



A. Airport transfer via Blacklane

- a. Offer is valid till 31 December 2025
- b. Customers need to book the ride via Global concierge services only.
- c. Any booking made directly via the Blacklane app will not include the HSBC offer.
- d. The vehicle can accommodate 3 passengers with 2 large bags. If luggage exceeds this limit, customers must inform the concierge in advance, at the time of placing a request.
- e. Business Van vehicle can be booked by the concierge if the luggage exceeds capacity. Luggage vans serviced by Toyota Innovas, are designed for transporting luggage only - passenger transportation is not possible.
- f. Luggage vans are not available outside India. For rides globally, customer can request for Business Van/SUV option, which accommodates both passengers and luggage.
- g. Complimentary rides in India and across the world are up to USD 150 only. For rides above USD 150, customer will need to make the payment on differential amount to the concierge via a payment link shared.
- h. All rides need to be booked minimum 72 hours prior.
- i. Any flight cancellations or change in travel plans need to be to the concierge desk at least 24 hours prior. Last moment re-schedules will be subject to availability.

General Terms and Conditions

- a. Acceptance of these terms is a prerequisite for participation. Such participation is voluntary and by participating in the offer it is deemed as acceptance of the terms and conditions mentioned herein by the customer.
- b. Any defects, deficiency, claims, issues, damages, or losses arising with respect to the offer will be the sole responsibility and liability of the service provider and HSBC will not be responsible for the same.
- c. HSBC does not endorse or make any warranties or representations as to the quality, merchantability, suitability or availability of services availed by the customers. Any dispute regarding these must be addressed in writing, by the customer directly to the respective partners.
- d. HSBC reserves the sole right to decide on whether a service rendered meets the required criteria as listed above. All decisions in respect to the offer shall be at the sole discretion of HSBC and the same shall be final, binding, and non-contestable.
- e. Other than the specific entitlements available to the customer under this offer any other claims with regard to this offer against HSBC are waived.
- f. HSBC reserves the right to add, alter, modify, change or vary all or any of these Terms and Conditions or to replace, wholly or in part, this offer by another offer, whether similar to this Offer or not, or to withdraw it altogether at any point in time by providing appropriate notice to the customers.
- g. HSBC will not be liable for any direct or indirect loss or damage whatsoever that may be suffered, as a result of participating in the Offer.
- h. The usage of the debit card and credit card is governed by applicable Terms and Conditions. Please visit www.hsbc.co.in for detailed Terms and Conditions.
- i. Any disputes arising out of or in connection with this Offer shall be subject to the exclusive jurisdiction of courts in Mumbai only. The existence of any dispute shall not, by itself, constitute any claim against HSBC.
- j. If the Offer and/or anything to be done by HSBC or any other entity in respect of the Offer is prevented or delayed by causes, circumstances or events beyond the control of HSBC or any other entity, including but not limited to, tampering, unauthorized intervention, interception, fraud, technical failures, floods, fires, accidents, earthquakes, riots, explosions, wars, hostilities, acts of government, or other causes of like or similar or other character beyond the control of HSBC or the merchant, then HSBC and/or the merchant shall not be liable for the same to the extent so prevented or delayed, and will not be liable for any consequences and on occurrence

of such event, the Offer may be withdrawn at the discretion of HSBC. The Offer is subject to force majeure events.

- k. Tax liability, if any, will be borne by the Customer.
- l. This document is an electronic record in terms of Information Technology Act, 2000, and the rules there under as applicable and the amended provisions pertaining to electronic records in various statutes as amended by the Information Technology Act, 2000. This electronic record is generated by a computer system and does not require any physical or digital signatures.
- m. Any disputes arising out of or in connection with the offer shall be subject to the exclusive jurisdiction of courts at Mumbai only.
- n. The Offer shall be subject to all applicable central and/or state laws