

JetPrivilege Airport Lounge Access Program

Upgrade your travel experience with complimentary access to Airport Lounges in India with the Jet Privilege HDFC Bank Co-brand credit and debit cards. Take a moment to relax in luxury of the Airport Lounge and enjoy comfortable seats, free Wi-Fi, LCD TVs and more.

Eligible card and Lounge Benefit:

1. JetPrivilege HDFC Bank Visa Signature Credit Card: Maximum of 4 complimentary access in domestic lounges, per calendar year quarter.
2. JetPrivilege HDFC Bank Visa Platinum Credit card: Maximum of 2 complimentary access in domestic lounges, per calendar year quarter.
3. JetPrivilege HDFC Bank Visa Signature Debit card: Maximum of 2 complimentary access in domestic lounges, per calendar year quarter.

Paid access: In addition to the complimentary access - cardholders are also entitled to unrestricted (chargeable) access for himself/herself and for his/her accompanying guests.

Eligibility requirement for Lounge Access:

- Eligible Cards
- Valid Jet Airways Boarding Pass

Privileges:

F&B Privileges:

- choice of hot and cold snacks from buffet
- Tea / coffee
- Unlimited non-alcoholic drinks

Other Privileges:

- Luxurious seating area
- Washrooms
- LCD TV
- Newspaper / magazines
- Free Wi-Fi available at select locations. (Cardholder needs to check at the reception desk)
- Fax, Shower, Internet and Wi-Fi charges (where applicable) are at the discretion of each lounge operator and the cardholder is responsible for paying these direct to the lounge staff.

* Please note that additional charge may occur for meal/food/drink items not mentioned in the F&B privileges above as well as for services like Nap, Massage Service and Spa.

Participating Airport Lounges:

For list of participating lounges, please visit VISA India website or alternately [click here](https://www.visa.co.in/pay-with-visa/offer-detail.html?offerId=114566) (url: <https://www.visa.co.in/pay-with-visa/offer-detail.html?offerId=114566>)

Terms and Conditions

1. "Eligible Card" means any valid and unexpired JetPrivilege HDFC Bank Visa Signature Credit Card, JetPrivilege HDFC Bank Visa Platinum Credit card and JetPrivilege HDFC Bank Visa Signature Debit Card, issued in India.
2. "Eligible Cardholder" under the program means a holder of an Eligible Card.
3. "Issuer Bank" means HDFC Bank which issues JetPrivilege HDFC Bank Visa Signature Credit Card, JetPrivilege HDFC Bank Visa Platinum Credit card and JetPrivilege HDFC Bank Visa Signature Debit Card in India.
4. "Jet Privilege" means Jet Privilege Private Limited.
5. "Visa" means Visa Worldwide Pte Limited
6. To use the Participating Airport Lounge, customer's Eligible Card must be validated at point of entry by swiping a transaction of a nominal Rs. 2 for access
7. "Valid Jet Airways Boarding Pass" means:
 - a. A Jet Airways boarding pass for domestic travel within India
 - b. A Jet Airways boarding pass will be of Jet Airways operated and marketed flights only. Boarding pass of code share partners will not apply
 - c. A Jet Airways boarding pass for a travel which is to occur within the next 12 hours
8. Eligible Cardholder will be eligible for the complimentary lounge benefit only on presenting the Eligible Card along with a valid Jet Airways Boarding Pass, with the following points to note:
 - a. One valid Jet Airways Boarding pass will grant one complimentary lounge access on an Eligible Card
 - b. A valid Jet Airways Boarding Pass can be used only once for accessing lounge
 - c. An Eligible Cardholder may choose to avail more than 1 complimentary lounge access on an Eligible Card at a point of time, subject to presenting the Eligible Card and more than 1 unique valid Jet Airways Boarding Pass(s). The same will get counted as part of Eligible Lounge Benefit on the card. However, this would be subject to maximum cap of 4 or 2 complimentary access per calendar quarter, as are available on that particular Eligible Card.
9. Eligible Cardholders will be allowed access to all Participating Airport Lounges under this Program, based on one of the following entry types:
 - a. Entry Type 1: Complimentary entry for Eligible Cardholder only upon presentation of the JetPrivilege HDFC Bank Visa Signature Credit Card, JetPrivilege HDFC Bank Visa Signature Debit Card or JetPrivilege HDFC Bank Visa Platinum Credit and a valid Jet Airways Boarding

Pass. All Eligible Cards must be validated at point of entry by swiping a transaction of a nominal value of Rs. 2. Further, a limit of two (2) Complimentary Participating Airport Lounges access per calendar quarter per Eligible JetPrivilege HDFC Bank Visa Platinum Credit Card, four (4) Complimentary Participating Airport Lounges access per calendar quarter per Eligible JetPrivilege HDFC Bank Visa Signature Credit Card, and two (2) Complimentary Participating Airport Lounges access per calendar quarter per Eligible JetPrivilege HDFC Bank Visa Signature Debit Card applies for Entry Type 1. Other access restrictions apply, as mentioned below.

- b. Entry Type 2: Paid entry for the Eligible Cardholder according to the respective prices of usage displayed at the Participating Airport Lounges, for himself/herself only or for his/her accompanying guests (payment will be made directly at the Participating Airport Lounge by the Eligible Cardholder).

10. To use the Participating Airport Lounge, customer's Eligible Card must be validated at point of entry by swiping a transaction of a nominal Rs. 2 for access based on Entry Type 1. The customer will be denied the Complimentary entry if the Card is not approved by Issuer Bank upon this swipe.

Without prejudice to the foregoing paragraphs, Entry Type 1 may be restricted or unavailable:

- a. If Visa or JetPrivilege withdraws the Entry Type 1 (either as a program or in relation to any Eligible Cardholder or at any Participating Airport Lounge) for any reason at its sole and absolute discretion; or
- b. If the maximum capacity for Visa cardholders or an Eligible Card type or an Eligible Card type issued by a particular Issuer Bank has been reached at the relevant Participating Airport Lounge. In this regard it is to be noted that capacity limits at a Participating Airport Lounge may be different for different Eligible Card types or Eligible Card types issued by different Issuer Banks. Visa or JetPrivilege shall not be held responsible under any circumstances for any such unavailability.

11. Visa or JetPrivilege makes no guarantee that any privileges, benefits or facilities under this Program or otherwise will be made available by the Participating Airport Lounge to an Eligible Cardholder and Visa or JetPrivilege cannot be held liable for the same. Specifically, the Complimentary lounge access to customer(s) may be suspended if the validation system at the Participating Airport Lounge is unable to swipe and authorize the customers' Eligible Card due to any system malfunction or connectivity issues.

12. Usage of the Participating Airport Lounges under this Program (under Entry Type 1) is subject to access limits/quota every quarter that will be determined by Visa or JetPrivilege in its absolute discretion and any attempted usage beyond such access limits/quota will be rejected by the Participating Airport Lounge.

13. All accompanying children (where permitted) will be subject to the full guest fee unless otherwise stated.

14. Eligible Cardholders will be charged on their Eligible Card based on the amount stated on the charge-slip presented by the Participating Airport Lounge operator. Whilst it is the responsibility of the Participating Airport Lounge staff to ensure a valid charge-slip is processed and printed by swiping the Eligible Card, the Eligible Cardholder is responsible for ensuring, before using the lounge facilities, that the charge-slip correctly reflects the applicable usage charges for his entry and that of his/her companion (if applicable). The Eligible Cardholder must retain his/her original copy of the charge-slip for verification purposes, and no allegations of error in charges will be entertained without the charge-slip verification.
15. All usage of the Participating Airport Lounges under the Program is conditional upon presentation of a valid Eligible Card and a valid Jet Airways Boarding Pass. Visa or JetPrivilege, in its sole and absolute discretion, may alter, cancel, or amend eligibility of any Visa card, or Program.
16. The privileges under this Program are to be construed as a standalone offer and cannot be clubbed together and/or in any way be combined with any other offer of the Participating Airport Lounge in any manner, or form. For the avoidance of doubt, privileges under the Program cannot be exchanged or redeemed for cash.
17. All Participating Airport Lounges are not owned or operated by Visa or JetPrivilege, but by third party organizations. Eligible Cardholders and relevant accompanying guests must abide by the rules and policies of each respective Participating Airport Lounge, which include, without limitation:
 - (i) Access being denied to the lounge where there are space constraints or if the maximum capacity for Visa cardholders or an Eligible Card type issued by a particular Issuer Bank has been reached at the relevant Participating Airport Lounge.
 - (ii) Eligible Cardholders agree and acknowledge that they may be refused entry and/or asked to vacate for non-compliance with the rules and policies and, for the avoidance of doubt, will not make any complaints against, or hold Visa or JetPrivilege responsible.
18. For the avoidance of doubt, Visa or JetPrivilege makes no guarantee that any privileges, benefits or facilities under the Program or otherwise will be made available by the Participating Airport Lounge to an Eligible Cardholder and Visa or JetPrivilege will not be liable in any circumstances whatsoever in relation to the provision or non-provision (whether in whole or in part) of any of the advertised benefits and facilities under the Program.
19. Participating Airport Lounges may reserve the right to enforce a maximum stay policy (usually 2 or 3 hours) to prevent overcrowding. This is at the discretion of the individual lounge operator who may impose a charge for extended stays.
20. Participating Airport Lounges have no contractual obligation to announce flights, nor to remind guests of their flight boarding times, and Eligible Cardholders are solely responsible for abiding by

boarding times stated on their flight tickets. Accordingly, for the avoidance of doubt Visa shall not be liable under any circumstances in relation to any failure to board flights (for any reason) by an Eligible Cardholder.

21. Eligible Cardholders should make prior enquiries before ordering any separate services/privileges or meal/food items apart from the general free services/privileges or meal/food items offered, and will be responsible for paying any charges for additional consumption directly to the Participating Airport Lounge.
22. Visa or JetPrivilege shall not be held responsible under any circumstances for any disputes that may occur in, or in relation to the usage of, a Participating Airport Lounge, including without limitation, between the Eligible Cardholder and another guest, airport user, or Participating Airport Lounge operator staff/representatives.
23. By participating in or using, or attempting to use, the Participating Airport Lounge under the Program, the Eligible Cardholder agrees to:
 - (i) abide by the terms and conditions set out herein, and
 - (ii) defend, hold harmless and indemnify Visa or JetPrivilege for any loss or damage caused to, or injury to or death of any person or damage to or destruction of any property arising out of the use of any Participating Airport Lounge by the Eligible Cardholder and/or his/her accompanying guests.
24. Any delay, failure or omission of Visa or JetPrivilege in exercising any right, power or remedy under these Terms and Conditions will not constitute a waiver of, or impair any such right, power or remedy of Visa or JetPrivilege.
25. Jet Privilege shall not be liable for any loss or damage whatsoever that may be suffered or for any personal injury that may be suffered by any person, directly or indirectly, by use or non-use of products/ services under this Program.
26. The provisions of these Terms and Conditions are severable, and if any one or more such provisions will be determined to be invalid, illegal or unenforceable, in whole or in part, the validity, legality and enforceability of any of the remaining provisions or portions thereof will not in any way be affected or impaired thereby and will remain binding.
27. All disputes, if any, arising out of or in connection with or as a result of the Program or otherwise relating hereto shall be subject to the exclusive jurisdiction of the competent courts/tribunals in Mumbai only, irrespective of whether courts/tribunals in other areas have concurrent or similar jurisdiction.