

**A. GOLF PROGRAMME DINERS CLUB BLACK**

1. Get 6 complimentary golf games every quarter at over 15 golf courses in India and over 100 golf courses world on Diners Black Credit Card
2. Get 24-hour access to Golf Concierge Assistance services for booking/cancellation, call us on the Toll free no.: 1800 118 887 (India) or on Landline – 022 42320226. Customers travelling overseas can call at Landline: 022-6171 7606
3. Terms and Conditions apply: Please read the detailed T&C and enjoy complimentary golf across the world. This special offer is brought to you in conjunction with Thriwe Consulting Pvt. Ltd.com\*
4. Thriwe Consulting Pvt Ltd. is the official golf services provider contracted by HDFC Bank Diners Club to administer its Golf Programme. Calls made from outside India will not be toll-free. International calling charges will apply.

**B. GREEN FEE WAIVER – PARTNER COURSES**

HDFC Diners Black card customers get a 100% green fee waiver over 100 golf courses worldwide on weekdays and weekends.

T&C

**C. FREQUENTLY ASKED QUESTIONS****1. How many days/hours in advance do I need to book for a green fee slot?**

Domestic courses: You need to book 4 clear days in advance for Weekday/Weekend/Holiday Bookings for a golf game. 4 days will not include the day of placing the request, and the day of the game.

Date of Play/Lesson	Last Day to Book
Sunday	Tuesday
Saturday	Monday
Friday	Sunday
Thursday	Saturday
Wednesday	Friday
Tuesday	Thursday
Monday	Wednesday

**International courses:** You need to book 15 clear days in advance for weekday/Weekend/Holiday Bookings for a game of golf. 15 days will not include the day of placing the request, and the day of the game.

For eg.

Date of Play	Last Day to Book
Sunday (20 <sup>th</sup> )	Friday (4 <sup>th</sup> )
Saturday (19 <sup>th</sup> )	Thursday (3 <sup>rd</sup> )
Friday (18 <sup>th</sup> )	Wednesday (2 <sup>nd</sup> )
Thursday (17 <sup>th</sup> )	Tuesday (1 <sup>st</sup> )

## 2. How many days/hours in advance should I cancel a booking?

Domestic Bookings: Cancellation must be made at least ONE clear day in advance prior to tee-off date to avoid application of Cancellation charges. Should there be a “no-show” or the confirmed booking be cancelled less than ONE clear day before the tee-off time, the Cardholder will be charged a cancellation fee of INR 500 per person.

Date of Play/Lesson	Last Day to cancel
Sunday	Friday
Saturday	Thursday
Friday	Wednesday
Thursday	Tuesday
Wednesday	Monday
Tuesday	Sunday
Monday	Saturday

International Bookings: Cancellation must be made at least FOUR clear days in advance prior to tee-off date to avoid application of Cancellation charges. Should there be a “no-show” or the confirmed booking be cancelled less than four clear days before the tee-off time, the Cardholder will be charged a cancellation fee of INR 500 per person.

For eg:

Date of Play/Lesson	Last Day to Cancel
Sunday	Tuesday
Saturday	Monday
Friday	Sunday
Thursday	Saturday
Wednesday	Friday
Tuesday	Thursday
Monday	Wednesday

## 3. How can I know if my booking has been confirmed?

You will normally be contacted within 2-3 working days, as per the preferred mode of contact selected by you. At times, due to closure of golf courses on certain dates or for reasons beyond control, it may take longer than 2-3 days to respond to you.

## 4. What do I need to carry at the golf course to gain entry?

The golf course will recognize you by your name, as mentioned during reservation. However, we request you to carry your HDFC Bank Diners Club Membership Card and or any other identification proof. Certain golf courses may require a handicap certificate; the same will be intimated to you at the time of booking/confirmation. It is mandatory to carry a valid handicap certificate for all international bookings; the same will need to be mailed to the golf concierge at the time of placing the booking.

## 5. Is there any minimum and maximum no. of players per flight?

Yes. As per the rules of golf and universal golf etiquette, there must be a minimum of 2 (two) players per flight on weekdays and a minimum of 3 (three) players per flight on weekends and holidays. The maximum number of players per flight is 4 (four), on any day.

**6. Whom should I contact in case I face any difficulty in gaining entry at the golf course?**

Please ensure that your booking details are confirmed and shared with the golf course before your expected time of arrival. In case of any difficulty in gaining entry at the golf course you can call us on the Golf Concierge at 1800 118 887 (India) or on Landline - 022 42320226. Customers travelling overseas can call at Landline: 022-6171 7606. You will be assisted accordingly.

**7. Do golf courses have dress codes?**

Most golf courses have universally acceptable golfing dress codes. In general, a collared shirt and trousers is fine. Golf courses do not allow denim trousers. Golf Shorts of appropriate knee length are allowed. At some golf courses, it is required to keep your shirt tucked in. Also please ensure you wear a proper set of golf shoes with soft spikes for all golfing sessions.

**8. Can I contact the golf course directly with my HDFC Bank Diners Credit Card and get a booking?**

No. Under this programme you are not allowed to contact the golf clubs/golf courses directly. At all times, please ensure that you call the Golf Concierge on the Toll free no.: 1800 118 887 (India) or on Landline - 022 42320226. Customers travelling overseas can call at Landline: 022-6171 7606

**9. Can I walk into any of the clubs part of the programme and use the services?**

No. All HDFC Bank Diners Credit Cardholders must make a booking, as per the required procedure, via the Golf Concierge, before going to the club. If the procedure is not followed, you may be asked to leave the club/golf premises and will not be entertained.

**10. Can I take guests with me? If yes, how do I pay for them?**

Yes. You may take guests along as per the guest policy. You will need to pay an applicable walk-in rate for your guest that will be charged to your HDFC Bank Diners Credit Card.

**11. What about golf equipment and F&B expenses?**

All other costs and charges such as F&B expenses, consumables, rental of golf equipment, golf-cart (buggy) charges, caddy fees and more, are to be borne by the cardholder(s) and his/her guest(s). Cardholders and guests have to pay directly at the club for buggy, caddie, turf mate and insurance at normal published rates at the club, where applicable.

**12. Can a non-golfing member of my family accompany me for my game?**

No, golf clubs generally do not permit non-golfers to be present in any golfing areas.

**13. Can I avail the other facilities at the golf club?**

This offer is limited to golfing access only and you cannot access the other facilities at the golf club.

**D. OFFER T&C**

- The HDFC Bank Diners golf programme is not a golf club membership and is not to be regarded as a golf club membership.
- Acceptance of requests for bookings for golf games are subject to availability and will be accepted at the discretion of the golf clubs / golf instructors.
- Special Clause for specific Golf courses: Certain Golf Courses allow only 4 visits in a month for a customer.
- Any requests for changes to confirmed booking times are subject to availability and will be accepted at the discretion of the golf clubs / golf instructors.
- To avail the benefits of the privileges of this special golf program, Cardholders must make all enquiries and bookings through HDFC Bank Diners concierge and must not contact the Golf Clubs / Golf Instructors directly.
- Cardholders will not be granted access to the golf clubs unless the booking is routed and processed via the HDFC Bank Diners Concierge Service.
- Golf Clubs/Golf Instructors will not entertain any direct correspondence/enquiries and/or attempts for bookings directly from the Cardholders.
- HDFC Bank Diners reserves the right to change/replace the golf clubs and golf learning facilities at which golf benefits are being offered without notice.
- Golf Rates quoted may not be inclusive of taxes and are subject to change without notice.
- The HDFC Bank Diners Golf Programme is valid for golf course access only. Cardholders and/or their guests will not have access to the other facilities at the golf clubs.
- Cardholders and their guests must follow all local club/local; establishment usage rules including limits of access to use club facilities as applicable to Green Fee players.
- The HDFC Bank Diners golf programme cannot be used by Cardholders or their guests in conjunction with any other promotional golf programme or any other special golf programme
- To the fullest extent permissible by law, each participating Cardholder releases HDFC Bank Diners and Thriwe Consulting Pvt. Ltd.com from any claim, loss, damage, cost or expense (including any claim for legal expenses) sustained or incurred by him/her in connection with their participation in the programme.
- HDFC Bank Diners & Thriwe Consulting Pvt. Ltd.com do not underwrite or warrant the services performed by the golf courses/golf learning facilities/golf instructors and shall not be liable in any manner whatsoever for any deficiency, delay or imperfection in such services or for any loss or damage that may be suffered, or for any personal injury to a customer directly or indirectly by use or non-use of the services provided by the golf club/golf learning facility/golf instructor.
- All payments for guests and any other charges requiring pre-payment must be made at the time of confirmation of the booking and be charged to the Cardholder's HDFC Bank Diners Credit Card.

- Cardholders and their guests will still need to pay for range balls, fore - caddy fee, caddy fee, insurance and hire of equipment directly at the club, where applicable.
- There will be an administration fee of Rs. 500 plus applicable taxes for any change requests made after confirmation of booking. Changes may only be made subject to availability.
- Any individual applying/activating/ using The HDFC Diners Golf Program is deemed to have read and accepted the Terms and Conditions governing the program as applicable from time to time

#### **E. ACCESS TO GOLF CLUBS IN INDIA**

- Under the Discover/HDFC Bank Diners Golf Program, eligible primary HDFC Bank Diners Principal Credit Cardholders (“Cardholders”/“CH”) may enjoy access to select golf clubs in India as Green Fee players on weekdays and weekends. Add-on Cardholders are treated as guests. The Green Fees will be available to the eligible Cardholder on a complimentary basis as the same will be hosted by HDFC Bank Diners. The Black cardholders may enjoy this benefit unlimited times during their tenure with HDFC Diners.
- Cardholder must have a valid golf handicap to avail the Green Fee offer to play golf and may be requested to produce his/her golf handicap certificate prior to commencement of the game at the golf club.
- The Golf and other benefits offered to the Cardholder are exclusive and are nontransferable and a Cardholder may not permit any other person to avail of or use the golf benefits on his / her behalf.
- Minimum Player Conditions: Weekdays - minimum of 2 (Two) golfers preflight: Weekends/Holidays – minimum of 3 golfers per flight. It will be the exclusive responsibility of the Cardholder to fulfill the minimum flight conditions in respect of each booking request and HDFC Bank Diners and/or Thriwe Consulting Pvt. Ltd.com will not be responsible to help the Cardholder make up the minimum flight condition numbers.
- Keeping in mind the minimum Flight Conditions any request for a booking to play golf by a single golfer will not be accepted
- Cardholders may bring guest(s) subject to a maximum of three guests per booking, which is subject to availability. Guests shall pay applicable rates, which Cardholder must charge to his/her Card.
- The number of slots available for complimentary golf sessions is limited and is available on a first-come-first served basis
- A Cardholder shall be permitted to book a maximum of 14 days in advance and can hold only one booking at a time.

## GOLF T&C

- Should the golf game be suspended or cancelled after commencing the round due rain, inclement weather or for any other reason there will be no refund of Guest charges or any other pre-paid charges. Weekend rates apply for golf games booked on a Saturday/ Sunday/Restricted Holiday/Public Holiday as applicable.
- Cardholders may be allowed to play in the same flight with a Club Member/other Green Fee paying guests subject to fulfillment of the minimum flight conditions and the Club Member/other Green Fee paying guest having already made the booking prior to the Cardholders' request. In such cases, the Cardholder must provide the details of the Club Member who the Cardholder is joining for the game including the exact details of the golf booking held by the Club Member. The information provided will be verified from the specified golf club and booking processed only after the details as provided have been confirmed by the golf club.
- If a Cardholder is joining a Club Member he/she will not be entitled to take along guests for that round. Booking will be processed only on best effort basis.
- A club member cannot make a booking directly at the club and transfer the confirmed tee-time over to the Cardholder and vice-versa.
- All payments for guests must be made upon booking and charged to the HDFC Bank Diners Principal Credit Card. All cancellation/ administration charges will be charged to the HDFC Bank Diners Principal Credit Card. This would require the principal Cardholders to provide all mandatory information about their credit card to affect the charge as stipulated by HDFC Bank Diners/Concierge and/or to incur the charge via an IVR or manual process at the time of confirmation of the golf booking. Tournament dates at courses are blackout dates.
- The HDFC Diners Golf Program is valid for golf course access only to individual golfers and is not valid for any Group Bookings, unless specified so.
- HDFC Diners and participating Establishment(s) reserve their absolute rights to alter/ withdraw any of the terms and conditions of the offer or complete offer at any time without prior notice.