

## **GOLF ACCESS TERMS AND CONDITIONS- MARRIOTT BONVOY® HDFC BANK CREDIT CARD**

### **A. GOLF COURSE ACCESS FOR MARRIOTT BONVOY® HDFC BANK CREDIT CARDMEMBERS**

1. Get access to 2 Complimentary golf lessons per quarter at select Driving ranges in India. Each Golf lesson will span a minimum of 30 minutes and will be inclusive of:

- 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 2 Complimentary Golf course access per quarter at select premium golf courses in India and golf courses internationally.

3. Get access to Golf Concierge Assistance services, available 9a.m to 9p.m everyday, call 18003093100

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

5. [Click here](#) to see the list of domestic and international golf courses.

### **B. FREQUENTLY ASKED QUESTIONS**

- How many days/hours in advance do I need to book for a green fee slot or a golf lesson?  
**Domestic courses:** You need to book 4 clear days in advance for Weekday/Weekend/Holiday Bookings for a golf game or a golf lesson. 4 days will not include the day of placing the request, and the day of the game. For eg.

<b>Date of Play/ Lesson</b>	<b>Last day to book</b>
Sunday	Tuesday
Saturday	Monday
Friday	Sunday

**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:

<b>Date of Play/ Lesson</b>	<b>Last day to book</b>
Sunday (20th)	Friday (4th)
Saturday (19th)	Thursday (3rd)
Friday (18th)	Wednesday(2nd)

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

o **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 Cardmember will be charged a cancellation fee of INR 500 per person. For eg:

Date of Play/ Lesson	Last day to cancel
Sunday	Friday
Saturday	Thursday
Friday	Wednesday

o **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 Cardmember 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

- How can I know if my booking has been confirmed?

o 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.

- What do I need to carry at the golf course to gain entry?

o The golf course will recognize you by your name, as mentioned during reservation. However, we request you to carry your Marriott Bonvoy HDFC Bank Credit 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.

o 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?

o 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?

o 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 on 18003093100. You will be

assisted accordingly.

- Do golf courses have dress codes?
  - o 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 Marriott Bonvoy HDFC Bank Credit Card and get a booking?
  - o 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 18003093100 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?
  - o No. All Marriott Bonvoy HDFC Bank Credit Cardmembers must make a booking, as per the required procedure, via the Golf Concierge, within the recommended timeframe 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?
  - o 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 Marriott Bonvoy HDFC Bank Credit Card.
- What about golf equipment and F&B expenses?
  - o 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 cardmember(s) and his/her guest(s). Cardmembers 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.
- Can I avail the other facilities at the golf club?
  - o 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?
  - o 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 Golf course access/ golf lesson 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.
- Cardmembers will not be granted access to the golf clubs unless the booking is routed and processed via the Golf Concierge Service.
- Golf Clubs /Golf Instructors will not entertain any direct correspondence/enquiries and/or attempts for bookings directly from the Cardmembers.
- 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 course access programme is valid for golf course access only. Cardmembers and/or their guests will not have access to the other facilities at the golfclubs.
- Cardmembers 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 course access programme cannot be used by Cardmembers or their guests in conjunction with any other promotional golf programme or any other special golf programme
- HDFC Bank & GolfLAN.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 Cardmember's Marriott Bonvoy HDFC Bank Credit Card.
- Cardmembers 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 Cardmember are exclusive and are non-transferable and a Cardmember 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 per flight: Weekends/Holidays – minimum of 3 golfers per flight. It will be the exclusive responsibility of the Cardmember to fulfill the minimum flight conditions in respect of each booking request and HDFC Bank and/or GolfLAN.com will not be responsible to help the Cardmember 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 Cardmember 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 to 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.
- Cardmembers may be allowed to play in the same flight with a Club Member/other Green Fee paying guests 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 Cardmembers' request. In such cases, the Cardmember must provide the details of the Club Member who the Cardmember 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 Cardmember 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 Cardmember and vice-versa.

- Tournament dates at courses are blackout dates.
- The HDFC golf access programme 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 any time without prior notice
- The cardmembers accept and agree that the benefits set out in these [T&Cs] are operated and provided entirely by [HDFC Bank and GolfLAN.com], and acknowledge that Marriott International Limited and/or its affiliates and their officers, employees, directors and agents (together, Marriott) do not operate or provide such services, or control the entities operating and providing such services. Marriott shall not be responsible for the services provided as part of the programmes described herein or any part of it. Marriott disclaims any and all liabilities (whether express or implied), including without limitation any liability arising from or in relation to (i) any act or omission on the part of [HDFC Bank or GolfLAN.com] or any other person/entity involved, in providing the services (individually or collectively), or (ii) any defect, deficiency, delay or imperfection in such services or (iii) any loss or damage (including any personal injury or harm) suffered directly or indirectly by cardmembers or their guests as a result of availing such services or accessing establishments providing such services. In no event shall Marriott and/or its representatives be liable for any direct, indirect, punitive, incidental, special, consequential damages or any damages whatsoever due to any act or omission on the part of [HDFC Bank or GolfLAN.com], or any other person/entity involved in the provision of the services.