

Terms and Conditions for Airport Concierge Services on Axis Bank Burgundy Private Credit Card

About the benefit:

All primary cardholders of Axis Bank Burgundy Private Credit Card are eligible for 8 complimentary airport concierge services in one calendar year.

Offer validity: This is an ongoing benefit on the card provided per year and is applicable on all active cards.

Please refer the below for details on services offered across the different airports:

Arrival (Domestic/International)
<p>Mumbai airport:</p> <ul style="list-style-type: none"> • Warm welcome at aerobridge/bus gate by dedicated staff • Dedicated staff for assistance from the aerobridge/ bus gate till arrival exit • Buggy service (shared/depending on availability) from aerobridge to the immigration hall (for international arrivals only) • Guidance with immigration process • Dedicated porter service from baggage hall for bags (Max. 3 pieces per guest) & assistance till the arrival exit gate <p>Other airports:</p> <ul style="list-style-type: none"> • Warm welcome with a placard by the representative from the Aerobridge/Bus gate • Assistance at pre-immigration including filing of immigration form • Buggy Service (at selected airports) • Porter assistance for baggage retrieval and assistance (Max. 2 pieces per guest) till the arrival exit gate • Guest will be assisted till the arrival gate or parking area
Departure (Domestic/International)
<p>Mumbai airport:</p> <ul style="list-style-type: none"> • Warm welcome by Pranaam Officer at the curbside/car drop off zone. • Dedicated Pranaam Officer for assistance from curbside till immigration check. • Assistance with airline check-in process with dedicated porter for check-in baggage (Max. 3 pieces per guest) from curbside till airline check-in counters.

- Guidance with the Security Check and Immigration process.

Other airports:

- Warm welcome by dedicated staff on reaching airport building
- Porter assistance for check-in baggage from curbside till airline check-in counters (Max. 2 pieces per guest)
- Assistance with airline check-in process, airport security process
- Post immigration, shall be assisted with lounge/retail
- Assisted till the designated boarding gate
- Buggy service (at selected airports)

How to avail:

1. Visit our curated experiences page www.extraordinaryweekends.com and choose “Airport concierge service”.
2. Select “Book a visit”.
3. Sign up/ login by entering your relevant information. An OTP verification would be required to login/ sign-up.
4. On signing in, please enter the first 6 digits of your Burgundy Private credit card.
5. Please enter the travel details including your time of travel, departure/arrival airport where you want to avail the services, details of guests you are traveling with and any other special requirements.
6. After entering all the required fields, proceed to make a Re.1 transaction using the Axis Bank Burgundy Private Credit Card to authenticate the booking.
7. Once the Re.1 transaction is successful, request will be submitted for processing at our end.
8. Service confirmation will be sent to your registered email address at least 15 hours before the travel time.
9. For Domestic Departures, service time will be 90 Mins prior to the flight departure time.
10. For International Departure service time will be 180 Mins prior to the flight departure time.
11. Service details along with the name of the person responsible for conducting the service will be shared 3 Hours before the service time.

**Please note: In order to facilitate this benefit, Axis Bank will be sharing customer information (i.e. name, mobile number, email address, travel details) required to facilitate the service with the service partner. Customers availing the benefit is considered to have given his/her consent for the same.*

Detailed terms and conditions:

1. The benefit is applicable only to primary cardholders of Axis Bank Burgundy Private Credit Card.
2. The services offered may differ from airport to airport. Please refer to details on the booking page

3. Booking can also be made of guests accompanying the primary cardholder. The complimentary services eligible per customer per year will include guest visits as well.
4. Booking must be made at least 48 hours before the travel time to avail the services.
5. Cancellation: Customer can cancel the booking at least 24 hours before service time by visiting the 'Manage Booking' section on the extraordinary weekends page.
6. Any cancellation less than 24 hours before service time/ no show will be considered as benefit availed.
7. All applicable government and airport taxes will be included in the service. All additional charges such as service upgrade/ additional luggage, etc. will have to be borne by the customer.
8. No change in name of the passenger(s) or guest(s) from that provided at the time of booking shall be permitted
9. This benefit cannot be clubbed with any other ongoing offer discount/cash back/promotion.
10. No change or cash can be taken in exchange of the offer.
11. This is for personal use only, travel agents found using the services would lead to cancellation of booking and no refund would be made.
12. The bookings and services will be facilitated by the service partners. Offer provided by Axis Bank is solely for promoting usage of Axis Bank Burgundy Private Credit card and Axis Bank holds out no warranty or makes no representation about the quality, delivery or otherwise of the goods and services offered/sold by the service partners. Any dispute or claim regarding the goods and/or services must be resolved by the Cardholder with the service partners directly.
13. Customers availing this benefit is understood to have allowed Axis Bank the right to share customer information required to facilitate the booking with the service partner (i.e. name, mobile number, email address, accompanying guests). All information shared will be covered under the privacy policy of our partners.
14. Axis Bank reserves the right to disqualify any participant/s from the benefits of the Offer under reasonable grounds. In case of any fraudulent activity, prosecution will be carried according to the purpose of availing the benefits under the Offer.
15. Axis Bank reserves the right at any time, without notice, to add/alter/change/ or vary any or all of these terms and conditions or to replace, entire or in part, this offer by another offer, whether similar to this offer or not, or to withdraw it altogether.
16. Axis Bank also reserves the right to discontinue the Offer without assigning any reason or without any prior intimation, whatsoever.
17. Cardholders whose accounts are not active and/or are closed or have a credit freeze will not be eligible for the benefits of the offer.
18. Axis Bank will not be responsible or liable in case the offer is not configured or could not be availed due to malfunction, delay, traffic congestion on any telephone network or line, computer on-line system, servers or providers, computer equipment, software, or website.
19. The participation in the offer is entirely voluntary and it is understood, that the participation by the Cardholders shall be deemed to have been made on a voluntary basis.

20. In case of all matters relating to the offer including any dispute or discrepancy relating to the offer or eligibility of any Cardholder, Axis Bank's decision shall be final and binding on Cardholders in all respects.
21. The terms and conditions governing the offer shall be in addition to and not in substitution / derogation to the Primary Terms and Conditions governing the Credit Card issued by Axis Bank.
22. Images provided in promotions are only for pictorial representation and Axis Bank does not undertake any liability or responsibility for the same.
23. Nothing contained herein shall constitute or be deemed to constitute an advice, invitation or solicitation to purchase any products/ services of any third party and is not intended to create any rights and obligations.
24. The offer by Axis Bank is subject to applicable laws and regulatory guidelines/ regulations and as per bank's extant guidelines from time to time.
25. Axis Bank may use the services of agents for sales / marketing of the products/services. Copy Rights of Axis Bank Limited. All rights are reserved
26. Axis Bank shall not be liable in any manner whatsoever for any loss/ damage/ claim that may arise out of use or otherwise of any goods/ services availed of by the Card Holder/s under the offer.
27. Axis Bank shall not be held liable for any delay or loss that may be caused in delivery of the goods and /or services under the offer.
28. Axis Bank reserves the right to disqualify any cardholder from the benefits of the offer if any fraudulent activity is identified as being carried out for the purpose of availing the benefits under the offer or otherwise by use of the Card.
29. The offer is not available wherever prohibited and products/ services for which such programs cannot be offered for any reason whatsoever.
30. Logos/trademarks used are owned by respective entities. Axis Bank has been authorised to use these logos/trademarks for offer promotion purposes.
31. Axis Bank shall not be obliged to make any public announcements to intimate the successful Cardholders about the discount under the offer.
32. Any dispute relating to the offer or the terms and conditions shall be subject to the jurisdiction of the courts in Mumbai only.
33. Any person taking the advantage of this offer shall be deemed to have read, understood and accepted these terms and conditions.
34. The decision of Axis Bank will be final and binding on all and any correspondence in this regard will not be entertained.