

## **Terms and Conditions for Domestic lounge access on Axis Bank RESERVE Credit Card**

### **About the benefit:**

All Reserve cardholders, primary and add-on, are eligible for unlimited domestic lounges at select airports in India

The cardholders are eligible for 12 complimentary guest visits per calendar year.

*Offer validity:* The customer can avail this benefit as long as the card is active.

### **How to avail:**

1. Upon reaching a Visa affiliated lounge, present your Reserve credit card at the entry
2. An authorization for an amount (Rs. 2/-) will be taken on the card for validation purposes.
3. Access at the lounge would be given upon successful authorization of the card on the electronic terminals placed at the lounges.
4. Only one entry per cardholder will be permitted.

*\*Please note: For eligible list of lounges, please visit the below Visa page:*

<https://specials.priceless.com/Visa/images/fbd9ac51-2379-4045-8161fce7519418e6.pdf>.

### **Detailed terms and conditions:**

1. The benefit is applicable only to primary and add-on cardholders of Axis Bank Reserve Credit Card.
2. The program is applicable in select Lounges in India, via Visa's service providers. This list of lounges is subject to change from time to time.
3. Eligible cardholders will get access to the lounge, and food & beverages as applicable under the agreement between Visa and the lounge. Cardholder is advised to check what services and facilities are covered in the Visa Lounge access program.
4. The program is applicable till 31<sup>st</sup> March 2022 and will be renewed from time to time.
5. The program can be modified, amended, changed or revoked anytime by Visa without prior intimation. Customers are requested to refer to the website for latest updates.
6. The access to the lounge will be available on first-come-first-serve basis.
7. Axis Bank will entertain queries/ complaints related to benefit redemption only. Any cardholder queries / complaints may be referred to 'Visa For You'. You can access this service by calling 'Visa For You' toll free helpline 1800-102-6263.
8. Axis Bank reserve the right to disqualify any participant/s from the benefits of the Offer under reasonable grounds. In case of any fraudulent activity, prosecution will be carried according to the purpose of availing the benefits under the Offer.

9. Neither Visa nor any of its subsidiaries or affiliates nor Visa's member banks nor any of their respective subsidiaries or affiliates (collectively the "Promoters") assume any responsibility for the products or services offered at the participating lounges. The products and services are sold or licensed or provided solely by the Service Provider, and the Promoters accept no liability whatsoever in connection with the products and services.
10. Visa assumes no responsibility in case a particular lounge operator shuts down the lounge(s) due to lease not getting renewed or for any such reason beyond the purview of Visa or Visa's member banks.
11. Axis Bank reserve the right at any time, without notice, to add/alter/change/ or vary any or all of these terms and conditions or to replace, entire or in part, this offer by another offer, whether similar to this offer or not, or to withdraw it altogether.
12. Axis Bank also reserve the right to discontinue the Offer without assigning any reason or without any prior intimation, whatsoever.
13. Cardholders whose accounts are not active and/or are closed or have a credit freeze will not be eligible for the benefits of the offer.
14. Axis Bank will not be responsible or liable in case the offer is not configured or could not be availed due to malfunction, delay, traffic congestion on any telephone network or line, computer on-line system, servers or providers, computer equipment, software, or website.
15. The participation in the offer is entirely voluntary and it is understood, that the participation by the Cardholders shall be deemed to have been made on a voluntary basis.
16. In case of all matters relating to the offer including any dispute or discrepancy relating to the offer or eligibility of any Cardholder, Axis Bank's decision shall be final and binding on Cardholders in all respects.
17. Offer provided by Axis Bank is solely for promoting usage of Axis Bank Reserve Credit card and Axis Bank holds out no warranty or makes no representation about the quality, delivery or otherwise of the goods and services offered/sold by the lounges. Any dispute or claim regarding the goods and/or services must be resolved by the Cardholder with Visa directly.
18. The terms and conditions governing the offer shall be in addition to and not in substitution / derogation to the Primary Terms and Conditions governing the Credit Card issued by Axis Bank
19. Images provided in promotions are only for pictorial representation and Axis Bank does not undertake any liability or responsibility for the same.
20. Nothing contained herein shall constitute or be deemed to constitute an advice, invitation or solicitation to purchase any products/ services of any third party and is not intended to create any rights and obligations.
21. The offer by Axis Bank is subject to applicable laws and regulatory guidelines/ regulations and as per bank's extant guidelines from time to time.
22. Axis Bank may use the services of agents for sales / marketing of the products/services. Copy Rights of Axis Bank Limited. All rights are reserved

23. Axis Bank shall not be liable in any manner whatsoever for any loss/ damage/ claim that may arise out of use or otherwise of any goods/ services availed of by the Card Holder/s under the offer.
24. Axis Bank shall not be held liable for any delay or loss that may be caused in delivery of the goods and /or services under the offer.
25. Axis Bank reserves the right to disqualify any cardholder from the benefits of the offer if any fraudulent activity is identified as being carried out for the purpose of availing the benefits under the offer or otherwise by use of the Card.
26. The offer is not available wherever prohibited and products/ services for which such programs cannot be offered for any reason whatsoever.
27. Logos/trademarks used are owned by respective entities. Axis Bank has been authorised to use these logos/trademarks for offer promotion purposes.
28. Axis Bank shall not be obliged to make any public announcements to intimate the successful Cardholders about the discount under the offer.
29. Any dispute relating to the offer or the terms and conditions shall be subject to the jurisdiction of the courts in Mumbai only.
30. Any person taking the advantage of this offer shall be deemed to have read, understood and accepted these terms and conditions.
31. The decision of Axis Bank will be final and binding on all and any correspondence in this regard will not be entertained.