Robocall Mitigation Program

Lemon Tree Hotels Private Limited

Lemon Tree Hotels Private Limited ("Lemon Tree" or the "Company") is an India-based hospitality company that places calls to U.S. numbers solely for guest engagement purposes: reservation confirmations, post-stay follow-ups, loyalty program communications, promotional offers and deals, and follow-up on booking leads. Every called party has given prior express consent — existing guests, loyalty members, and pre-approved leads who provided their numbers directly to the Company.

1. Consent-Based Calling

Calls are made only to individuals with an existing business relationship or documented prior express consent. Numbers are collected directly from guests at booking, check-in, or loyalty enrollment.

2. No Spoofing

The Company transmits accurate caller ID identifying Lemon Tree Hotels on every call.

3. Opt-Out and DNC Handling

Recipients who request no further calls are added to an internal do-not-call list within 24 hours; the National Do-Not-Call Registry is honored for applicable numbers.

4. Traceback Cooperation

The Company commits to respond fully and within 24 hours to all traceback requests from the FCC, law enforcement, and the industry traceback consortium, and to cooperate in investigating and stopping any illegal robocall traffic on its service.

5. Monitoring

Call volumes and complaint rates are monitored regularly; any customer or upstream partner generating suspicious traffic is investigated and, if illegal, terminated.

6. Point of Contact

Neelandra Singh, Managing Director, hk.pvj@lemontreehotels.com, +13606390467.

I declare (or certify, verify, or state) under penalty of perjury that the foregoing is true and correct. Executed on 09/11/2026.

Neelandra Singh, Managing Director