

TERMS AND CONDITIONS



AMERICAN EXPRESS® MAKEMYTRIP CREDIT CARD

Spend Linked MakeMyTrip Voucher Terms and Conditions

Redemption Process for Domestic and International Flights

- Log on to www.makemytrip.com or the MakeMyTrip mobile app
- Enter the correct MakeMyTrip voucher/e-coupon code mentioned in the email, in the "e-coupon" field

Redemption Process for Domestic/International hotel or holiday

- To redeem the MakeMyTrip voucher, customer will have to either call or visit MakeMyTrip Offices across the country
 1. List of office addresses and phone numbers is available on www.makemytrip.com
 2. Toll free numbers are 1800-11-8747 (MTNL-BSNL), 1800-102-8747 (Airtel) or 1860-500-5000 (Others)
- Customer should inform about the MakeMyTrip vouchers before transaction, and ensure that he/she submits physical copy of MakeMyTrip voucher or email the scanned copy before finalizing the booking
- At the time of the transaction, MakeMyTrip sales agent will enter customer's MakeMyTrip voucher code in the system and offer the discount

Terms and Conditions

- The MakeMyTrip voucher is valid for 9 months from the date of its issuance
- The MakeMyTrip voucher is valid only for Domestic & International flights, Domestic & International hotels and Domestic & International holidays
- The MakeMyTrip voucher is valid for purchases made via
 1. MakeMyTrip call centres
 2. 1800-11-8747 - (MTNL/BSNL)
 3. 1800-102-8747- (Other major operators)
 4. MakeMyTrip Branches
 5. Internet-www.makemytrip.com (for redemption, please mention the MakeMyTrip voucher code in the Deal Code/ Discount coupon section)
 6. MakeMyTrip mobile app
- Domestic flights can be booked only through www.makemytrip.com, MakeMyTrip mobile site and MakeMyTrip mobile app
- Customer must enter the correct MakeMyTrip voucher code in the Deal Code/Discount coupon section at the time of online booking to redeem the MakeMyTrip voucher
- This MakeMyTrip voucher cannot be clubbed with any other offer currently live on www.makemytrip.com including cashbacks, discounts etc. on a particular credit/debit card
- MakeMyTrip voucher once used can't be reused. In case of partial redemptions, remaining / balance amount will not be refunded to the customer
- Products and services are subject to availability
- The MakeMyTrip voucher cannot be exchanged for cash
- The MakeMyTrip voucher amount is not refundable in case of cancellation
- In case of hotels or holiday booking through offline channels, MakeMyTrip voucher code or physical MakeMyTrip voucher copy or both to be provided at the time of booking along with an ID proof
- MakeMyTrip is not responsible if the MakeMyTrip voucher is lost, stolen or used without permission
- MakeMyTrip is the final authority on the interpretation of these rules
- MakeMyTrip reserves the right to deny accepting any MakeMyTrip voucher if it suspects that there is duplicity of MakeMyTrip vouchers
- In no event the liability of MakeMyTrip for any claims arising under this offer shall exceed the value of the MakeMyTrip voucher
- In the event of any dispute, parties agree to exclusive jurisdiction of courts of New Delhi
- This is for individual use only. Travel agents found using the MakeMyTrip voucher would lead to cancellation of booking and no refund would be made
- Service charge, if any, is to be borne by the customer above the MakeMyTrip voucher amount
- Cashback offer is not applicable on selected hotels/chain hotels in India and the list of such selected hotels/chain hotels may be amended by MakeMyTrip at its sole discretion from time to time. Applicability of the offer is subject to acceptance of the 'Promo Code' at the time of confirming your reservation (checkout) at www.makemytrip.com's website
- MMT and/or Amex shall not be liable in the event any customer is denied cashback for reasons that the offer is not valid on such selected hotels/chain hotels
- A convenience fee, as determined by MMT at its sole discretion, may be levied on bookings/transactions made by the Cardmember through MMT's website, IVR or any other mode(s). The amount of such applicable convenience fee will be disclosed to the Cardmember before concluding the bookings/transactions.

MakeMyTrip Welcome voucher Terms and Conditions

Redemption process for Domestic and International flights

- Log on to www.makemytrip.com or the MakeMyTrip mobile app
- Enter the correct MakeMyTrip voucher/e-coupon code mentioned in the email, in the "e-coupon" field

Redemption process for Domestic/International hotel or holiday

- To redeem the MakeMyTrip voucher, customer will have to either call or visit MakeMyTrip offices across the country
 1. List of office addresses and phone numbers is available on www.makemytrip.com
 2. Toll free numbers are 1800-11-8747 (MTNL-BSNL), 1800-102-8747 (Airtel) or 1860-500-5000 (Others)
- Customer should inform about the MakeMyTrip vouchers before transaction and ensure that he/she submits physical copy of MakeMyTrip voucher or email the scanned copy before finalizing the booking
- At the time of the transaction MakeMyTrip sales agent will enter customers' MakeMyTrip voucher code in the system and offer the discount

Terms and Conditions for Cards applied post February 15, 2016

- The welcome gift will consist of 2 MakeMyTrip vouchers, each worth Rs.1,000
- The welcome gift is available only in the 1st year of Cardmembership on payment of the full Annual Fee
- To get the MakeMyTrip vouchers please ensure that the 1st charge on the Card is made within 90 days of Card issuance
- The MakeMyTrip voucher is valid for 9 months from the date of its issuance
- The MakeMyTrip voucher is valid only for Domestic & International flights, Domestic & International hotels and Domestic & International holidays
- The MakeMyTrip voucher is valid for purchases made via
 1. MakeMyTrip call centres
 2. 1800-11-8747- (MTNL/BSNL)
 3. 1800-102-8747 - (other major operators)
 4. MakeMyTrip Branches
 5. Internet-www.makemytrip.com (for redemption, please mention the MakeMyTrip voucher code in the Deal Code/ Discount coupon section)
 6. MakeMyTrip mobile app
- Domestic flights can be booked only through www.makemytrip.com, MakeMyTrip mobile site and MakeMyTrip mobile app
- Customer must enter the correct MakeMyTrip voucher code in the Deal Code/Discount coupon section at the time of online booking to redeem the MakeMyTrip voucher
- Only one MakeMyTrip voucher can be used against a Booking ID. It cannot be clubbed with any other MakeMyTrip voucher or offer currently live on www.makemytrip.com including cashbacks, discounts etc. on a particular credit/debit card
- MakeMyTrip voucher once used cannot be reused. In case of partial redemptions, remaining / balance amount will not be refunded to the customer
- Products and services are subject to availability
- The MakeMyTrip voucher cannot be exchanged for cash
- The MakeMyTrip voucher amount is not refundable in case of cancellation
- In case of hotels or holiday booking through offline channels, MakeMyTrip voucher code or physical MakeMyTrip voucher copy or both to be provided at the time of booking along with an ID proof
- MakeMyTrip is not responsible if the MakeMyTrip voucher is lost, stolen or used without permission
- MakeMyTrip is the final authority on the interpretation of these rules
- MakeMyTrip reserves the right to deny accepting any MakeMyTrip voucher if it suspects that there is duplicity of MakeMyTrip vouchers
- In no event, the liability of MakeMyTrip for any claims arising under this offer shall exceed the value of the MakeMyTrip voucher
- In the event of any dispute, parties agree to exclusive jurisdiction of courts of New Delhi
- This is for individual use only. Travel agents found using the MakeMyTrip voucher would lead to cancellation of booking and no refund would be made
- Cashback offer is not applicable on selected hotels/chain hotels in India and the list of such selected hotels/chain hotels may be amended by MakeMyTrip at its sole discretion from time to time. Applicability of the offer is subject to acceptance of the 'Promo Code' at the time of confirming your reservation (checkout) at www.makemytrip.com's website
- MMT and/or Amex shall not be liable in the event any customer is denied cashback for reasons that the offer is not valid on such selected hotels/chain hotels
- A convenience fee, as determined by MMT at its sole discretion, may be levied on bookings/transactions made by the Cardmember through MMT's website, IVR or any other mode.

Terms and Conditions for Cards applied prior to February 15, 2016

- The welcome gift will consist of 9 MakeMyTrip vouchers, each worth Rs.1,000
- The welcome gift is available only in the 1st year of Cardmembership on payment of the full Annual Fee
- To get the MakeMyTrip vouchers please ensure that the 1st charge on the Card is made within 90 days of Card issuance
- The MakeMyTrip voucher is valid for 9 months from the date of its issuance
- The MakeMyTrip voucher is valid only for Domestic & International flights, Domestic & International hotels and Domestic & International holidays
- For Domestic flight booking, MakeMyTrip voucher can be used against a minimum booking amount of Rs.15,000
- The MakeMyTrip voucher is valid for purchases made via
 1. MakeMyTrip call centres
 2. 1800-11-8747- (MTNL/BSNL)
 3. 1800-102-8747 - (other major operators)
 4. MakeMyTrip Branches
 5. Internet-www.makemytrip.com (for redemption, please mention the MakeMyTrip voucher code in the Deal Code/ Discount coupon section)
 6. MakeMyTrip mobile app
- Domestic flights can be booked only through www.makemytrip.com, MakeMyTrip mobile site and MakeMyTrip mobile app
- Customer must enter the correct MakeMyTrip voucher code in the Deal Code/Discount coupon section at the time of online booking to redeem the MakeMyTrip voucher
- Only one MakeMyTrip voucher can be used against a Booking ID. It cannot be clubbed with any other MakeMyTrip voucher or offer currently live on www.makemytrip.com including cashbacks, discounts etc. on a particular credit/debit card
- MakeMyTrip voucher once used cannot be reused. In case of partial redemptions, remaining / balance amount will not be refunded to the customer
- Products and services are subject to availability
- The MakeMyTrip voucher cannot be exchanged for cash
- The MakeMyTrip voucher amount is not refundable in case of cancellation
- In case of hotels or holiday booking through offline channels, MakeMyTrip voucher code or physical MakeMyTrip voucher copy or both to be provided at the time of booking along with an ID proof
- MakeMyTrip is not responsible if the MakeMyTrip voucher is lost, stolen or used without permission
- MakeMyTrip is the final authority on the interpretation of these rules
- MakeMyTrip reserves the right to deny accepting any MakeMyTrip voucher if it suspects that there is duplicity of MakeMyTrip vouchers
- In no event, the liability of MakeMyTrip for any claims arising under this offer shall exceed the value of the MakeMyTrip voucher
- In the event of any dispute, parties agree to exclusive jurisdiction of courts of New Delhi
- This is for individual use only. Travel agents found using the MakeMyTrip voucher would lead to cancellation of booking and no refund would be made
- Cashback offer is not applicable on selected hotels/chain hotels in India and the list of such selected hotels/chain hotels may be amended by MakeMyTrip at its sole discretion from time to time. Applicability of the offer is subject to acceptance of the 'Promo Code' at the time of confirming your reservation (checkout) at www.makemytrip.com's website
- MMT and/or Amex shall not be liable in the event any customer is denied cashback for reasons that the offer is not valid on such selected hotels/chain hotels
- A convenience fee, as determined by MMT at its sole discretion, may be levied on bookings/transactions made by the Cardmember through MMT's website, IVR or any other mode(s). The

PAYBACK Terms and Conditions

- Please note that you do not earn PAYBACK Points on your spending on fuel, insurance and utility (electricity, water and gas) payments. Fuel includes petrol, diesel, CNG from Oil Marketing Companies (OMCs). Utility includes service providers of household/domestic electricity, gas and water. These providers can be government departments and agencies including local, state, municipal organizations, public housing societies and apartment associations
- On your MakeMyTrip transactions, over and above the standard earn rate of 2 PAYBACK Points per Rs.100 spent you also earn 1 PAYBACK Point per Rs.100 spent on all flight bookings, 2 PAYBACK Points per Rs.100 spent on all holidays and flights + hotel combobookings and 3 PAYBACK Points per Rs.100 spent on all hotel bookings
- To earn incremental PAYBACK points (over and above the PAYBACK points earned through Card spending) you have to opt in/activate your account with MakeMyTrip by logging onto the MakeMyTrip website via your registered email ID (with MakeMyTrip), within 90 days from incurring the transaction at MakeMyTrip. Please note that this is a one-time activity
- Payback program brands and the PAYBACK Points earned at them may vary from time to time depending on changes in the PAYBACK Loyalty Program

Cashback Related Terms and Conditions

- For domestic flights, 5% cashback is applicable only on return flights and is capped at Rs.500
- For International flights, 5% cashback will apply only on base fare and is capped at Rs.3,000
- For Domestic Hotels, 70% cashback is applicable, maximum cashback upto Rs.2500. No minimum booking amount required.
- For International Hotels, 35% cashback is applicable, maximum cashback upto Rs.2400. Minimum booking amount Rs.5000.
- 5% cashback is restricted to 2 transactions on each travel category per month. Travel categories are flights, hotels, and flight + hotels.
- Bus, Bus plus hotel, Domestic and International Holidays, Rail and Car bookings are not eligible for 5% cashback flights, hotels, holidays and Flight plus hotels (package) bookings centers and retail branches
- For International Flight bookings, 5% cashback is applicable on base fare only subject to a maximum of Rs.3000
- For Domestic flight bookings, 5% cashback on Return flights subject to a maximum cashback of Rs.500
- For Domestic and International Hotel booking, cashback will be processed on the Base amount only (excluding taxes).
- Within 21 working days following the date of transaction, MakeMyTrip will process a credit transaction for the cashback amount on to the Cardmember's American Express MakeMyTrip Credit Card from which the transaction was done.
- Cashback will be calculated on each Booking ID and not on the number of transactions. For example, if a Cardmember pays in 2 installments/transactions for 1 Booking ID, the cashback will be calculated on basis of the base amount or card charged amount (whichever is lower) of the Booking ID.
- If the Cardmember doesn't receive the cashback amount, he/she can claim for the same within 3 months from the booking date. In the event the Cardmember fails to do so, he/she will not be eligible for the cashback amount
- For any other card related claims, the Cardmember shall approach the Bank and MakeMyTrip shall not entertain any such claims.
- If the Cardmember cancels the travel service purchase after the cashback amount is credited, MakeMyTrip will refund the purchase price after deducting the cashback amount and any other applicable cancellation charges/penalty. For example, if a Cardmember has paid Rs.10,000 (price quoted by MakeMyTrip) for a travel service and a cashback of Rs.1,000 has been credited to the Cardmember's account, the net amount paid by the Cardmember is Rs.9,000. Thus, if the Cardmember cancels the booking, MakeMyTrip will deduct the cancellation charge/penalty from Rs.9,000 and the balance amount will be credited to the Cardmember's account
- In case of partial cancellation, complete cashback amount be recalled and the customer would not be eligible for the cashback confirming your reservation (checkout) at www.makemytrip.com's website hotels/chain hotels
- A convenience fee, as determined by MMT at its sole discretion, may be levied on bookings/transactions made by the Cardmember through MMT's website, IVR or any other mode(s). The amount of such applicable convenience fee will be disclosed to the Cardmember before concluding the bookings/transactions.
- Cardmembers, who are Travel Agents by occupation, are barred from making bookings for their customers and MakeMyTrip reserves the right to bank/MakeMyTrip reserve the right, at any time, without prior notice and without assigning any reason whatsoever, to add/alter/modify/change or vary all 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 extend or withdraw it altogether.
- In no event, entire liability of MakeMyTrip for any dispute arising in connection with this offer shall exceed the cashback amount, a cardmember is entitled to under the said offer.
- MakeMyTrip in no event shall be liable for any incidental, consequential and financial losses in any event whatsoever
- MakeMyTrip shall not be liable for any claims or grievances 'solely attributable to the Bank • MakeMyTrip shall not be liable for any claims arising due to Force Majeure events or situations beyond MakeMyTrip's reasonable control
- Disputes, if any, shall be subject to the exclusive jurisdiction of the competent courts/tribunals in New Delhi only.

For the Most Important Terms and Conditions (MITC), please visit www.americanexpress.co.in/mitc