

Axis Bank Burgundy Debit Card

Domestic Airport Lounge Program – Term and Conditions

These terms and conditions (“Terms”) shall be applicable to the Debit Cardholders (as defined hereinafter) participating in the Offer (as defined hereinafter) who agrees to be bound by the same and shall regulate the provisions of the specified products and services provided by the Axis Bank (“Axis Bank”). Participation in this offer is voluntary. Any User participating in the Offer shall be deemed to have read, understood, and accepted these terms and conditions and these Terms shall be in addition to and not in derogation of other applicable terms and conditions of any account or any other facility/services offered by the Bank and/or such other terms and conditions as may be specified by the Bank.

Definitions: The following words and phrases shall have the meanings set out herein below in this document unless repugnant to the context:

- “Debit Cardholders” – A person who is holding the retail Axis Bank Debit Card. Also to be referred as “Customer” or “Cardmember”
- “Offer” - The benefit provided to the cardholder.
- “Eligible Card” under the Program means debit card types issued by Axis Bank on Visa or Mastercard Network Platforms
- “Eligible Cardholder” means a holder of an Eligible Debit Card
- “The Bank” means ‘Axis Bank.’
- “Participating Airport Lounges” means the list of airport lounges that participate in the Program as shown in above.

Offer construct: Unlimited complimentary lounge visits and 4 additional guest visits per quarter.

Note: The above special offer is only limited to select customers who have migrated to Axis Bank with debit card starting with 553682, 553683, 553684, 420750, 471243 & 436360.

List of participating Airport Lounges:

S. No.	City	Store Name	Terminal Type	Terminal
1	Ahmedabad	The Lounge	Domestic	Terminal 1
2	Ahmedabad	The Lounge	International	Terminal 2
3	Amritsar	Primus Lounge	Domestic	Terminal 1
4	Bangalore	BLR Domestic Lounge	Domestic	Terminal 1
5	Bangalore	080 Domestic Lounge	Domestic	Terminal 2
6	Bangalore	080 Domestic Lounge	International	Terminal 2

S. No.	City	Store Name	Terminal Type	Terminal
7	Bhubaneswar	Bird Lounge	Domestic	Terminal 1
8	Calicut	Bird Lounge	International	Terminal 1
9	Chandigarh	The Cram Bar	Domestic	Terminal 1 (1st)
10	Chandigarh	Primus Lounge	International	Main Terminal/T1
11	Chandigarh	Primus Lounge	Domestic	Main Terminal
12	Chennai	Travel Club Lounge	International	Terminal 4
13	Chennai	Travel Club Lounge	International	Terminal 3
14	Chennai	Travel Club Lounge B	Domestic	Terminal 1
15	Chennai	Travel Club Lounge A	Domestic	Terminal 1
16	Chennai	Travel Club Lounge Extn	International	Terminal 3
17	Coimbatore	Blackberry Lounge	Domestic	Terminal 1
18	Dehradun	Bird Lounge	Domestic	Terminal 1
19	Goa	Good Times Lounge and Bar	Domestic	Terminal 1
20	Guwahati	The Lounge	Domestic	Terminal 1
21	Hyderabad	Encalm Lounge	Domestic	Terminal 1
22	Hyderabad	Encalm Lounge	International	Terminal 1
23	Indore	Primus Lounge	Domestic	Terminal 1
24	Jaipur	Primus Lounge	Domestic	Terminal 1
25	Kannur	Pearl Lounge	Domestic	Main Terminal
26	Kannur	Pearl Lounge	International	Main Terminal
27	Kochi	Earth Lounge	Domestic	Terminal 1
28	Kochi	Earth Lounge	International	Terminal 3
29	Kolkata	Travel Club Lounge	Domestic	Terminal 1
30	Kolkata	Travel Club Lounge	International	Terminal 2
31	Lucknow	The Lounge	Domestic	Terminal 2
32	Madurai	Primus Lounge	Domestic	Terminal 1
33	Mumbai	Adani Lounge	Domestic	Terminal 2
34	Mumbai	Loyalty Lounge	International	Terminal 2
35	Mumbai	Oasis Lounge	Domestic	Terminal 1B
36	Mumbai	Travel Club Lounge	Domestic	Terminal 1c
37	Nagpur	Mandarin Lounge	Domestic	Terminal 1
38	New Delhi	Encalm Lounge	Domestic	Terminal 3
39	New Delhi	Encalm Lounge	International	Terminal 3
40	New Delhi	Encalm Lounge	Domestic	Terminal 2
41	New Delhi	Encalm Lounge	Domestic	Terminal 1

S. No.	City	Store Name	Terminal Type	Terminal
42	Patna	Zesto Executive Lounge	Domestic	Terminal 1
43	Pune	Earth Lounge	Domestic	Terminal 1
44	Ranchi	Cram Bar	Domestic	Main Terminal
45	Srinagar	Paahun The Executive Lounge	Domestic	Terminal 1
46	Trivandrum	The Lounge	International	Main Terminal
47	Vadodara	Premium Lounge	Domestic	Main Terminal
48	Varanasi	Take Off Bar	Domestic	Main Terminal

List of participating lounges and its availability is subject to changes as per the Bank's policy without prior notice and / or basis the operational status of the lounge.

Rules of access under the program

1. Eligible Cardholder will be allowed unlimited complimentary access to all Participating Airport Lounges under the Program. This offer is also valid on Add-on debit cards. A transaction of INR 25 for Mastercard (auto void) or INR 2 for VISA will be made on the Eligible Card for accessing the airport lounge. The fee will be reversed on the cardmember's debit card.
2. The customer will be denied the complimentary entry if the Card authentication fails upon this swipe.
3. The offer is not transferable, non-negotiable and cannot be en-cashed.
4. Without prejudice to the foregoing paragraphs, complimentary entry may be restricted or unavailable:
 - 4.1. If The Bank withdraws either the program or any Participating Airport Lounge for any reason at its sole and absolute discretion; or
 - 4.2. If the maximum capacity of complimentary lounge visits for Eligible Cardholders has been reached.
5. The Bank 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 the Bank 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 validate and authorize the customers' Card due to any system malfunction or connectivity issues.
6. All accompanying children (where permitted) will be subject to the full guest fee unless otherwise stated.
7. Please note that additional charge may occur for meal/food/drink items (especially, Alcoholic Drinks) as well as for services like Nap, Massage Service and Spa as per the discretion of the Participating Airport Lounge.
8. Participating Airport Lounge staff are responsible for ensuring that all Eligible Cardholders who are using the lounge under the Program swipe their Card (with a nominal swipe fee of Rs. 25 for Mastercard (auto void) or Rs. 2 for VISA) and will record the usage by swiping their Card and issuing a charge-slip to the Eligible Cardholder. The fee will be reversed on the cardmember's debit card.

9. Eligible Cardholders will be charged on their Card based on the amount stated on the validation system presented by the Participating Airport Lounge operator.
10. All usage of the Participating Airport Lounges under the Program is conditional upon presentation of a valid Eligible Card, and the Bank, in its sole and absolute discretion, may alter, cancel, or amend eligibility of any debit card, or Program benefits, at any time without prior notice.
11. 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.
12. All Participating Airport Lounges are not owned or operated by the Bank, 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:
 - 12.1. Access being denied to the lounge where there are space constraints
 - 12.2. Admittance subject to users and their guests (including children) behaving and dressing in an orderly and correct manner
 - 12.3. Any infants or children causing upset to other users' comfort may be asked to vacate the lounge facilities. 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 The Bank responsible.
13. For the avoidance of doubt, The Bank 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 The Bank 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.
14. Participating Airport Lounges may reserve the right to enforce a maximum stay policy (usually 2 hours) to prevent overcrowding. This is at the discretion of the individual lounge operator who may impose a charge for extended stays.
15. 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 The Bank shall not be liable under any circumstances in relation to any failure to board flights (for any reason) by an Eligible Cardholder.
16. The Bank 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.
17. By participating in or using, or attempting to use, the Participating Airport Lounge under the Program, the Eligible Cardholder agrees to:
 - 17.1. Abide by the terms and conditions set out herein
 - 17.2. To defend and indemnify The Bank 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

18. All disputes, if any, arising out of or in connection with or as a result of above offers 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.