



American Express® Terms and Conditions

- This offer is open to American Express Corporate Cardmembers whose accounts are valid and in good standing. An American Express Corporate 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 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 DreamSetGo contacts.
- 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.

Promotional Offer:

- DreamSetGo to extend a flat 5% discount on MRP of all available motorsport packages on the F1 official website.
- Offer inclusions (Subject to availability) - exclusive access to VIP seats, walk at the Pit-lane with hospitality, F&B, etc.
- **Offer Validity: 23rd February 2024 to 6th December 2024 (both days included)**
- **Schedule: 29th February 2024 to 8th December 2024**

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 are exclusive of the 5% discount.
- The offer is applicable on all available races of the official motorsport website.
- Package/Tickets Inclusions
- 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.
- 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 passes) directly from the venue in the week of the race.
- Queries can be raised up to one day before the race. Any Card member who books a ticket for any race, till a day before that race can call for any queries.
- The hospitality packages and general tickets subject to availability.
- 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 GST. Additional 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/USD/GBP only to Indian Rupees (INR) as per prevailing conversion rate (as per www.xe.com) on the day of billing and no other currency for conversion will be considered applicable. By clicking on aforementioned website, you will be redirected to a third-party website - <https://tickets.formula1.com/en>.
- Payment to be done via valid eligible American Express Corporate 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 + 5%GST.
- 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 the payment is done to Dream Set Go
- The card members can purchase as many tickets as possible together per race per card account (Basic and Supplementary card(s) combined) depending on what is available at the time of booking.
- 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 digital tickets to them.
- 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 race.
- 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 race. E-Ticket(s) will be shared with cardmembers by Dream Set Go within the same week of the race.
- 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. DreamSetGo 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 races that they have purchased tickets for. All queries to be responded to within 24 hours.
- DreamSetGo's Point of Contacts (POCs) – Aman Varindani (Primary Contact) aman@dreamsetgo.co & contact number +919820029592, Saket Dhandhanian (saket@dreamsetgo.com), Monish (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. 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 race 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:

- Card members are required to reach out directly to the Point of contact at DreamSetGo as mentioned above and are required to specifically call out the offer and their respective card type at the time of booking/purchase.
- Dream of Set Go will inform the American Express Concierge 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
 - Residence 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% 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. The cardmembers will receive the digital tickets are received approx. one week prior to the race.

Escalation Points:

Contact Level	Time from receipt of customer request	Contact Number + Email	Committed TAT for DreamSetGo to respond to Cardmember/ American Express
Level 1	Immediate to 24 hours	+919820029592, aman@dreamsetgo.com	24 hours
Level 2	24-48 hours	+91 93257 61200, saket@dreamsetgo.com	24 hours
Level 3	>48 hours	+919820344625, monish@dreamsetgo.com	48 hours

MOTOSPORT EVENT SCHEDULE 2024

<u>BAHRAIN GP</u>	<u>02 MAR</u>
<u>SAUDI ARABIAN GP</u>	<u>09 MAR</u>
<u>AUSTRALIAN GP</u>	<u>24 MAR</u>
<u>JAPANESE GP</u>	<u>07 APR</u>
<u>CHINESE GP</u>	<u>21 APR</u>
<u>MIAMI GP</u>	<u>05 MAY</u>
<u>EMILIA ROMAGNA GP</u>	<u>19MAY</u>
<u>MONACO GP</u>	<u>26 MAY</u>
<u>CANADIAN GP</u>	<u>09 JUNE</u>

<u>SPANISH GP</u>	<u>23 JUNE</u>
<u>AUSTRIAN GP</u>	<u>30 JUNE</u>
<u>BRITISH GP</u>	<u>07 JULY</u>
<u>HUNGARIAN GP</u>	<u>21 JULY</u>
<u>BELGIAN GP</u>	<u>28 JULY</u>
<u>DUTCH GP</u>	<u>25 AUGUST</u>
<u>ITALIAN GP</u>	<u>01 SEPTEMBER</u>
<u>AZERBAIJAN GP</u>	<u>15 SEPTEMBER</u>
<u>SINGAPORE GP</u>	<u>22 SEPTEMBER</u>
<u>UNITED STATES GP</u>	<u>20 OCTOBER</u>
<u>MEXICAN GP</u>	<u>27 OCTOBER</u>
<u>BRAZILIAN GP</u>	<u>03 NOVEMBER</u>
<u>LAS VEGAS GP</u>	<u>23 NOVEMBER</u>
<u>QATAR GP</u>	<u>01 DECEMBER</u>
	<u>08 DECEMBER</u>

ABU DHABI GP	
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** There may be practice round or qualifier race for some of the races and will be held 2-3 days before the main race day. Please check with your Relationship Manager/Concierge for availability. Note: Access to the practice round or qualifier race (if available) will be included in the ticket package.*