HDFC Golf Program

TERMS AND CONDITIONS

GOLF BENEFIT

A. GOLF PROGRAMME INFINITI

1. Get access to COMPLIMENTARY GOLF LESSONS at select Driving ranges in India. Each golf lesson will span a minimum of 30 minutes and will include:

• Green Fees to access the golf course or driving range, for the lesson

• Cost of instructor's fees

• Range golf balls at 50 golf balls per lesson

2. Get COMPLIMENTARY GOLF GAMES at premium golf courses in India

3. Terms and Conditions apply: Please read the detailed T&C and enjoy complimentary golf across the world

B. FREQUENTLY ASKED QUESTIONS

• How many days/hours in advance do I need to book for a green fee slot or a golf lesson?

Customer needs to book 7 clear days in advance for Weekday/Weekend/Holiday bookings for a golf game or golf lesson. 7 days will not include the day of placing the request and the day of the game.

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

Domestic Bookings: Cancellation must be made at least 72 hours 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 72 hours before the tee-off time, the Cardholder will be charged a cancellation fee.

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.

• Are Complimentary games exclusively available only to primary cardholders? What type of verification is required at the golf course?

Yes, only primary cardholders are eligible for complimentary game/ lesson. Golf course has the right to deny/charge any other golfer using the booking on behalf of the primary card holder at the golf course. Photo ID proof which is a mandatory requirement for verification at the golf course.

• 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 Infiniti 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.

• Are 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.

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

We 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 1800-208-7899. You will be assisted accordingly.

• 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.

• Can I contact the golf course directly with my HDFC Bank Infiniti 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 1800-208-7899 to make enquiries or to request a booking, whether for a Golf Lesson or Golf Game.

• Can I walk into any of the clubs part of the programme and use the services? No. All HDFC Bank Infiniti 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.

• 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 pre-pay an applicable walk-in rate for your guest that will be charged to your HDFC Bank Infiniti Card.

• 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, turfmate and insurance at normal published rates at the club, where applicable.

• 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.

Can a non-golfing member of my family accompany me for my game or lesson?

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

B. TERMS & CONDITIONS

GOLF COURSE & DRIVING RANGE ACCESS OFFER T& C

• The HDFC Bank 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 lessons and golf games are subject to availability and will be accepted at the discretion of the golf clubs / golf instructors.

• 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.

Cardholders will not be granted access to the golf clubs unless the booking is routed and processed via the HDFC Bank Concierge Service. Golf Clubs/Golf Instructors will not entertain any direct correspondence/enquiries and/or attempts for bookings directly from the Cardholders.

• HDFC Bank 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 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 golf programme cannot be used by Cardholders or their guests in conjunction with any other promotional golf programme or any other special golf programme

• HDFC Bank & THRIWE 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 Infiniti Card.

Cardholders and their guests will still need to pay for range balls, for - caddy fee, insurance and hire of equipment directly at the club, where applicable.

• The Golf and other benefits offered to the Primary Cardholder are exclusive and are non- transferable and a Cardholder may not permit any other person to avail of or use the golf benefits on his /her behalf. Golf course has the right to deny/charge any other golfer using the booking on behalf of the primary card holder at the golf course. Additionally, Primary cardholders must present Photo ID proof which is a mandatory requirement for verification at the golf course.

• Minimum Player Conditions: Weekdays - minimum of 2 (Two) golfers per flight: Weekends/Holidays – minimum of 3 golfers per flight. It will be the exclusive responsibility of the Cardholder to fulfil the minimum flight conditions in respect of each booking request and HDFC Bank and/or THRIWE will not be responsible to help the Cardholder make up the minimum flight condition numbers.

• 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.

• 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 guest subject to fulfilment 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 a 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.

• Tournament dates at courses are blackout dates.

• The HDFC Golf Program is valid for golf course access only to individual golfers and is not valid for any Group Bookings, unless specified so.

• HDFC Bank and participating Establishment(s) reserve their absolute rights to alter/ withdraw any of the terms and conditions of the offer or complete offer at anytime without prior notice.

Golf course list

Golf Games-

Golf Course Name	City
Kensville Golf & Country Club	Ahmedabad
Gulmohar Greens Golf And Country Club	Ahmedabad
Belvedere Golf & Country Club	Ahmedabad
Glade One Golf Club	Ahmedabad
Eagleton Golf Village	Bangalore
Prestige Golfshire Club	Bengaluru
Clover Green Golf Club	Bengaluru
Zion Hills Golf Country	Bengaluru
Prestige Augusta Golf Village	Bengaluru
Panchkula Golf Course	Chandigarh
Madras Gymkhana Club	Chennai
Golden Greens Golf & Country Club	Gurugram
Classic Golf & Country Club	Gurugram
Karma Lakelands Golf Club	Gurugram
Boulder Hills Golf & Country Club	Hyderabad

Premium Golf Course Kolkata	Kolkata
Kharghar Valley Golf Course	Mumbai
Willingdon Golf Club	Mumbai
9 Aces Golf Greens Academy	Mumbai
Jaypee Greens Golf Course	Noida
Jaypee Wish town golf club	Noida
Pinewoods Golf Club	Pune
The Poona Club Golf Course	Pune
The Gaekwad Baroda Golf Club	Baroda
CIAL Golf & Country Club	Cochin
The Lalit Golf Course	Goa
Kodaikanal Golf Club	Kodaikanal
Ram Bagh Golf Club	Ram Bagh
East Point Golf Club	Vishakapatnam
Aambay Valley	Mumbai
Mount Alterra Golf County	Pune
Oxford Golf Resort	Pune
Forest Hills Golf & Country Club	Chandigarh
Noida Golf Club	Noida
Coimbatore Golf Course	Tamil Nadu
Kalhaar Blues & Greens	Ahmedabad
Bombay Presidency Golf Club	Mumbai

Golf Lesson

Kensville Golf & Country Club	Ahmedabad
Gulmohar Greens Golf And Country Club	Ahmedabad
Belvedere Golf & Country Club	Ahmedabad
Prestige Golfshire Club	Bengaluru
Zion Hills Golf Country	Bengaluru
Prestige Augusta Golf Village	Bengaluru
Panchkula Golf Course	Chandigarh
Golden Greens Golf & Country Club	Gurugram
Karma Lakelands Golf Club	Gurugram
Boulder Hills Golf & Country Club	Hyderabad
Kharghar Valley Golf Course	Mumbai
Jaypee Greens Golf Course	Noida
Pinewoods Golf Club	Pune
The Poona Club Golf Course	Pune
Ram Bagh Golf Club	Ram Bagh
Forest Hills Golf & Country Club	Chandigarh
Noida Golf Club	Noida
Kalhaar Blues & Greens	Ahmedabad
Bombay Presidency Golf Club	Mumbai
AKDR Golf Village	Chennai
Sirifort Sports Complex	Delhi

Qutab Golf Course	Delhi
Hamoni Golf Academy	Gurugram
Protouch Golf Academy	Kolkata
Golden Swan Country Club	Mumbai
Let us Golf	Mumbai
Chandigarh Golf Club	Chandigarh
To The Tee Golf	Bengaluru
Wave City Golf Range	Ghaziabad
Zen Golf Academy	Gurugram
Delhi Golf Club	Delhi
Skyline Golf Academy	Gurugram
Godrej Golf Links Range	Greater Noida
Godrej Golf Links Course	Greater Noida
9 Aces Golf Greens Academy	Mumbai
Unitech Golf & CC	Noida
Sure Golf Academy -Unitech	Noida
Garushi Golf Academy Noida Stadium	Noida