

Terms & Conditions for Axis Bank Vistara Credit Cards Ticket Voucher Benefit

1. Axis Bank Vistara Credit Card primary cardholders (“Cardholders”) are entitled to receive one-way base fare waived ticket vouchers (“Voucher”) after the first billing cycle, within ten days of the due date of the statement in which the fee is levied, subject to fee payment.
2. Ticket vouchers (“Voucher”) on achieving milestone spends are subject to net cumulative spend transactions done on the card during the card membership year (“card membership year” means the year beginning with the credit card issue date). Only the transaction value net of any reversals/cancellations/refund shall be considered eligible for this milestone benefit. Any fee or financial charge levied by the bank shall not be considered as an eligible spend transaction for this milestone benefit.
3. The Voucher entitles the Cardholder to receive a waiver of the base fare component on one-way ticket for travel on Vistara domestic network (each Voucher is usable for a single flight number journey between two points).
4. With effect from, 3rd January 2024, government services and utilities transactions will not be eligible for earning CV points and milestone benefits.
5. Milestone spends and CV points will only be earned on Eligible spends transactions. Eligible spends transactions are defined as spends excluding reversals, fraud transactions, fee payments, cash withdrawals, interest charges, transactions converted to EMI, Fee & other charges, Temporary credit against dispute transaction.
6. Rental transactions (MCC Code-6513), wallet load (MCC Code- 6540), government services (9222, 9311, 9399, 9402), utilities (4814, 4816, 4899, 4900) are not eligible for achieving milestone benefits.
7. The Cardholder will have to bear the other charges such as taxes, surcharges and other levies as applicable on the ticket at the time of booking. Payment of all such applicable taxes must be made using the Axis Bank Vistara credit card only.
8. The Voucher is voluntarily transferable to nominees (as updated in the Club Vistara Account of the Cardholder).
9. Upon achieving eligibility, the Voucher will be credited in the Club Vistara account of the cardholder as "On Demand voucher".
10. The Voucher eligibility notification will be sent via email to the registered e-mail address of the cardholder as recorded in their Club Vistara account.

11. Cardholders may issue the voucher in their Club Vistara account anytime within a period of 6 months of their becoming eligible. Once issued, the Voucher will be visible under 'My Vouchers' section and will be valid for 3 months from the date of issuance.
12. On Demand Voucher can only be availed through Vistara website (the feature is not available on mobile app). Cardholders may follow below steps to issue the Voucher in their Club Vistara account
 - a) Login to Club Vistara Account
 - b) Navigate to "My Account" and select 'My Vouchers'
 - c) Select On-demand voucher generation
 - d) Select the complimentary voucher to be issued from the list
 - e) Click on 'Issue' to generate the Voucher ticket
13. The Voucher(s) once issued cannot be reversed.
14. The Voucher(s) can be issued within 6 months from the time of eligibility. Voucher(s) will be valid for 3 months from the date of issuance and will not be extended.
15. In case the cardholder does not self-issue the voucher within 6 months from the date of credit, the Voucher(s) will get automatically issued under "My Vouchers" section and will be valid for a period of 3 months from issuance.
16. Once the Voucher gets credited, cardholder will be notified on the registered email address as recorded in their Club Vistara account.
17. TATA SIA Airlines Limited ("TSAL") or Axis Bank Ltd. ("Axis") will not be responsible in case the email address provided is incorrect or if the email is not delivered to the Cardholder, due to any reason whatsoever.
18. Validity of eligible Voucher(s) may be extended using the "Extend Voucher Validity" feature by paying a service fee. This feature allows cardholders to extend the Voucher validity by 3 months on the vouchers within +/- 45 days from the original expiry date. Validity of the extended voucher will be fixed to 3 months from the date of successful payment and credit of voucher.
19. Steps to Extend Voucher:
 - I. Login to Club Vistara account
 - II. Go to My Account > My Vouchers and select Voucher Validity Extension on the left panel.
 - III. Select the voucher you wish to extend.
 - IV. Enter details in the GST pop-up (optional)
 - V. Make the payment.

20. Cardholders can redeem the voucher online through following steps –
 - f) Log in to Club Vistara Account and visit the 'My Vouchers' section.
 - g) Click on the 'Redeem Complimentary Vouchers' tab and choose the Voucher to redeem.
 - h) Select desired flight, fill in the required details and complete booking.
21. Cardholders can also redeem the voucher by contacting Vistara Customer Service Center at +91 9289228888.
22. The Cardholder needs to validate their Club Vistara account details and Voucher particulars with the customer care representative in order to proceed with any booking.
23. The Voucher can be used only once and will become unusable upon utilization.
24. Issuance of voucher does not guarantee redemption seat availability. The Voucher can be used subject to availability of seats in select booking fare classes allocated. TSAL or Axis Bank does not guarantee availability of seats. Further, schedules and flights are subject to change. Blackout dates apply.
25. Once booked and ticketed under a particular Cardholders name, the ticket is non – transferable.
26. Changes to any ticket can be made subject to availability of designated seats and by payment of applicable change fee.
27. In case of any cancellations or no-show, the Voucher will be deemed utilized and in such cases, only the statutory taxes will be refunded.
28. The Voucher cannot be bartered, sold or exchanged for cash.
29. This benefit cannot be combined with any other promotional Offer from TSAL or Axis Bank.
30. These terms and conditions are in addition to and not in derogation to the terms and conditions as applicable to Club Vistara members, specified on partner website www.airvistara.com, which terms and conditions shall also be applicable in addition to this benefit.
31. The decision of TSAL and Axis with respect to the benefit will be final and binding on all the Cardholders participating availing this benefit.
32. TSAL and Axis reserves the rights to change, amend, withdraw and/or alter any of the terms and conditions of this benefit at any time without prior notice.
33. This benefit shall be governed by the laws of India. Any dispute arising out of or in connection with this benefit shall be subject to the exclusive jurisdiction of the courts of Delhi.

34. By availing this benefit, the Cardholder shall be deemed to have accepted all the aforesaid terms and conditions.