



### **American Express Terms and Conditions**

1. This offer is open to American Express Platinum Card members whose accounts are valid and in good standing. For this offer, means a person holding Platinum Cards in India & issued in India by American Express® ("Card")
2. This offer is not valid for American Express Corporate Cards issued by American Express Banking Corp. in India.
3. This offer is not valid for Cards issued by a third party bearing the name or trademark or service mark or logo of American Express ("Network Cards") issued in India.
4. This program is being offered by the participating service establishment only and shall be valid for the period mentioned in the Offer.
5. The Offer in this program will be fulfilled at the merchant's end only.
6. This Offer is being made purely on a "best effort" basis. The Cardmembers are not bound in any manner to participate in this Offer and any such participation is purely voluntary.
7. 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 regards to the quality of goods/services availed shall be taken up with the merchant/service establishment directly. American Express shall have no liability whatsoever regarding the same.
8. 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.
9. 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.
10. 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.
11. To receive this Offer, purchase should be charged in full to the American Express Card. No cash alternative is available.
12. 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 Meet & Greet Terms and Conditions**

1. This offer is applicable for Basic card members only.
2. Offer is valid from 4th November 2024 to 11th May 2026 (both days included)
3. This offer can be availed 4 times per Card, once per quarter in calendar year.
4. Offer is available when Cardmember does Airline (International or Domestic) ticket booking of Premium Economy, Business or First-Class worth INR 1,00,000 (excluding taxes and/or convenience fee(s)) or more via the American Express Platinum Travel & Lifestyle Services.
5. The service can be taken either at departure or arrival at 17 airports in only in India.
6. Both International and Domestic Airline ticket booking via Travel Concierge is applicable.
7. The Cardmember can avail the service only once per itinerary (i.e., Airline ticket booking of Premium Economy, Business or First-Class worth INR 1,00,000 or more).
8. No blackout date is applicable for availing of the offer.
9. To avail the Meet & Greet offer, all payments for the Cardmember's travel should be made via American Express Platinum Card.
10. The primary cardholder can bring a guest with them, and this would be considered as one single service.
11. This service is applicable for up to 2 passengers only. Any service for an extra person over and above 2, will be charged to Cardmember at the time of availing the service. Children aged two (2) or over will be charged at full rate.
12. Cardmember must book their tickets and request Meet & Greet service within this period.
13. Cardmembers are required to reach out to Travel concierge to make the booking
14. Service is dependent on the vendor's confirmation.
15. There is no carry forward of service, and service once booked cannot be transferred.
16. Cardmember needs to place a request for Meet & Greet minimum 48 hours before the travel date.
17. Last minute request is subject to availability of slots with the vendor and is not guaranteed
18. Any rescheduling of flight/cancellation of flight will impact this service and will not be carried forward.
19. For any queries related to the booking of the service, the Cardmember is requested to reach out to Travel concierge.

**List of Airports under which Services will be provided:**

1. Chennai International Airport Chennai
2. Bangalore Kempe Gowda International Airport Bangalore
3. New Goa International Airport Goa
4. Chhatrapati Shivaji International Airport Mumbai
5. Coimbatore International Airport Coimbatore
6. Lal Bahadur Shastri Airport Varanasi
7. Raja Bhoj International Airport Bhopal
8. Cochin International Airport Kochi
9. Trivandrum International Airport Trivandrum
10. Rajiv Gandhi International Airport Hyderabad
11. Mangalore International Airport Mangalore
12. Chaudhary Charan Singh International Airport Lucknow
13. Jaipur International Airport Jaipur
14. Lok Priya Gopinath Bordoloi International Airport Guwahati
15. Calicut Airport Calicut
16. Sardar Vallabhbhai Patel International Airport Ahmedabad
17. Indira Gandhi International Airport New Delhi

**Arrival Service applicable within India (Domestic/International terminals)**

- a. Meet Cardmember at the closest point possible permitted for the Service Provider Greeter/Porter at the arrival airport after the Cardmember disembarks the aircraft. This can include at the top of the jet bridge, the arrival gate, Baggage belt or at the closest meeting point prior to the customs and immigration (where applicable), for services at the Airport and where the Airport Agent is permitted airside access.
- b. Provide electric buggy, these are subject to availability.
- c. Escort Cardmember(s) from aircraft through Immigration - if applicable. (Subject to Airport restrictions)
- d. Provide an expedited service at Immigration, if applicable - agent to escort Cardmember(s) through Immigration channels, using the most expedited channel available.
  - Escort Cardmember(s) to the re-claim baggage hall – liaise directly with baggage porters where required and assist with collection of luggage. One complimentary baggage porter.
  - Any additional Baggage porters are provided at an added fee and subject to the number of bags.

- If a Cardmember is carrying more than 2 luggage items, details are to be shared with the service provider via the Relationship Manager arranging the booking, prior to availing the Service.
  - Any additional charges for extra luggage items (if any) shall have to be borne directly by the Cardmember at the time of booking this service.
- e. Escort Cardmembers through Customs (if applicable), expediting Service where possible and escort Cardmembers out to their awaiting vehicle.
- f. Assist with the hand-carry baggage (up to a maximum of 8kgs) from the arrival gate to curbside, subject to the airport authority security restrictions and requirements, and health and safety protocols. Service Provider Greeter/Porter will volunteer but will not insist if Cardmember prefers to do so themselves.

### **Departure Services – within India (Domestic/Internationals)**

1. Meet Cardmember at their entry point to the airport terminal i.e. curbside by car with pre-arranged baggage porter to transfer the luggage if required.
2. One complimentary baggage porter. Any additional Baggage porters are provided at an added fee and subject to the number of bags.
3. Any additional charges for extra luggage items (if any) shall have to be borne directly by the Cardmember at the time of booking this service.
4. Assist and expedite Cardmembers, where possible through all check in processes.
5. Escort Card members through fast track (where permitted) expediting Cardmembers through any queues at Security Check point.
6. Assist Cardmembers with any shopping requirements (personal shopper service). Subject to Airport restrictions
7. Escort Cardmembers into airline Lounge as applicable, subject to Lounge access policy of Amex.
8. Meet Cardmembers back at the Lounge when it is time for boarding and escort them to the boarding gate (arrange first or last to board as per Cardmember's request).
9. Agent will remain on duty until the boarding pass is scanned and the card member has entered the aerobridge.
10. Provide electronic buggy, these are subject to availability.
11. Assist with hand-carry baggage (up to a maximum of 8kgs) from the curbside to the flight gate (except through security). Service Provider rep will volunteer but will not insist if the Cardmember prefers to carry the luggage themselves, subject to airport authority security requirements and restrictions.

**Timelines related to advance booking for the Service:**

<b>Advance Booking Timeline Requirement by Service Receiver/ Cardmember</b>	<b>Acknowledgment of Booking by DreamFolks</b>	<b>Booking confirmation by DreamFolks</b>	<b>Details of the Greeter by DreamFolks</b>
48 hours prior to the Service date and time	Within 24 hours of receiving the booking	For Bookings within <= 30 Days: Within 24 hours of receiving the booking. For booking request >30 days: Will be provided on 30th Day of the date of service.	4 hours prior to departure time