might

not even be possible. If the restaurant is already aware that you are a Dineout Plus member, they can calculate the bill including the discount from the outset. The restaurant is under no obligation to offer a discount if a booking mentioning Dineout Plus is not made in advance.

17. Can I recommend a restaurant to join Dineout Plus?

If you have any recommendations for restaurants then we would love to hear from you. Please send details to plus@dineout.co.in. We can also be reached at 8527272727

18. How do I join?

We would love to have you as part of the India's Premium Dining Club.
Visit dineout.co.in/plus

19. Can I buy a membership as a gift for someone else?

Yes!

Visit dineout.co.in/plus to buy a gift membership for a loved one. We'll gift wrap the membership together with a high quality printed restaurant directory and deliver it directly to the recipient for you!

20. How long will my membership card take to arrive?

Using our standard delivery we estimate delivery should take 7-10 working days. You will find full details of your estimated delivery time in your confirmation email.

21. How can I update my contact details?

Members can update their details by contacting our Customer Service Team on 8527272727 (9am-5pm, Mon-Fri), alternatively email the change of details at plus@dineout.co.in

22. Why won't the app accept my email address when trying to login to Dineout Plus?

You will need to register your membership to use Dineout Plus on the digital app - <https://www.dineout.co.in/plus/user/register>

23. What happens if I lose my Dineout Plus card?

If you lose your Dineout Plus you are able to request a replacement by calling our Customer Service Team, there is a standard charge Rs. 100 charged for administration for issuing the replacement. Payment can be made over the website using credit/debit card and a replacement issued with the original expiry date.

Alternatively you can register to use the digital Dineout Plus through our App, which can be presented in place of the physical Dineout Plus.

24. Are the cards transferable?

No, the cards are strictly non-transferable. They are printed with your name on, so cannot be loaned to friends or family members

25. How do I keep informed of new restaurants joining?

Our website, www.dineout.co.in/plus is fully up-to-date with all of the offers currently available. The number of restaurants is growing all the time, and you can stay updated by visiting the website or app and signing up for the Dineout Plus newsletter, which will be emailed to you detailing new restaurants that have joined the scheme.

When you are out and about, we have our 2 Smartphone apps available, all free to download, helping you to make the most of your Dineout Plus card. Apps are available for iPhone, Android!

26. Do you have a smartphone app?

The Dineout Plus mobile App is available for iPhone, Android and Windows users. (Compatibility Requirements: iPhone (iOS 6.0 and above) or Android (OS 3.0 and above))

27. How do I cancel my Dineout Plus membership?

If you do not wish to renew your membership you should contact us by telephone on 8527272727(9am-5pm, Mon-Fri) at any point within your 12-month membership period and no later than 5pm on the working day preceding your renewal date.

Please note that the renewal date is not the same as the expiry date on your card but is 4 days prior to the expiry date.