



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

- This offer is open to American Express® Platinum Cardmembers whose accounts are valid and in good standing.
- An American Express® Platinum Cardmember ("Card member") for the purpose of this offer means a person holding a Platinum Card in India, issued in India by American Express® Banking Corp
- This offer is not valid for American Express Corporate Cards issued by American Express Banking Corp. in India.
- 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.
- These offers are being made purely on a "best effort" basis. Card members are not bound in any manner to participate in these offers and any such participation is purely voluntary
- To receive these offers, purchase should be charged in full to the American Express Card. No cash alternative is available
- American Express Banking Corp. 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 Card members under these offers. 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 Card member under these offers. 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 Card member 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.
- This offer is subject to partner Terms and Conditions.
- As part of the offer fulfillment, Cardmembers will be required to share certain personal details directly with the third party partner via email or phone call. While all our third party partners are expected to take appropriate security measures to protect personal data in accordance with the extant guidelines and their own privacy policy, American Express is neither responsible for

sharing your details with the third party partner for this offer nor liable for any consequences related to your sharing of such data directly with the third party partner.

- **By sharing your personal details directly with the third-party partner, you hereby consent to the collection, use and processing of your personal data by the thirdparty partner for the purpose of this offer.**
- Cardmembers at the time of making reservations must check with the third-party partner for respective T&Cs applicable for selected category of tickets/ access package.
- 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.

### **Dream Set Go- Terms and Conditions**

#### **Offer Construct:**

- A flat 10% off for Platinum Card Members on purchase of Category A tickets for any of the 14 KEY Matches at the ICC T-20 World Cup 2022 inclusive of access to the Travel Club Lounge (at the stadium) and one-time return intercity transfer
- Offer Validity: Tickets can be purchased between 20<sup>th</sup> July 2022 to 20<sup>th</sup> September 2022 (both days included)

#### **Other Details:**

- The offer can be availed multiple times during the offer period
- The offer is valid for supplementary cards as well
- The discount eligible amount is excluding taxes and other fees
- All fares mentioned below are without TCS and GST. For Platinum cardmembers GST will be 28% & TCS will be Nil
- All billings will be done by Dream Set Go in Indian Rupees (INR). Charges will be converted by Dream Set Go from Australian Dollars (AUD) to Indian Rupees (INR) as per prevailing conversion rate (as per [www.xe.com](http://www.xe.com)) on the day of billing
- Payment to be done via valid American Express cards only
- The payment needs to be done via a Razorpay payment link which Dream Set Go will share with the card member
- The Razorpay payment link will contain the already discounted package prices (as mentioned below) + GST (28%) for Platinum Card member
- The Razorpay payment link can be shared either by SMS or Email depending on the card member's preference
- The card member needs to make the payment within 24 hours of receiving the Razorpay payment link to purchase the tickets/package. An email confirmation will be sent to cardmembers as soon as payment is done by Dream Set Go
- Maximum of 10 tickets can be purchased together per match per card account (Basic and Supplementary card(s) combined)
- Once the ticket(s) is/are ready, Dream Set Go will send an email to cardmembers saying the ticket(s) is/are ready and cardmembers can ask Dream Set Go to courier the ticket(s)

anywhere in the world. Cardmembers can request for a digital ticket(s) only if E-tickets are available. Type of ticket (Physical/Digital/Hybrid) will be shared directly by Dream Set Go in September' 2022. Cardmember cannot cancel or refund the ticket(s) once purchased

- All ticket(s) and package(s) are subject to availability at the time of booking/purchase
- Anything above 10 tickets will be treated as a bulk request and will be subject to availability
- In case of bulk booking, even if availability is there, the below mentioned fares will still hold true, however bulk bookings will be dealt with on case-to-case basis. Merchant's decision will be final in this case and cannot be contested
- The cardmembers won't have the option to proactively select their ticket(s) and seating number. This information will only be available to cardmembers once they receive their ticket(s). Ticket(s) will be shared with cardmembers by Dream Set Go 3 - 4 weeks before the tournament date for which the ticket(s) is booked
- The seating numbers will be mentioned on their tickets
- At the time of this offer, only ticket inventory (number of tickets) is available with Dream Set Go, however, by 15<sup>th</sup> September 2022, Dream Set Go will know whether the tickets will be digital or physical or hybrid
- In case, physical tickets are available, then the tickets will be couriered to the card members to anywhere in the world (Cardmembers can give their preference to Dream Set Go for the same)
- In case of digital tickets, the tickets will be emailed to the cardmember on the email address mentioned in the invoice
- In case, it's hybrid (both physical and digital options) then Dream Set Go will ask for the card member's preference, if they prefer a physical ticket couriered or a digital ticket on email
- However, in the case of hybrid the card member can only choose one format - physical or digital tickets
- Once card member is made aware of the seating number/position and he/she is not ok with the same, **no refunds will be applicable**
- In case, tickets are not available later by Dream Set Go, the **complete package amount** will be refunded to the card members within 14 working days from the day merchant confirms there are no tickets available for that particular order. Cardmembers will receive a confirmation email regarding the refund in such case(s). In the case, there is an error from DSG's (Dream Set Go) end and DSG has already taken the payment, in that case, the entire amount will be refunded within 14 working days of DSG informing the cardmember regarding the error
- The intercity transfer includes a seat in a shared coach (intercity bus) for intercity transfer from the city of the match-to-match city – **return coach transfer**
- The intercity transfer to be availed on the next day of the Match to the city of the next scheduled match only
- This transfer is only available from the city of the Match to the other match city
- In case, the coach isn't available the next day of the match the refund for only the coach transfer will be made to the card member within 14 working days from the day the merchant confirms that there are no transfers available for that particular order
- Any additional travel requirements will be on request basis only and at an additional cost and cardmembers are requested to directly reach out to Dream Set Go's point of contact (as mentioned below)

- Covid protocol to be followed at the stadium and will be updated to card members as & when applicable
- The card members need to carry their physical/digital tickets to the stadium
- Travel Club Lounge is a Paid Hospitality section at the stadium -where alcohol & Food can be Purchased by the card members
- F&B at the Travel Club lounge is not complimentary and can be purchased by the cardmembers at actuals
- The card members also have the option to watch the match from the Travel Club lounge – seating or standing will depend on the seating availability at the lounge
- Card members can raise queries with Dream Set Go one day prior to the matches that they have purchased tickets for. All queries to be responded to within 24 hours
- **Dream Set Go's Point of Contacts (POCs) – Aman Varindani (Primary Contact)**  
aman@dreamsetgo.co & contact number +917045908384 / +919820029592 Karishma Bhabha ([Karishma.bhabha@dreamsetgo.co](mailto:Karishma.bhabha@dreamsetgo.co)), Monish ([monish@dreamsetgo.co](mailto:monish@dreamsetgo.co))
- **Visa will be cardmember's responsibility and American Express or Dream Set Go will not be responsible if cardmember purchases tickets before confirming Visa with embassy. In case tickets are booked with Dream Set Go and Visa gets rejected, no refund will be provided by Dream Set Go**

#### **REFUND POLICY:**

- In case of the match getting cancelled, a full refund will be provided. This refund will be transferred as and when dream set go receives the same from the sporting body
- In case of a travel ban (due to any unforeseen circumstances), a full refund will be provided. This refund will be transferred as and when dream set go receives the same from the sporting body
- In case the cardmember cannot travel due to any visa issues, personal reasons, or any other reason, no refund will be provided.

#### **Steps to avail the offer**

- Platinum card members are required to reach out directly to the Point of contact at Dream Set Go as mentioned above.
- Cardmembers are required to specifically call out the offer and their respective card type at the time of booking/purchase.
- Dream Set Go will inform the card member of the offer prices, inclusions and the availability of the packages.
- Once the card member confirms, Dream Set Go will request them for the following details to raise an invoice to the card member
  - Complete Name
  - Residence Address
  - Email Id
- As soon as the card member shares the above details, Dream Set Go will share the invoice with cardmember along with the Razorpay payment link.
- The Razorpay payment link will contain the already discounted package prices + GST (28%) for Platinum Card member

- The Razorpay payment link can be shared either by SMS or Email depending on the card member's preference
- The invoice will be emailed to the card members on the email address given while raising the invoice.
- The card member is required to make the payment within 24 hours on receiving the Razorpay payment link.
- Once the ticket(s) is/are ready, Dream Set Go will send an email to cardmembers saying the ticket(s) is/are ready and cardmembers can ask Dream Set Go to courier the ticket(s) anywhere in the world. Cardmembers can request for a digital ticket(s) only if E-tickets are available. Type of ticket (Physical/Digital/Hybrid) will be shared directly by Dream Set Go in September'2022.

- **Package details:**

American Express Platinum Cardmembers		Price in Australian Dollars (AUD)
Category A Tickets (including Travel Club Lounge Access) + Return Intercity Transfer	Match Date	With Travel Club Lounge access
Ind v Pak Category A Travel Club	23 <sup>rd</sup> Oct	750
Ind v A2 Category A Travel Club	27 <sup>th</sup> Oct	425
Ind v South Africa Category A	30 <sup>th</sup> Oct	425
Ind v Bangladesh Category A	2 <sup>nd</sup> Nov	375
Ind v B1 Category A	6 <sup>th</sup> Nov	375
New Zealand v Australia Category A	22 <sup>nd</sup> Oct	525
England v Australia Category A	28 <sup>th</sup> Oct	525
England v New Zealand (no Travel Club) Category A	1 <sup>st</sup> Nov	295
South Africa v Bangladesh Category A	27 <sup>th</sup> Oct	350
Pakistan v A2 Category A	30 <sup>th</sup> Oct	400
Pakistan v South Africa Category A	3 <sup>rd</sup> Nov	425
Semi-Final 1 Category A	9 <sup>th</sup> Nov	700
Semi-Final 2 Category A	10 <sup>th</sup> Nov	600
Final Category A	13 <sup>th</sup> Nov	945

