



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 Cardmember ("Cardmember") for the purpose of this offer means a person holding the above-mentioned card(s) 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.
- This offer will be fulfilled at the merchants' end only.
- This offer is being made purely on a "best effort" basis. Card members are not bound in any manner to participate in this offers and any such participation is purely voluntary.
- To receive this offer, 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 this offers. Any disputes regarding 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.
- 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 Terms & Conditions applicable for selected category of tickets/ access package. Cardmembers 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:

- **Offer:** 5% off on official hospitality packages
- **Offer Validity:** 23rd February 2024 – 11th August 2024
- **Schedule:** 26th July 2024 – 11th August 2024 (both days included)
- There are two types of hospitality - “in the city” is for some sports, where there is no hospitality area at the venue, thus, there is a common hospitality area made in the city from where the individuals can go to the venue to watch the sport. These sporting tickets are cheaper.
- The second one is where the hospitality area is within the sporting venue. These sporting tickets are slightly more expensive.

Terms & Conditions:

- Offer can be availed multiple times during the offer period.
- There are no blackout dates to this offer.
- Tickets will either be e-tickets (for general) and shared in the week of the game or to be collected (in the case of hospitality) directly from the venue in the week of the game.
- Queries can be raised up to one day before the game. Any Cardmember who books a ticket for any game, till a day before that match can call for any queries.
- The hospitality packages and general packages subject to availability.
- The upcoming list of games is available on the DreamSetGo website <https://www.dreamsetgo.com/>
- URLs where the list of games is available with venue details, FAQ, policies: <https://www.dreamsetgo.com/>
- Offers/packages prices, privileges and tickets are dynamic and subject to change.
- The packages/prices don't include any travel and are only tickets/packages for the matches.
- The offer is available across all games with DreamSetGo for which they have inventory available.
- This offer cannot be clubbed with other offers.
- Stay/travel isn't a part of the offer, a Cardmember can request for a stay/hotel and even flights from their point-of-contact while purchasing the package, 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.
- The Cardmember can purchase 10 tickets together per match per card account (Basic and Supplementary card(s) combined) depending on what is available in DreamSetGo's inventory at that time.

- 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.
- Information on tickets will be available 2 weeks before the event. But the actual E-tickets are sent a week before the tournament. This information is available on the website <https://www.dreamsetgo.com/> and once the tickets are purchased it will be available on the registered email ID.
- The offers/packages are inclusive of taxes and are per person prices.
- All billings will be done by DreamSetGo in Indian Rupees (INR). Charges will be converted by DreamSetGo from Euro to Indian Rupees (INR) as per prevailing conversion rate (as per www.xe.com) on the day of billing.
- This offer is not valid on EMI options.
- Once the ticket(s) is/are ready, DreamSetGo will send an email to Cardmembers saying the ticket(s) is/are ready and Cardmembers can ask DreamSetGo to email the digital tickets to them.
- The Cardmember will receive the digital tickets from DreamSetGo on the email address provided by them during the same week of the match.
- Cardmember cannot cancel or refund the ticket(s) once purchased. The ticket(s) can be transferred.
- All ticket(s) and package(s) are subject to availability at the time of booking/purchase.
- 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 DreamSetGo within the same week of the match.
- The seating numbers will be mentioned on their tickets.
- Once Cardmember 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 DreamSetGo, the **complete package amount** will be refunded to the Cardmembers 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 DreamSetGo's end, and it has already taken the payment, in that case, the entire amount will be refunded within 14 working days of DreamSetGo informing the Cardmember regarding the error.
- The Cardmembers need to carry their digital tickets to the stadium.
- Cardmembers can raise queries with DreamSetGo upto one day prior to the matches 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.com & contact number +919820029592, Saket Dhandhanania (saket@dreamsetgo.com), Monish (monish@dreamsetgo.com) Timings are 10 AM to 5PM on business days.
- **Visa will be Cardmember's responsibility and American Express or DreamSetGo will not be responsible if Cardmember purchases tickets before confirming Visa with embassy. Incase**

tickets are booked with DreamSetGo and Visa gets rejected, no refund will be provided by DreamSetGo.

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:

- 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.
- 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
 - 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 inclusive of taxes.
- 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.
- Payment to be made via valid eligible American Express Corporate cards only.

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