

AU Credit Card Meet & Assist Terms and Conditions



Benefit:

- AU Traverse Cardholders are eligible for 4 complimentary airport Meet & Assist Concierge services in one calendar year (1 per calendar quarter).
- Offer validity: This is an ongoing feature/benefit on the AU Traverse Credit Card provided per year and is applicable on all active cards.
- Meet & Assist Concierge services can be availed at selected Airport within India.

How to avail:

- AU Traverse Credit Cardholders need to call concierge desk on 1800 210 0298 (toll free) or 022-42320298.
- Cardholders need to confirm the date/time of travel, departure/arrival airport where you want to avail the services etc. and any other special requirements.
- Service confirmation will be sent to your registered email address 4 hours before the travel time.

Detailed terms and conditions:

- Booking should be made 72 hrs. prior to travel.
- E-tickets are mandatory for booking Meet & Assist services.
- Cardholders should be aware of the customs rules/laws of the land.
- In case of any Documentation issue at immigration/Customs/Airlines, service will be terminated with zero refund.
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- No refunds will be made in case of No Show, Cancellation etc. If flight is rescheduled and amendment to MAAS booking is not possible – no refunds will be issued, and complimentary service will be considered as availed.
- Rescheduling requests will be processed as per availability. AU Small Finance Bank Concierge (Aspire Lifestyles) will revert to users regarding availability within 5 hours of rescheduling availability. Any charges applicable will be borne by cardholder.
- Baggage assistance of up to 3 bags allowed within a complimentary package. For more than 3 bags, charges may be applicable: to be borne by the customer.
- All additional charges such as service upgrade/ additional luggage, etc. will have to be borne by the customer.

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- No change in name of the passenger(s) or guest(s) from that provided at the time of booking shall be permitted.
- This benefit cannot be clubbed with any other ongoing offer discount/cash back /promotion.
- No change or cash can be taken in exchange for the offer.
- This service is for personal use only; travel agents found using the services would lead to cancellation of bookings and no refund would be made.
- The bookings and services will be facilitated by the service partners. Offer provided by AU Small Finance Bank is solely for promoting usage of AU Traverse Credit Card and AU Small Finance 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.
- Cardholders availing this benefit is understood to have allowed AU Small Finance 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 shared information will be covered under the privacy policy of our partners.
- AU Small Finance 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 out according to the purpose of availing the benefits under the Offer.
- AU Small Finance Bank reserves the right at any time, without notice, to add/alter/change/ or vary any or all these terms and conditions or to replace, entire or in part, this offers by another offer, whether similar to this offer or not, or to withdraw it altogether.
- 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.

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Please find below list of cities:

Domestic & International Terminals (Arrival & Departure)
Ahmedabad
Bengaluru
Calicut
Cochin
Delhi
Goa
Guwahati
Hyderabad
Lucknow
Mangalore
Mumbai
Trivandrum
Varanasi
Prayagraj
Jaipur
Coimbatore
Kolkata

Disclaimer: AU Small Finance Bank Standard Terms & Conditions Apply. For more details regarding the Terms and Conditions, please contact the AU Small Finance Bank Customer Helpdesk.