



### American Express®: Terms and Conditions

- This offer is open to American Express Platinum Card members whose accounts are valid and in good standing. An American Express Platinum Cardmember ("Cardmember") for the purpose of this offer means a person holding a card issued by American Express® Banking Corp. in India.
- This offer is not valid for American Express Corporate cards issued by American Express Banking Corp. in India
- This offer is not valid for American Express Cards issued by a third party bearing the name or trademark or service mark or logo of American Express ("Network Cards ") issued in India.
- All the offers in this program will be fulfilled at the merchants' end only. This offer is being made purely on a "best effort" basis. Cardmembers are not bound in any manner to participate in this offer and any such participation is purely voluntary.
- 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 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 third party 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. Card members are requested to reach out to the following point of contacts- Aman Varindani (Primary Contact) [aman@dreamsetgo.co](mailto:aman@dreamsetgo.co) & contact number +919820029592 Karishma Bhabha ([Karishma.bhabha@dreamsetgo.co](mailto:Karishma.bhabha@dreamsetgo.co)), Monish ([monish@dreamsetgo.co](mailto:monish@dreamsetgo.co)). Timing: 10 AM to 7 PM, Days: Monday to Saturday
- 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 – F1**

- Dream Set Go to extend a flat 5% discount on all available races for F1 on the Formula 1 website - <https://f1experiences.com/> - ([F1 Schedule](#))
- Offer inclusions (Subject to availability) \*:
- Exclusive access to Paddock Club
- Legends Club, Champion Clubs
- Tickets (Grandstand ticket) + Hospitality (F&B on one day, walk at the Pit Lane)
- **Eligible Cards:** American Express Centurion & Platinum Cards.
- **Offer Validity:** 23rd April 2023 to 1st December 2023(Both days included)
- (Both days included)

#### **Terms & Conditions:**

- The packages/tickets are exclusive of taxes and are per person prices.
- The packages/tickets don't include any travel and are only tickets/packages for the races.
- The packages/tickets on the website are exclusive of the 5% discount.
- The offer is available only on all available races on the F1 website <https://f1experiences.com/> - ([F1 Schedule](#))
- Package/Tickets Inclusions (for more details on the below packages refer to the F1 official website - <https://f1experiences.com/>)

#### **Paddock Club:**

- VIP Hospitality at the Paddock Club
- 3 day race tickets
- Guided Paddock Access
- Pit Lane Walk
- F1 Driver/Personality appearance
- F1 After Party Access (select races)

#### **Champions Club:**

- Champions Club Viewing & Hospitality
- 3 day race tickets

- Grid Walk & Championship Trophy Photo
- F1 Executive Q&A
- Guided Paddock Access
- F1 Personality / Driver appearance

**Legends Club:**

- Legends Club Viewing & Hospitality
- 3 day race tickets
- Guided Paddock Access
- Podium Ceremony Access
- Pit Lane Walk
- F1 driver/personality appearance
- F1 After Party Access (select races)

**Hero/Starter Hospitality Package:**

- 3 day Grandstand race tickets
- Pit Lane Walk
- Guided Track Tour
- Championship Trophy Photo

- All Packages, privileges and tickets are subject to availability
- Offer can be availed multiple times during the offer period.
- The stay isn't a part of the offer, a Card Member can request for a stay/hotel and even flights, however, the prices and the availability will depend on what is available at that point. So, this is on request and subject to availability at the time of request/booking. Cardmembers can contact dedicated dream set go Spoc Aman Varindani, [aman@dreamsetgo.co](mailto:aman@dreamsetgo.co), +919820029592
- Tickets will either be e-tickets (for general) and shared in the week of the race or to be collected (in the case of hospitality/Paddock passes) directly from the venue in the week of the race
- Queries can be raised up to one day before the match. Any Card member who books a ticket for any match, till a day before that match can call for any queries.
- The hospitality packages and general tickets subject to availability.
- The cardmember can avail the offer multiple times during the offer period
- This offer is valid for supplementary cards as well.
- The discount eligible amount is excluding taxes and other fees
- All fares /packages mentioned above are without TCS and GST. Additional 5% TCS & 5% GST will be charged
- All billings will be done by Dream Set Go in Indian Rupees (INR). Charges will be converted by Dream Set Go from EURO/GBP to Indian Rupees (INR) as per prevailing conversion rate (as per [www.xe.com](http://www.xe.com)) on the day of billing. By clicking on Mentioned website, you will be redirected to a third-party website
- Payment to be done via valid eligible American Express cards only.
- This offer is not valid on EMI options.

- The payment needs to be done via a Razorpay payment link which Dream Set Go will share with the card member.
- 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
- The card members can purchase as many tickets together per match per card account (Basic and Supplementary card(s) combined) depending on what is available at the time of booking.
- The card member will receive the digital tickets from Dream Set Go on the email address provided by them during the same week of the match
- In case of digital tickets, the tickets will be emailed to the cardmember on the email address mentioned in the invoice.
- Cardmember cannot cancel or refund the ticket(s) once purchased. Ticket is transferrable.
- 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 above 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 two weeks prior to the match. E-Ticket(s) will be shared with cardmembers by Dream Set Go within the same week of the match.
- The seating numbers will be mentioned on their 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.
- Currently no Covid protocol to be followed at the stadium. Dream Set Go will update card members as & when this is applicable.
- The card members need to carry their digital tickets to the stadium.
- Card members can raise queries with Dream Set Go upto 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](mailto:aman@dreamsetgo.co) & contact number +919820029592 Karishma Bhabha ([Karishma.bhabha@dreamsetgo.co](mailto:Karishma.bhabha@dreamsetgo.co)), Monish ([monish@dreamsetgo.co](mailto:monish@dreamsetgo.co)) Timings are 10 AM to 5PM on business days i.e. Monday to Saturday.
- **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. Incase 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 we receive the same from the sporting body & hotel provider.
- 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 we receive the same from the sporting body & hotel provider.
- 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**

- All 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.
- DreamSetGo will inform the card member of the offer prices, inclusions and the availability of the packages.
- Exact details the card member will be required to share with Dream Set Go for them to raise an invoice to the card member
  - Complete Name
  - Billing Address
  - PAN Number
  - Email Id
  - Contact Number
- 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 + 5% TCS & 5% GST
- 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 email the ticket(s) on the email address provided by the cardmember to Dream Set Go. They will receive the digital tickets are received in the week of the match