

HDFC Bank Diners Club Lounge Details

Lounge Access as per the Card Type

- **HDFC Bank Diners Club Black Credit Card** - Unlimited Access to Domestic and International Lounges
- **HDFC Bank Diners Club Premium/ClubMiles Credit Card** – Upto 6 Complimentary accesses to Domestic/International Lounges under the program in a calendar year

General Terms & Conditions

1. The Primary Cardholder is eligible for the Service.
2. You must be 18 years of age or older.
3. The Service is non-transferable; this means that you cannot give your membership to the Service away to someone else.
4. You are eligible for the Service from the time you become a Cardholder and continue for the period you hold the Card.
5. We will cancel the Service if we receive notification that you no longer hold the Card.
6. All participating lounges are owned and operated by third party organizations. You and your guests must abide by the rules and policies of each participating lounge and any terms and conditions set out by a particular lounge, which are available, directly from the lounge. We have no control over, nor responsibility for, the facilities offered, the opening/closing times or the personnel employed by the participating lounges.
7. We cannot be held responsible for any disputes that may occur between you and/or any guests and a lounge operator, which are not in relation to the Service. All disputes must be settled directly with the lounge in question.
8. All lounge fee related charges can be validated with the lounges only within 60 days from the statement generated date.
9. Rs.2 + GST will be applicable as Card validation charges for the lounge which will not be reversed.
10. We will do our best to ensure that the benefits and facilities of participating lounges are available as advertised, but we cannot guarantee availability at the time of your visit. We cannot be held liable for any loss to you, or any guests accompanying you, arising from the provision or non-provision (whether in whole or in part) of any of the advertised benefits and facilities.
11. Please note that the lounge operator may charge you for using some of their facilities we are not responsible for any such charges that you may incur.
12. Access to participating lounges may be restricted due to space constraints but this will be at the discretion of each individual lounge operator. Some lounges may reserve the right to enforce a maximum stay policy (which is usually 3-4 hours) to prevent overcrowding. This is at



the discretion of the individual lounge operator who may impose a charge for extended stays. We are not responsible for any such charges that you may incur.

13. The number of guests that you may bring with you is at the discretion of each lounge operator

and some lounges may not admit children.

14. Telephone facilities (where available) will be at the discretion of each lounge operator. Free usage is usually limited to local calls only. Refer to the individual lounge details. We are not responsible for any charges that you may incur when using telephone facilities in a participating lounge.

15. The provision of free alcoholic drinks (where permitted by local law) is at the discretion of each lounge operator and in some cases may be limited per customer, or not available.

16. The charge for each guest visit will be taken by us on your HDFC Bank Diners Card after the visit.

17. Lounge staff will either take your Card details or enter them into a terminal or a website. The charge per visit for any guests accompanying you will be based on the log submitted by the lounge operator. Any accompanying children (where permitted) will be subject to the full guest fee, unless otherwise stated in the lounge listing. While it is the responsibility of the lounge staff to ensure the correct information is taken from the Card or that a log is made, you are responsible for ensuring that the log correctly reflects your own usage and that of any guests at the time of using the lounge. Discrepancies relating to the number of guests stated cannot be settled once you have left the lounge.

18. Any guests accompanying you must be able to present a valid flight ticket and boarding pass for the same day of travel to gain entry to a participating lounge.

19. Entry to participating lounges is subject to you and any guests (including children) complying with the lounges terms and conditions of use. Any lounge users not complying with those terms may be asked to vacate the lounge facilities. We/HDFC Bank Diners Club is not liable for any loss suffered by you and any guests, where a lounge operator has refused admission or asked you and/or any guests to leave because you and/or guests have not complied with these conditions.

20. Some lounges in Europe are located within designated Schengen areas of the airport which means that access is only provided to these lounges if you are travelling between the following countries:

Austria, Belgium, Denmark, Finland, France, Germany, Greece, The Netherlands, Iceland, Italy, Luxembourg, Norway, Portugal, Spain and Sweden.

21. Airline, airport and other travel industry employees travelling on reduced-rate tickets may not be eligible for the airport lounge access service. We reserve the right to refuse membership to people who are employed by or contracted to an airline, airport or a Government in respect of airline or airport security.

22. It is your responsibility to be aware of, and on time for, flight times, boarding gates and any other secondary information related to their flight. Participating lounges have no contractual commitment to announce flights and we shall not be held liable for any loss resulting from you and/or any accompanying guests failing to board their flights.



23. All visits exceeding the complimentary limit will be charged at the prevailing lounge rate inclusive of taxes. These charges will be billed on your subsequent statement within 60 days of date of visit. Currency conversion rate is applicable as on the date of settlement