



## **TERMS AND CONDITIONS**

### **LOUNGE**

#### **Access Requirements & Guest Policies**

**The Centurion® Lounge** : To enter, present your valid Platinum Card, a boarding pass showing a confirmed reservation for same-day travel and a government issued ID. You may enter with up to two (2) complimentary guests.

**International American Express Lounges** : To enter, present your valid Platinum Card, a boarding pass showing a confirmed reservation for same-day travel and a government issued ID. For details of individual American Express lounge access requirements please review the lounge details page for the specific lounge.

**American Express India Lounges – Delhi & Mumbai** : To enter, present your valid Platinum Card, a boarding pass showing a confirmed reservation for same-day travel and a government issued ID. You may enter with two (2) complimentary guests plus children under 12.

**Domestic Airport Lounges** : To enter, present your valid Platinum Card, a boarding pass showing a confirmed reservation for same-day travel and a government issued ID.

**Plaza Premium Airport Lounges\* (Lounges located outside of India)** : To enter, present your valid Platinum Card, a boarding pass showing a confirmed reservation for same-day travel and a government issued ID. Applicable charges will be levied for any additional guest at an applicable walk-in rate which is at the discretion and policy of the respective lounge.

**Delta Sky Club** : To enter just show your valid Platinum Card, valid ID and same-day boarding pass for a Delta flight. You may purchase guest access for your spouse or domestic partner and a child under 21, or up to two other traveling companions for \$29 per person. Any additional guests may purchase One-Day Passes.

**Lufthansa Lounges** : To enter, show your valid Platinum Card, government issued photo I.D., and confirmed seat on a same day Lufthansa Group boarding pass. Certain locations will allow guests for a fee. Lounge access is for Card Members departing from Munich and Frankfurt only.

**Priority Pass™** : To enter, present your valid Priority Pass card, a boarding pass showing a confirmed reservation for same-day travel and a government issued ID.

## **Terms & Conditions :**

### **The Centurion® Lounge :**

- Platinum Card Members have unlimited complimentary access to all locations of The Centurion Lounge.
- Gold Card and Green Card Additional Cards on your Platinum Card account are not eligible for complimentary access.
- Card Members may bring up to two (2) companions into The Centurion Lounge.
- To access The Centurion Lounge, the Card Member must present The Centurion Lounge agent with the following upon each visit: his or her valid Card, a boarding pass showing a confirmed reservation for same-day travel on any carrier and a government-issued I.D. Failure to present this documentation may result in access being denied.
- Card Members will not be compensated for changes in locations, rates or policies.
- A Card Member must be at least 18 years of age to enter without a parent or legal guardian.
- For locations with a self-service bar, the Card Member must be at least 21 years of age to enter without a parent or legal guardian. Must be at least 21 years of age to consume alcoholic beverages. Please drink responsibly.
- Card Members are allowed access to The Centurion Lounge in all U.S. locations.
- American Express reserves the right to remove any person from the Lounge for inappropriate behavior or failure to adhere to rules, including, but not limited to, conduct that is disruptive, abusive or violent.
- Access is subject to space availability. Hours may vary by location and are subject to change.
- Amenities vary among The Centurion locations and are subject to change. Services and amenities in the Lounge are complimentary, however you are responsible for any purchases and/or servicing charges you authorize our Member Services Professionals to perform on your behalf.
- Some American Express Cards are not eligible for all services provided by Member Services Desk.
- American Express will not be liable for any articles lost or stolen or damages suffered by the purchaser or visitor inside The Centurion Lounge.
- Use of The Centurion Lounge is subject to all rules and conditions set by American Express. American Express reserves the right to revise the rules at any time without notice.

### **International American Express Lounges :**

- Platinum Card Members have unlimited complimentary access to American Express Lounge locations.
- Guest access policies vary by location and are subject to change.
- Fees may apply for additional guests.
- To access American Express Lounges, the Platinum Card Member must present the agent with the following upon each visit: his or her valid Card and upon request, same-day airline ticket on any carrier and a government-issued I.D. Failure to present this documentation may result in access being denied.
- Platinum Card Members will not be compensated for changes in locations, rates or policies.
- American Express reserves the right to remove any person from a lounge for inappropriate behavior or failure to adhere to lounge rules, including, but not limited to, conduct that is disruptive, abusive or violent.
- Access is subject to space availability.
- Amenities, services and hours of operation may vary among locations and are subject to change.
- In some Lounges the Platinum Card Member must be at least 18 years of age to enter without a parent or guardian.
- Age restrictions for the service of alcohol also vary between Lounges.
- American Express will not be liable for any articles lost or stolen or damages suffered by the purchaser or visitor inside American Express Lounges.
- Use of American Express Lounges is subject to the local rules and conditions set by American Express and the Lounge operator.
- American Express and the Lounge operator reserve the right to revise the rules at any time without notice.
- For details of individual American Express lounge access requirements please review the lounge details page for the specific lounge.

## **American Express India Lounges – Delhi & Mumbai :**

- Only American Express Platinum Cardmembers may access the American Express Lounge
- American Express Platinum Cardmembers are allowed entry along with two guests on a complimentary basis
- Complimentary entry for accompanying children (below 12 years) in both lounges
- Applicable charges will be levied for any additional guest. The entry fee (whenever applicable) would be charged to your American Express Card
- To access the lounge, eligible Platinum Cardmembers must show their valid, unexpired American Express Platinum Card along with airline ticket/boarding pass for travel on the same day
- Eligible Platinum Cardmembers and guests must adhere to all house rules, Terms and Conditions of all American Express Lounge/s
- Access to the Lounge is subject to availability
- American Express is neither responsible nor guarantees the quality of the goods/services and nor is it liable for any defect or deficiency of goods or services provided by any third party
- American Express shall not be liable whatsoever for any loss/damage/claim that may arise out of use or non-use of any goods or services availed by the Platinum Cardmember under this offer
- All benefits provided at the American Express Lounge are subject to change and/or cancellation at any time without prior notice
- An authorization for an amount of INR 2 will be charged on the Card for validation purposes.

## **Domestic Airport Lounges :**

- An authorisation for an amount (INR 2) plus applicable taxes will be charged on the Card for validation purposes. Charges to be borne by the Cardmember
- Programme is open only for Cardmembers carrying a valid American Express Platinum Card issued in India.
- Only one entry per Cardmember will be permitted
- The programme can be modified, amended, changed or revoked anytime by American Express without prior intimation
- The access to lounges will be available on a first come first served basis & subject to availability of space
- Respective lounges reserve the right to admission to the lounges and its premises and their respective rules shall be applicable to Cardmembers/guests
- Lounges can modify its lounge services, operational hours, rates without any prior intimation
- All taxes are as on date and subject to modification without prior notice
- Any dispute with regard to the services availed at the lounge shall be directly taken up with the respective lounge authorities and American Express Banking Corp. shall have no liability whatsoever in this regard.

## **Plaza Premium Airport Lounges\* (Lounges located outside of India) :**

This benefit\* is available to Platinum Card Members. Card Members receive complimentary access to any participating Plaza Premium Airport Lounge. Card Member must present his or her valid Card, a boarding pass showing a confirmed reservation for same-day travel on any carrier and government-issued I.D. In some cases, Card Member must be 21 years of age to enter without a parent or guardian. Applicable charges will be levied for any additional guest at an applicable walk-in rate which is at the discretion and policy of the respective lounge. Card Member must adhere to all house rules of participating lounges. Card Members and his or her guest will receive all of the complimentary benefits and amenities afforded to the Plaza Premium Airport Lounge customers, as well as access to purchase non-complimentary items. Some product features may be subject to additional charges. Plaza Premium Airport Lounge locations are subject to change.

\*Only applicable to the Premium Plaza Lounges located outside of India

### **Delta Sky Club :**

The Platinum Member must present his or her valid American Express Card, government-issued I.D., and same-day corresponding airline ticket to club ambassador. Access to Delta Sky Club partner lounges is not permitted. Individuals must be at least 18 years of age to access Delta Sky Club, and 21 years of age to access locations with a self-service bar, unless accompanied by a responsible, supervising adult who has access to the lounge. Card Members must adhere to all House Rules of participating clubs. Participating airport clubs and locations subject to change without notice. Additional guest access and fees subject to terms and conditions of participating airport clubs.

For the most current Delta Sky Club access and pricing policy, please visit [delta.com/skyclub](http://delta.com/skyclub). All Delta Sky Club rules apply to Delta Sky Club membership and use. To review the rules, please visit [delta.com/skyclub](http://delta.com/skyclub).

### **Lufthansa Lounges :**

Platinum Card Members have complimentary access to Lufthansa Business Lounges (regardless of ticket class) and Lufthansa Senator Lounges (when flying business class) in the Satellite area of T2 in Munich and in T1 Concourse B in Frankfurt Airport through 10/31/19. To access the Lufthansa lounges, Platinum Card Member must present a government issued I.D., a same-day boarding pass showing confirmed reservation on a Lufthansa Group flight (Lufthansa, SWISS and Austrian airlines) and a valid Platinum Card. Lounge access is for Card Members departing from Munich and Frankfurt only. Card Members must adhere to all rules of participating lounges. Participating lounges and locations subject to change without notice. Additional guest access and fees subject to terms and conditions of participating lounges. In some Lounges the Platinum Card Member must be at least 18 years of age to enter without a parent or guardian. Must be of legal drinking age to consume alcoholic beverages. Please drink responsibly.

For the most current Lufthansa rules and guest access and pricing policy, please visit <http://www.lufthansa.com/us/en/Lounge-types-and-access>.

### **Priority Pass™ :**

These Terms and Conditions govern Platinum Card Members' participation in and use of the Priority Pass™ programme. Priority Pass is an independent airport lounge access programme. You will be charged USD 32 (at a prevailing rate) for any additional guests. By enrolling in Priority Pass, you agree that you will be responsible for any additional accompanying guest visits and that your Card will be automatically charged after you have signed for the additional guest visit and it has been reported to Priority Pass by the participating lounge.

Additionally, you acknowledge and agree that American Express will verify your Card account number and provide updated Card account information to Priority Pass. Priority Pass will use this information to fulfil on the Priority Pass programme and may use this information for marketing related to the programme. Once enrolled, Platinum Card Members in good standing may access participating Priority Pass lounges by presenting your Priority Pass card and airline boarding pass. In some lounges, Priority Pass member must be 21 years of age to enter without a parent or guardian. Priority Pass members must adhere to all house rules of participating lounges. Amenities may vary among airport lounge locations. Conference rooms, where available, may be reserved for a nominal fee. Priority Pass lounge partners and locations are subject to change. All Priority Pass members must adhere to the Priority Pass Conditions of Use, which will be sent to you with your membership package, and can be viewed at [prioritypass.com](http://prioritypass.com)

## **GOLF**

**Golf Programme** : Terms and Conditions for Jaypee Greens, Greater Noida/ITC Classic Golf Resort, Manesar/Bombay Presidency Golf Club, Mumbai/The Eagleton Resort, Bengaluru.

- Complimentary Golf Bookings need to be made through Concierge Services available on American Express Platinum Assist Helpline
- Complimentary tee off is subject to availability of American Express slots with Partner Golf Clubs
- Only Green Fee is complimentary. The Cardmember needs to pay for the caddy, cart fee and any other Fee/Charges as applicable
- Booking has to be made 3-7 working days in advance
- Cardmember can access BPGC, maximum of 4 times a month (subject to availability)
- Rules vary by club/dress code applies at all clubs
- Cardmember can hold only one confirmed slot at any Point of time per card account.
- Golf courses will not be accessible on tournament days and other holidays.
- Handicap certificate needs to be provided for BPGC, Mumbai
- For details, Terms and Conditions and for bookings, please contact Concierge Services available on Platinum Card Services helpline.

**Golf Programme** : Terms and conditions for Glade One, Ahmedabad; Kensville Golf & Country Club, Ahmedabad; Kalhaar Blue & Greens, Ahmedabad; Gulmohar Golf Club, Ahmadabad; Kaziranga Golf Resort, Jorhat, Assam; Gaekwad Baroda Golf Club, Baroda; Prestige Golfshire Club, Bengaluru; The Eagleton Golf Resort, Bengaluru; Zion Hills Golf County, Bengaluru; Clover Greens, Bengaluru; Panchkula Golf Course, Chandigarh; Madras Gymkhana Club, Chennai; Kovai Hills Golf Club, Coimbatore; Golden Greens Golf Club, Delhi; DLF Golf & Country Club, Delhi/NCR; Karma Lakeland, Delhi/NCR; Manesar Golf Club, Delhi/NCR; The Lalit Goa, Goa; Gulmarg Golf Club, Gulmarg; Boulder Hills Golf and Country Club, Hyderabad; Royal Jaipur Golf Club, Jaipur; Jamshedpur Golf Club, Jamshedpur; CIAL Golf & Country Club, Kochi; Kodaikanal Golf Club, Kodaikanal; Tollygunge Golf Club, Kolkata; ITC Classic Golf Resort, Manesar; Bombay Presidency Golf Club, Mumbai; Jaypee Greens, Greater, Noida; Poona Golf Club, Pune; Rambagh Golf Club, Rambagh; East Point Golf Club, Vishakapatnam and more.

- This programme should not be regarded as a Golf Club membership
- Complimentary Green Fee is being provided by American Express to its Cardmembers and in no way should be construed as a Complimentary Green Fee from the respective Golf Club or the Service Provider
- Effective 1st May 2021, this facility/benefit is being facilitated to American Express Cardmembers through "Golftripz (Greenedge Enterprises Pvt Ltd) who represents a Service Provider and the bookings shall be processed through the Service Provider
- Complimentary Golf Bookings need to be made through American Express Concierge Services. A confirmation email will be sent by American Express and that needs to be shown at the Golf Course at the time of tee off. You need to show your ID proof and American Express Card at the time of tee off. Cardmember should carry a valid ID proof as a part of the verification process
- Complimentary tee off is subject to availability of tee off times & American Express slots with Partner Golf Clubs
- Only Green Fee is complimentary. The Cardmember needs to pay for the caddy, cart fee and any other Fee/Charges as applicable.
- Booking has to be made 10 calendar days in advance for a weekend game and 4 calendar days in advance for a weekday game
- Cardmembers will not be permitted to introduce and entertain any guest on the premises of the club
- Cardmember must be in possession of a valid Handicap Certificate (Maximum Handicap: 24 for Men | 36 for Ladies) at the time of registration to avail the complimentary round of golf Club rules & local rules apply and subscribers to this programme should adhere to the same including but not limited to dress code, rules of play, producing valid Handicap Certificate and so on

- Golf Courses will not be accessible on tournament days and other holidays closed for guests.
- In case of any cancellations from the Cardmembers after receiving a confirmation from the Golf Club, they will be charged the normal Green Fee applicable at the Course.
- Each Golf course may have restrictions/limitations to the number of weekday/weekend rounds that Cardmembers/visitors can play and these rules will need to be adhered to. Cardmember can access Oxford Golf and country Club, Pune maximum of 4 times a month (subject to availability).

[Click Here](#) to refer the booking details for the Golf programme.

Detailed Terms and Conditions :

- Effective 1st May 2021, this facility/benefit is being facilitated to American Express Cardmembers through "Golftripz (Greenedge Enterprises Pvt Ltd) who represents a Service Provider and the bookings shall be processed through the Service Provider
- The Golf Clubs reserve all rights to slot in golfers to fill any vacant slots in flights without having to inform the golfers who have already made their tee time booking during weekdays or weekends
- Minimum flight requirement for weekends as ascertained by the Golf Clubs needs to be fulfilled by golfers
- All Golf Courses reserve the right to reject any golfer or restrict their play
- Golfers are subject to Golf Club's rules on minimum handicap requirements, producing valid Handicap Certificates and any other requirements. The Golf Club reserves the right to reject/restrict play in event of not fulfilling these requirements.
- Whether on weekdays or weekends (or public holidays), tee times provided for single or 2 golfers are indicative as the golf course reserves the right to hold them up for a period of time (not beyond reasonable limits) to team the golfer(s) up with other golfers to optimise pace of play on the course as per the course policy or otherwise
- Golfers participating in this programme shall be allowed to play with members of the club or any other Green Fee paying guests and use the benefits of this programme, provided that a confirmed golf booking is held by the other players.
- Golf Clubs will not entertain any correspondence/enquiries and/or attempts for bookings directly from the participating golfers and Golf Clubs will not respond directly to any such enquiries
- Access to the Golf Clubs cannot be used by the participating golfers in conjunction with any other promotional golf programme or to participate in any private event, tournament or any other special golf day arrangement.
- This golf programme is valid for Golf Course access only to individual golfers and is not valid for any Group Bookings
- Access to the Golf Club is only limited to the services mentioned in the vouchers and the golfers participating in this programme or their guests may not have access to the other facilities such as restaurant, swimming pool, gymnasium, driving range at the Golf Club
- American Express or the Service Provider is not responsible in any way for the quality and availability of the service provided by the Golf Courses
- American Express or the Service Provider is not responsible for or liable for any action, claims, demands, losses, damages, cost, Charges and expenses which the client may suffer, sustain or incur including but not limited to changes or cancellations of the services provided under this programme
- American Express or the Service Provider shall not be considered liable or in default of providing the golf services if such performance is prevented by adverse conditions, which is beyond its control
- American Express and their partners and agents, employees, directors, officers, representatives, shareholders, host Golf Clubs and other suppliers of goods and services accept no liability from any and all claims for damages for death, personal injury or property damage which the golfer, his/her personal representatives, heirs, next-of-kin, assigns and insurers may have, or which may hereafter accrue, as a result of using the services provided in this programme
- Golfers of this programme will be solely responsible for any damage to the Golf Course/property and will so be solely responsible for their behaviour on the Golf Course.
- Complimentary Green Fee is being provided by American Express to its Cardmembers and in no way should be construed as complimentary green fee from the respective Golf club or the Service Provider.

- This programme should not be regarded as a Golf Club membership.
- In the wake of COVID 19, while the merchants/service establishments may be maintaining all safety measures, we request you to ensure safety at your end as well. In no event shall American Express be held liable for any fallouts/illness or any concerns arising/occurring due to the cardmember choosing to order/avail services from the merchant/service establishment.

### **List of Participating Golf Courses (Complimentary) :**

#### **INDIA**

The Eagleton Golf Resort, Bengaluru • Prestige Golfshire Club, Bengaluru • ITC Classic Golf Resort, Manesar, Delhi/NCR • Boulder Hills Golf and Country Club, Hyderabad • Poona Golf Club, Pune • Bombay Presidency Golf Club, Mumbai • Jaypee Greens, Greater Noida, Delhi/NCR • Glade One Golf Club, Ahmedabad • Gaekwad Baroda Golf Club, Baroda • Gulmarg Golf Club, Gulmarg • Kensville Golf & Country Club, Ahmedabad • Kaziranga Golf Resort, Jorhat, Assam • Zion Hills Golf County, Bengaluru • CIAL Golf & Country Club, Kochi • East Point Golf Club, Visakhapatnam • Madras Gymkhana Club, Chennai • Panchkula Golf Club, Chandigarh • Golden Greens Golf Club, Delhi • The Lalit Goa Golf Greens, Goa • Royal Jaipur Golf Club, Jaipur • Kodaikanal Golf Club, Kodaikanal • Tollygunge Golf Club, Kolkata • Kalhaar Blues & Greens, Ahmedabad and more.

### **Golf Lessons Terms and Conditions :**

- This programme should not be regarded as a Golf Club membership.
- Complimentary or Discounted Golf Lessons are being provided by American Express to its Cardmembers and in no way should be construed as an offer from the respective Golf Club/Learning Centre or the Service Provider.
- Effective 1st May 2021, this facility/benefit is being facilitated to American Express Cardmembers through “Golftripz (Greenedge Enterprises Pvt Ltd) who represents a Service Provider and the bookings shall be processed through the Service Provider.
- Golf Lesson Bookings need to be made through American Express Concierge Services. An e-voucher will be issued by American Express during confirmation that needs to be shown at the Golf Course/Learning Centre at the time of the lesson. You need to show your ID proof and American Express Card at the time of registration. Cardmember should carry a valid ID Proof as a part of the verification process.
- Two Lesson for Basic/Supplementary Cardmembers per month are complimentary. Charges for all the additional Golf Lesson requests need to be borne by the Cardmember. The payment has to be made in advance to confirm the booking for Golf Lesson.
- Golf Lessons are subject to availability of lesson slots & American Express slots with Partner Golf Clubs. The Basic or any of the Supplementary Cardmembers can hold only one confirmed slot at any Point of time.
- The Cardmember needs to pay directly for any other Fee/Charges as applicable.
- Booking has to be made at least 4-10 calendar days in advance for a weekend/weekday Golf Lesson.
- Any bookings made by the Cardmember can be cancelled, subject to at least 72 hours given to Service Provider before Golf Lesson date. No refund (if applicable) shall be provided in case the cancellation request is placed within 72 hours.
- Cardmembers will not be permitted to introduce and entertain any guest on the premises of the Club/Learning Centre.
- Club rules & local rules apply and subscribers to this programme should adhere to the same including but not limited to dress code, rules of play, etiquette and so on.
- Golf Courses will not be accessible on tournament days and other holidays.
- All Golf Lesson slots should be booked in advance through the American Express Concierge Service. No walk-ins or direct payment to Golf Clubs are allowed in this programme.
- Golf Clubs/Learning Facilities will not entertain any correspondence/enquiries and/or attempts for bookings directly from the participating persons and Golf Clubs will not respond directly to any such enquiries.
- All bookings are subject to availability at the time of confirmation with the Golf Club/Learning Facility.

- Service Provider reserves the right to confirm/book alternative Golf Pros/Golf Clubs/Learning Academies due to various reasons such as the first preferred choice no longer being available due to constant & real time changes in availability of Pros and slots
- No refunds are possible after the Golf Lesson has been confirmed and payment made to the Golf Club/ Learning Facility.
- Service Provider is not responsible in any way for the quality and availability of the service provided by the Golf Club/Learning Facility.
- Cardmember will only have access to the Golf Club/Learning Facility during the Golf Lesson. Access to the other facilities in the club such as the Golf Course, driving range, putting/chipping greens, practice areas, restaurants, restrooms, swimming pool etc. will be restricted and will be subject to the rules and regulations of each Golf Course. The usage of these facilities will be Charged to the Cardmember directly by Golf Courses respectively at the rates applicable to regular members/visitors of the club.
- All Golf Courses/Learning Centres reserve the right to reject any visitor or restrict their entry.
- Access to the Golf Clubs/Learning Facility cannot be used by the participating Cardmembers or their guests in conjunction with any other promotional golf programme or to participate in any private event, golf clinic or any other special golf day arrangement.
- This Golf Learning Programme is valid for Golf Course access only to individual golfers and is not valid for any Group Bookings.
- Golf Club/Golf Learning Facility Terms and Conditions will apply and any change in their Terms and Conditions will be communicated accordingly.
- If entry fee to Learning Facility, balls & equipment are not included in the lesson fees, then these Charges need to be paid directly at the Golf Club before the start of the lesson.
- Golf Clubs/Golf Learning Facilities will Charge additionally for extra balls, equipment, access to practice areas if the Cardmember utilises the facility for more than the stipulated lesson time period.
- Golf Clubs/Learning Facility may at any time change the inclusions for the Golf Lessons and any additional services need to be paid for directly to the Golf Club.
- The list of Golf Clubs/Learning Facilities included in the programme are subject to change.
- The prices for the Golf Lessons are subject to change and will be communicated at the time of confirming a booking.
- Golf Lessons at the various Golf Clubs/Learning Facilities will be undertaken by certified Teaching Pros.
- Cardmembers cannot demand for a specific Golf Pro. The Golf Pros are assigned directly by the Service Provider based on the programme conditions and availability of Pros at the Golf Club/Academy.
- Golf Clubs/Learning Facilities may discontinue access for Golf Lessons to their facility for Cardmembers.
- The Cardmembers will be solely liable for any violations by them of any local rules/policies of the Golf Clubs. The Service Provider/American Express will not be held liable for any such violations. The Cardmembers will be solely responsible for any damage to the Golf Course/property/equipment/practice areas/etc.
- The Service Provider/American Express are not responsible for/or liable for any action, claims, demands, losses, damages, cost, Charges and expenses which the Cardmember/guest may suffer, sustain or incur including but not limited to changes or cancellations of the services provided under this programme.
- Service Provider/American Express and their partners and agents, employees, directors, officers, representatives, shareholders, host Golf Clubs and other suppliers of goods and services accept no liability from any and all claims for damages for death, personal injury or property damage which the golfer, his/her personal representatives, heirs, next-of-kin, assigns and insurers may have, or which may hereafter accrue, as a result of using the services provided in this programme.
- Relevant Terms and Conditions including the above which pertain to the Cardmember under this programme will be listed in the e-voucher.

❖ Kindly refer the table mentioned on the website for Duration of minutes.

## **EAZYDINER PRIME**

- This is a prepaid membership and is by invitation.
- The membership is Complimentary for American Express Centurion Card, American Express Centurion Supplementary Card, American Express Platinum Card, American Express Platinum Supplementary Card, American Express Platinum Reserve Card.
- The offer period is valid from 20th May 2020 to 28th Feb 2022. The EazyDiner Prime membership is for a period of twelve (12) months from the date of enrolment.
- The benefit is not applicable to eligible card members who have already enrolled to the EazyDiner Prime membership.
- A Card Member has to enroll into Eazydiner prime membership on or before the last date of benefit i.e. 28th Feb 2022. In case a card member has already taken Eazydiner prime membership before enrolling under this benefit, his/ her Eazydiner prime membership will be automatically renewed under this benefit for next year provided Card Member holds an active eligible American Express card.
- The restaurants providing 25-50% discounts are dynamic as Eazydiner constantly improve the product, hence the offers at restaurants may change without any prior notice. In case there are any concerns, please call the EazyDiner Prime hotline at 786 100 4400. Further, restaurants discount as applicable shall be mentioned on the restaurant page on EazyDiner mobile app or website. All 1+1 deals are valid for a minimum of 2 guests and indicate a 50% discount on your meal. In case of 3 guests, 2 guests will be charged, and 1 guest will be complimentary.
- The additional flat 20% cashback is applicable on select restaurants only when the bill for those restaurants are uploaded on the EazyDiner App. The restaurants where the cashback is applicable, shall be mentioned on the restaurant page as the additional EazyDiner Prime benefit. The amount of the cash back will be limited up to a maximum of ₹300 per booking and up to ₹1500 for 5 bookings. Cashback will be credited within seven days of uploading the bill. The cashback will be valid for 15 days from the date of credit.
- Please inform the restaurant upon your arrival on the reservation made and the offer as applicable.
- EazyDiner shall not be liable for the experience at the partner restaurant as they are assisting in fulfilling the reservations with special offers only.
- EazyDiner shall not be liable if any restaurant has temporarily or permanently shut down its operations. In case there are any concerns, please call the EazyDiner Prime hotline at 786 100 4400.
- Only one subscription can be used for a single reservation.
- Four Gift vouchers will be issued at the time of subscription having a validity of 6 months from date of issue wherein only one (1) voucher can be used at a time, with a minimum spend of ₹2000. Vouchers can't be combined. Prime members will receive the vouchers in the EazyDiner Prime subscription confirmation email which will be sent within 24 hours of registering for EazyDiner Prime.
- Cashback issued at the time of subscription have a validity 6 months from the date of issue. Usage of the cashback will be based on wallet terms and condition. Prime members will receive the cashback in the EazyDiner Prime subscription confirmation email which will be sent within 24 hours of registering for EazyDiner Prime.
- The fee chargeable for the membership plan shall be predetermined and may be revised by EazyDiner at its sole discretion, from time to time. Any revision of the membership fee shall be notified to the members fifteen (15) days prior to implementing such revision.
- One complimentary alcoholic beverage per person will offered to Cardmembers at select restaurants. The restaurants offering the same shall have the same mentioned on the restaurants page as the additional benefit.
- While people under the age of 18 can use the services of EazyDiner, they must do so under the guidance of their parents and/ or legal guardians.
- With regards to any services provided by EazyDiner involving the consumption of alcohol, the user must warrant that they are of legal drinking age in strict adherence to specific state laws and the Government of India. For example: Delhi NCR users booking at bars should be a minimum of 25 years or above.
- The fee chargeable for the membership plan is non-refundable.

## **AMERICAN EXPRESS TERMS AND CONDITIONS**

- EazyDiner Prime membership is open to American Express Card members holding one of the following Cards and whose accounts are valid and in good standing. An American Express Card member ("Card member") for the purpose of this offer means a person holding one of the following Cards in India, issued in India by American Express® ("CARD")
  - a) American Express® Centurion Card
  - b) American Express® Centurion Supplementary Card
  - c) American Express® Platinum Card
  - d) American Express® Platinum Supplementary Card
  - e) American Express® Platinum Reserve Card
- EazyDiner Prime membership is being offered on a "best effort" basis. Cardmembers are not bound in any manner to participate in this offer and any such participation is purely voluntary.
- Contact particulars in case of any queries:
  - a) **American Express® Centurion Card:** Centurion Relationship Manager
  - b) **American Express® Platinum Card:** Platinum Concierge 1800-180-1255, press option 3
  - c) **American Express® Platinum Reserve Card:** EazyDiner Prime hotline at 786 100 4400
- American Express is neither responsible for availability of services nor guarantees the quality of the goods/services and is not liable for any defect or deficiency of goods or services so obtained/availed of by the Cardmembers under this offer. Any disputes with regard to the quality of goods/services availed shall be taken up with the merchant/service establishment directly. American Express shall have no liability whatsoever with regard to the same.
- American Express shall not be liable whatsoever for any loss/damage/claims that may arise out of use or non-use of any goods or services availed by Cardmember under this offer. American Express reserves its absolute right to withdraw and/or alter any of the terms and conditions of the offer at any time without prior notice.
- Nothing expressed or implied in the program shall in any way waive or amend any of the terms and conditions of the existing Cardmember agreement with the Card issuer.
- Any disputes arising out of and in connection with this program shall be subject to the exclusive jurisdiction of the courts in the state of Delhi only.
- The EazyDiner Prime membership is subject to partner terms and conditions as mentioned on the EazyDiner website.
- The Cardmember must enter the registered phone number and the last five digits of their active American Express Card to register for the membership. In case the information entered does not match the details updated on American Express systems, the Prime membership would be withdrawn.
- EazyDiner Prime membership is only available to the basic Cardmember holding the eligible CARD.
- Cardmembers must complete the registration to receive the EazyDiner Prime membership.
- The benefit is valid only if you register on EazyDiner with your American Express registered Mobile Number and E-mail address. In case they are different please call EazyDiner Prime hotline at 786 100 4400 and get your details updated to claim the offer.

## **TAJ EPICURE**

Please note that you will not be entitled for the complimentary room night stay as part of the Taj Epicure membership. American Express reserves the right to instruct Taj, SeleQtions and Vivanta Hotels to cancel your membership if you cease to be a Platinum Member or your account is not in good standing.

For any further information or assistance, please call us at our Membership Services on the 24-hour toll free numbers printed on the back of your Card or, log on to [americanexpress.co.in](http://americanexpress.co.in) to access your Card Account online. Taj Membership enrollments takes upto 4-5 weeks.

The Epicure membership offered to card-member through American Express does not include the complimentary room night. The terms and conditions of Taj Epicure (available at <https://www.tajhotels.com/en-in/epicureprogram-american-express>) will apply.

Card member's data will be processed by the Indian Hotels Company Limited as per the Privacy Policy available at <https://www.tajhotels.com/en-in/epicureprogram-american-express/>

**T&C Consent** – As an American Express Platinum Member applying for the Epicure program , the card member understands and agrees that American Express will be sharing information (Name/Date of Birth/Address/Email id/Mobile Number/Gender/Title) with IHCL for Epicure enrollment process ; and it is the same information shared during the American Express application process.

The features/benefits of the Epicure membership availed as part of American Express offer may differ from the features/benefits of the Epicure membership as availed directly through IHCL, or via other channels. For detailed Terms & Condition on Taj Epicure membership program, please [Click Here](#)

## INSURANCE

### **GENERAL TERMS AND CONDITIONS :**

- The benefits and offers are being brought to you by American Express/ Partners of American Express/ third party entity exclusively for American Express Platinum Cardmembers on a “best effort basis”
- All the benefits and offers are subject to availability and Cardmembers must exercise due diligence in understanding specific terms and associated charges/fees that may be applicable to such benefits
- The benefits can be used only in conjunction with the American Express Platinum Card and cannot be combined with any other promotion or offer and any participation/availment of the benefits by American Express Platinum Cardmember shall be purely voluntary
- American Express is neither responsible nor guarantees the quality of the goods/services and nor is it liable for any defect or deficiency of goods or services so obtained/availed by Cardmember as a benefit/privilege associated with the American Express Platinum Card American Express and the partners reserve the right to change/withdraw the Terms and Conditions of any offer at any time without prior notice.
- These Terms and Conditions are to be read in conjunction with the Cardmember Terms and Conditions and Most Important Terms and Conditions governing the usage of the Platinum Card and may be deemed as the Terms and Conditions governing the American Express Platinum Cardmembership.

### **PURCHASE PROTECTION TERMS AND CONDITIONS :**

The Company/Partner of American Express providing the Purchase Protection will not make any payment in respect of: Loss or damage to gold or silver articles, watches or jewellery or precious stones or medals or coins or curios, sculptures, manuscripts, rare books, plans, models, moulds. In the following events, this Policy shall cease to be in force and no claim shall be admissible, unless in every event, the consent of the Company to the continuance of the Policy is obtained in writing and signified on the Policy, or the Company has been duly informed and has acknowledged continuance of the Policy. (i) If the premises shall have been left uninhabited by day and night for ten or more consecutive days and nights, any burglary occurs during the period that the premises are left uninhabited. (ii) If the Insured shall cause or suffer any material alteration to be made in the premises or anything to be done whereby the risk is increased. (iii) If the interest of the Insured in any property passes from the Insured otherwise than by will or operation of law. (iv) The cover under this Section shall be available only up to 90 (ninety) days from the date of purchase of the tangible goods by the Insured. Get a cover value of up to INR 5 Lacs.

### **OVERSEAS MEDICAL INSURANCE TERMS AND CONDITIONS :**

Maximum of one claim can be filed in a year • Please note that your claims will be settled once you are back in India • Limit of 7 days per trip • Maximum 5 trips in a year • Hospitalization should be for a minimum of 24 hours • Preexisting injuries/illness excluded • Maximum age 60 years deductible of US\$ 100 per claim • “\*Only hospitalization cover”. • Insurance underwritten by ICICI Lombard General Insurance Company Ltd. and is a subject matter of solicitation. American Express Platinum Card is only the mode of payment for this service. American Express does not take responsibility for the quality of service provided by the partner and is not liable for any direct, indirect, incidental, special, punitive, exemplary or consequential damages of any kind.

## **ONEPLUS BENEFIT TERMS AND CONDITIONS**

- The benefit is open to only select American Express® Cardmembers whose Accounts are valid and in good standing.
- An American Express Cardmember for the purpose of this benefit means a person holding an American Express® Platinum Card issued by American Express Banking Corp. in India.
- Card member will get Flat 5% cashback on transaction between Rs. 4500 to Rs. 40,000 inclusive of taxes and Flat 10% cashback on transactions above Rs. 40,000 inclusive of taxes. Total cashback is capped at Rs. 5,000 in a calendar month.
- To avail this cashback, the Cardmembers need to complete the purchase only the OnePlus website [www.oneplus.in](http://www.oneplus.in) . Purchases made from any other channel or merchant will not come under this benefit.
- Cashback will be posted within 90 days from the date of transaction
- Cancelled or returned transactions of any kind will not be eligible for cashback
- This benefit can also be availed on Supplementary Card issued on American Express Platinum Card
- Cashback benefit will be over and above the prevailing discounts on OnePlus.in
- If for any reason a transaction is not successful, American Express will not be responsible for providing the benefit.
- This benefit is being made purely on a 'best effort' basis. Cardmembers are not bound in any manner to participate in this benefit and any such participation is purely voluntary.
- American Express reserves the right at any time without prior notice to add/ alter/ modify/ change all of these Terms and Conditions or to replace wholly, or in part, the benefit by other benefits, whether similar to this benefit or not, or to withdraw it altogether.
- American Express® is neither responsible for availability of services nor guarantees the quality of the goods/ services and is not liable for any defect or deficiency of goods or services so obtained/availed of by the Cardmembers under this benefit. Any disputes with regard to the quality of goods/services availed shall be taken up with the merchant/service establishment directly. American Express® shall have no liability whatsoever with regard to the same.
- American Express® shall not be liable whatsoever for any loss/damage/claims that may arise out of use or non-use of any goods or services availed by Cardmember under this benefit. American Express® reserves its absolute right to withdraw and/or alter any of the terms and conditions of the benefit at any time without prior notice.
- Nothing expressed or implied in the program shall in any way waive or amend any of the terms and conditions of the existing Cardmember agreement with the Card.
- To receive this benefit, purchase should be charged in full to the American Express Card. No cash alternative is available.
- Any disputes arising out of and in connection with this program shall be subject to the exclusive jurisdiction of the courts in the state of Delhi only

## **DOMESTIC KAIZEN OFFER DETAILS AND TERMS & CONDITIONS**

- This offer is valid for all new domestic hotel and/or airline bookings made from 18th December 2020 to 31st December 2021 for stays or travel until 31st March 2022 via Platinum Travel Services
- No Black-out dates are applicable on the voucher availability upon making eligible bookings. Hotel black-out dates may apply with respect to the usage of vouchers. Cardmembers are requested to check at the time of voucher redemption
- This offer is applicable for all domestic flight and/or hotel bookings made through Platinum Travel Services which has a minimum booking amount of ₹1,00,000 in one transaction
- Net payment of domestic stay and/or travel after deducting all promotional offers like (but not limited to) marketing offers, coupon codes, loyalty points etc. must be for Rs 1,00,000 or more
- Total amount of the booking made with Platinum Travel services needs to be for Rs 1,00,000 and above. No on-site expenses at the property and/or airline will be eligible under the offer
- The Cardmember will get Taj Hotels voucher of ₹30,000 once times during the Offer period in a calendar year upon completion of eligible spend. Taj Hotels voucher shall be credited/dispatched within 60 days after the completion of the entire journey on the registered email ID
- The travel booking needs to be made by the Platinum Basic or Platinum Supplementary Cardmember in order to be eligible for this offer. The offer is limited to a maximum of 1 booking per account during offer period in a calendar year
- Either of Platinum Basic or Platinum Supplementary Card members must be a part of the travelling group.
- All payments need to be made through American Express Platinum Card issued in India by American Express Banking Corp.
- As an illustration, if a Platinum member/travelling party is travelling with multiple members (including Supplementary Cardmembers) to the same destination, only one set of vouchers will be issued per Card Account. Similarly, for multi destination bookings where a Cardmember opts for the option of Taj Hotels stay voucher, and makes multiple hotel bookings, only one set of vouchers will be issued to the member per Card Account.
- The validity of the Taj vouchers is 360 days from the date of issuance and there will be no extension possible for expired or unutilized vouchers.
- This offer will not be applicable in case of cancellation of either the flight booking or the hotel booking or both.
- All fares quoted for partner flights' offers are subject to all applicable airport taxes, flight fuel Charge, government taxes and service fee Chargeable either by the flights and/or the Platinum Travel Services. These taxes/Charges/fees etc. are exclusive of the Charges mentioned in the Platinum member Terms and Conditions and Most Important Terms and Conditions.
- American Express is neither responsible for nor guarantees the quality of the goods/services and is not liable for any defect or deficiency of goods or services so obtained/availed by Platinum member as a benefit/privilege associated with the American Express Platinum Card.
- American Express reserves the right to change/withdraw the Terms and Conditions of the offer at any time without prior notice.

- The benefit can be used only in conjunction with the American Express Platinum Card and cannot be combined with any other promotion or offer.
- Any participation by the Platinum member is purely voluntary.
- For any further queries, please reach out to Platinum Travel and Lifestyle Services

## **DOMESTIC M&G TERMS AND CONDITIONS**

- Domestic meet and greet services include:
  - a) Meet Cardmember on arrival at the passenger drop off zone, with baggage porter at the gate.
  - b) Hold an American Express branded sign with the cardmember's name
  - c) Coordinate with airline for wheelchair as needed
  - d) Carry out all check in processes, subject to airline and security regulations
  - e) Provide Cardmember with buggy from security to Boarding gates
  - f) Escort Cardmember into lounge and ensure they are comfortable (latest applicable lounge list to be provided by American Express). Terms and conditions relevant to the card product/s held by the Cardmember will apply.
  - g) Meet Cardmember at the lounge when it is time to board and escort to the boarding gate (arrange first or last boarding as needed)
  - h) Assist with boarding, avoid all queues at the boarding gate
  - i) Remain on standby until the Cardmember has boarded the flight.
  - j) Assist with hand carry baggage from arrival gate to Boarding gate
- This service is given only to Basic card member once in a quarter to Platinum cardmembers
- This service will be given only when Basic Cardmember (1 Basic CM+3 passengers maximum) is travelling
- This service is applicable to 4 passengers only. Any service for an extra person over and above 4, will be charged to CM at the time of availing the service. Children aged two (2) or over will be charged at full rate
- This service is applicable only on departures at Delhi Airport
- Offer valid until 28th February 2022
- Cardmembers are required to reach out to Platinum Travel & Lifestyle Services for booking the service
- Service is dependent on the vendor's confirmation
- There is no carry forward of service, if not taken in the given quarter
- Request will be taken minimum 48 hours before the travel date
- Last minute request can be taken but confirmation will be dependent on the availability of slots with the vendor
- Any rescheduling of flight /cancellation of flight, will impact this service and will not be carried forward
- For any queries Cardmember is requested to reach out to Platinum Lifestyle Services