

Offer Terms and Conditions

1. Golf Privileges

- a. For International Golf bookings via the HSBC Golf League App, customer need to book 10 clear days in advance for weekday/Weekend/Holiday Bookings for a game of golf. 10 days will not include the day of placing the request, and the day of the game.
- b. For location of the golf courses, visit Complimentary Play Golfcourses (thriwe.com)
- c. On weekdays - 2 ball booking is mandatory, On weekends - 3 ball booking is mandatory
- d. Any extra services like cart, caddie, F&B & Proshop, etc will be paid by the customer directly at the club
- e. Public Holiday will be considered as weekend hence weekend rates will be charged to the bank
- f. The rates are exclusive of applicable taxes
- g. The short-cancelled bookings will be fully charged to the bank.
- h. International Golf Courses is 4 clear days (Date of play & date of cancellation is excluded).
- i. For details on Domestic Golf bookings visit Golf Privileges | HSBC Premier Golf Benefits - HSBC INThriwe Care – 1 Complimentary Health Check-Up

2. Luxury Stays

A. Postcard Hotels and Resorts

- a. Complimentary Platinum membership valid for 12 months with a 7% Cashback on total spends
- b. No blackout dates for booking
- c. Platinum membership card will reach the customer within 14 working days of registration
- d. This offer is applicable on a maximum of two rooms per booking. The offer is subject to availability of rooms.
- e. Unlimited welcome beverages inspired from the region
- f. Check-in & check-out anytime
- g. Complimentary laundry on your entire stay and All-day breakfast
- h. For the platinum membership if the customer has made a stay during the year the membership card will be auto renewed for another year
- i. The Postcard Hotels Gift voucher worth INR 10,000/- will be provided to customers who meet the Executive Banking eligibility criteria.
- j. The stay voucher can be used for booking at the Postcard Hotels and Resorts with no blackout dates.
- k. The stay vouchers will be valid for 12 months from the date of issuance.

B. Taj Palaces , Hotels and Taj Safaris

Taj Palaces :

- i. Offer for Taj Palaces is available at Rambagh palace Jaipur, Taj Lake palace Udaipur, Taj Umaid Bhawan palace Jodhpur and Taj Falakhnuma palace Hyderabad
- ii. Offer is valid till December 2025
- iii. The offer is of minimum 2 nights stay and not valid from 20th Dec 2024 until 05th Jan 2025
- iv. This offer is non-transferable and cannot be used in conjunction with any other Taj offer or promotion.
- v. The offer is valid on the final invoice amount exclusive of taxes.
- vi. Discount will be applicable on the amount exclusive of taxes.
- vii. Customers can avail the offer multiple times during the offer period.
- viii. Customers need to make payment using HSBC Debit or credit cards'Return Policy' on the website/app or call Myntra Customer care.

Taj Hotels

- i. The offer on Taj Hotels is only valid for the 16 primary Taj Hotels where majority of the travel takes place .
- ii. Cancellation policy stands at 48 hours prior to arrival time
- iii. Black out dates apply.

Taj Safaris

- i. Taj Safari offer is available at their Sarai lodges in Mahua Kothi – Bandhavgarh National Park, Banjaar Tola - Kanha National Park, Pashan Garh - Panna National Park, Baghvan – Pench National Park and Meghauli Serai- Chitwan National Park
- ii. Reservation can be guaranteed with full payment in advance with Rooms, Jeep Safaris, and jungle activities subject to availability.
- iii. Room can be cancelled 30 days before the arrival without any retention charges however jeep safaris included in the package or booked additionally cannot be cancelled.
- iv. This offer cannot be clubbed with any other offer.
- v. Meghauli Serai payments must be made directly in Nepal; payments in India will not be accepted.
- vi. Offer for India lodges is only applicable to Indian Nationals only
- vii. Child Policy - 0-5 years complimentary, 5-12 years 25% of the rate, 12 years and above 50% of the rate

C. Oberoi Hotels

- a. The offer is available at 12 Oberoi Hotels & Resorts in India(Delhi, Gurgaon, Kokata(under renovation currently), Jaipur, Udaipur, Chandigarh, Shimla (2 hotels), Mumbai, Bangalore, Ranthambhore, Agra), 10 Trident Hotels (Gurgaon, Mumbai (2), Jaipur, Agra, Udaipur, Bhubaneshwar, Chennai, Cochin, Hyderabad) and 6 Oberoi Hotels & Resorts across the globe (Mauritius, Sahl Hasheesh in Egypt, Bali and Lombok in Indonesia, Marrakech in Morocco, Al-Zorah in Ajman, UAE).
- b. Benefits of the Silver Tier club include Premium Wifi for unlimited devices for the duration of stay , 24x7 dedicated guest assistance via phone and email , Premium Wifi for non-residential guests , Late checkout until 2:00 pm, 2nd guest stays free for bookings on oberoihotels.com, 9 Happy hours at the bar during stay and 10% savings on F&B even for non-residential guests.
- c. Offer is valid for stays till 31st October 2025
- d. This discount cannot be clubbed with any other ongoing offers and promotions.
- e. Valid only for reservations made through www.oberoihotels.com
- f. The discount is applicable only on Best Available Rate (BAR) and packages and not on any other special or negotiated rates.
- g. Customers need to pay using HSBC Debit or credit card only

3. Travel

A. Airport transfer via Blacklane

- a. Offer is valid till October 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.

B. Airport Meet and Assist services

- a. Offer is valid till July 2026
- b. Complimentary Airport meet and assist services are available across Domestic and International terminals in airports across 16 cities in India – Ahmedabad, Bangalore, Calicut, Chennai, Cochin, Delhi, Goa, Guwahati, Hyderabad, Jaipur, Lucknow, Madurai, Mumbai , Mangaluru, Trivandrum and Coimbatore.
- c. All the bookings are to be made via Global concierge services at least 72 hours prior for International & Domestic travel to the scheduled service usage.
- d. Bookings are subject to availability of services at the respective airports.
- e. Customer Name, Customer Age, Phone No and WhatsApp number, Email ID, Airport, Flight number and Flight date, Service Type (Arrival / departure), E-Ticket (Mandatory), Luggage details, any special request, number of people accompanying needs to be submitted to the Concierge desk, at the time of placing request.
- f. If there is any change in flight schedule, customer must inform HSBC Concierge to reschedule the service, else it will be treated as a no show.
- g. It is the customer's responsibility to ensure that they locate and wait for the assigned airport representative at the specified meeting point.
- h. The representative shall call the customer and in case the representative is unable to track the customer he/she shall give a written communication through SMS or E-mail to the customer. Failure to do so could be treated as a "no show" and no refund will be made (complimentary service so refund will not be applicable in this case).

C. Global Travel and Medical assistance

- a. Offer valid from 15th Sep 2024 – 14th Sep 2025
- b. Concierge shall provide the following services to the Executive Banking customers on a best effort basis.
- c. Global concierge services or HSBC shall not be responsible for any third-party expenses and such expenses if any shall solely be the member's responsibility.
- d. Global Travel and Medical service is a referral-based service only and the final decision to avail the service lies with the customer.
- e. Customer is eligible for "International Medical & Travel Assistance" when he/she travels outside the Home Country or Usual Country of Residence for periods not exceeding 90 consecutive days per trip. Book My Show - Buy One and Get One

4. Curated Delights

A. Yauatcha

- a. A complimentary welcome glass of wine will be offered to each guest at the table, provided an HSBC Executive Banking Customer is dining at the table.
- b. A complimentary box of 6 macarons will be provided with the bill, at a value of INR 600, In case of unavailability, a dessert of similar value will be provided.
- c. Customers need to pay using HSBC Debit or Credit card only.
- d. There is no minimum or maximum number of guests required to redeem this offer.
- e. Offer valid on all days of the week and for all meal timings, including but not limited to weekends and bank holidays.
- f. Priority reservation for HSBC Executive Banking customers, which pushes them up on the waitlist. Yauatcha will do this via special numbers at each city location.
- g. HSBC Executive Banking Customers will be upgraded to the private dining room, subject to availability. Private Dining Room's regular T&Cs apply.
- h. The HSBC customer can use this offer multiple times during the partnership. This is NOT a one time coupon

- i. The establishment's regular T&Cs apply.

B. Lohono Stays

- a. There is no minimum or maximum spend required to avail these offers.
- b. The offer will not be affected by black out dates.
- c. No minimum stay duration is required in order for the offer to be valid. For instance, a one day stay will also be provided with these offers.
- d. The HSBC Executive Banking customer can use this offer multiple times during the partnership. This is NOT a one time coupon.
- e. This is valid on all Lohono stays across India. Pls visit www.lohono.com to view the property locations.
- f. In case a particular complimentary experience of the customer's choice is not available in a particular villa because of geography, equally enticing options will be provided to the customer.
- g. Customer will need to pay using their HSBC Premier credit or debit card only.

C. Health and Wellness

Dharana Shillim

- a. The offer is for Mumbai and Pune based customers only.
- b. The offer discount is on best available rates on short stay and long stay programmes (minimum 3 nights) for a limited period of 3-4 months.
- c. A complimentary post stay consultation on short stay bookings and a complimentary post stay consultation + one month diet plan on long stay bookings
- d. As per the retreat's latest policy kids below 12 years will not be allowed for short stays and those below 17 years will not be permitted for long stays

5. Exclusive Deals

A. Blade Helicopter & Private Jet Charter Service in India

- a. This service will be valid from Aug 15 '24 to Aug 15'25.
- b. Blade will be offering a premium selection of onboard food and beverages at no extra charge.
- c. Additionally, Blade can also pass on usually paid services like VIP darshans, free of cost, when chartering to religious destinations like Shirdi.
- d. These T&Cs are valid on all charters and flights across destinations, routes; on all days of the week including but not limited to weekends and bank holidays. There are no blackout dates.
- e. For Blade's regular T&Cs, visit <https://flyblade.in>
- f. The HSBC Executive Banking customer can use this offer multiple times during the partnership. This is NOT a one time coupon.
- g. Customer needs to make payment for the service using HSBC Debit or Credit card.

B. CHRISTIAN LOUBOUTIN

- a. Early access and invites are subject to availability.
- b. For pan-India home shopping , customer can place a request with the concierge .
- c. Payment for the order needs to be made via HSBC Debit or credit card only.

C. Gift vouchers from EazyDiner

- a. Get instant discount up to Rs. 2500 on total bill value in all PayEazy enabled restaurants on EazyDiner.
- b. Pay the dining bill using PayEazy through EazyDiner to avail this offer.
- c. Offer is valid for 12 months from the date of issuance of the voucher.
- d. This is a one time offer.

- e. Offer is valid only when you pay your dining bill using EazyDiner mobile app, website or mobile website.
- f. You can pay at the restaurant directly and avail restaurant discount and the voucher discount.
- g. Customers need to make the booking via EazyDiner app, website or m-site portal to avail the restaurant discount.
- h. This offer will not be applicable on restaurants where PayEazy (Pay on the app) is not enabled.
- i. Please note that EazyDiner Wallet cannot be used with PayEazy and money cannot be added to Wallet.

D. Exclusive discounts at Kama Ayurveda, and CoCo Café

- a. Visit <https://theexecutivecircle.in> to view the offer details and Terms and conditions for the above offers.
- b. Customer needs to pay using HSBC Debit or credit card only to avail the offer.

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 offerer 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.