

## **AU ivy Complimentary Golf Plays Terms & Conditions**

- AU ivy customers can enjoy **2 complimentary golf plays** per calendar quarter.
- This offer is applicable at the customer level. Customer should hold an active AU ivy Debit card. Customer can only book for themselves.
- Unutilized complimentary golf plays will not be carried forward in next calendar quarter.
- AU ivy customers need to call on AU concierge desk 1800 1200 1200 (toll free) through registered mobile number and Press 2 to place the request. Concierge team will help with the booking process.
- Concierge Desk will ask for first 8 digits of debit card number to validate the AU ivy customers.
- Concierge executive will help customer with Golf courses availability & confirm booking. Customers will receive the booking confirmation on email post receiving confirmation from the golf course.
- A customer can hold only **one** confirmed slot per day.
- The inclusions provided in the golf plays will be subject to change and in general only **includes Green Fee**.
- If customer has availed 2 or less than 2 Golf Plays in one calendar quarter, booking will be considered as complimentary to customer.
- After availing 2 complimentary bookings, if customer requests for another booking, charges will be borne by customer itself with customer's consent.
- AU Small Finance Bank reserves the right to change/replace the golf clubs and facilities at which golf benefits are being offered under this Program without any notice to the Customers.
- This facility / benefit is being facilitated to AU ivy customers through "Greenedge Enterprise Private Limited" (GEPL) who represents a Service provider, and the bookings shall be processed through the Service provider only.
- Bookings are subject to availability.
- Bookings on weekdays & weekends are subject to minimum flight requirement and other requirements as mandated by the golf courses such as mandatory club member
- Bookings are valid only for the stated date & time and for the duration of the Golf Play only.
- Golfer can check in with his/her name on arrival at the venue, however, in the event that the golf club requires more information, please show the confirmation details. It is mandatory to carry the booking confirmation details to the golf facility.
- Bookings open 14 days prior to the tee off day and close 03 days prior to the tee off day at domestic golf courses. However, the actual confirmation of the booking is subject to the golf course booking policy for visitors and also availability at that time.
- Bookings once confirmed, cannot be cancelled and will be considered as consumed

- Golf courses may under certain circumstances cancel already confirmed bookings to accommodate any late minute groups, special events and so on. In such cases, alternative tee slots will be provided or the booking can be made on another date.

**Please find below Golf Clubs List for Golf Plays:**

<b>CITY</b>	<b>GOLF COURSE</b>
Ahmedabad	Belvedere Golf & Country Club
Ahmedabad	Glade One Golf Club
Ahmedabad	Kensville Golf Club
Ahmedabad	Kalhaar Blues & Greens Golf
Ahmedabad	Gulmohar Greens Golf Club - Indian
Bengaluru	Prestige Augusta Golf Club
Bengaluru	Clover Greens Golf Course
Bengaluru	Zion Hills Golf County (Champions Reef)
Bengaluru	Prestige Golfshire
Chandigarh	Panchkula Golf Club - Indian
Chennai	Tamilnadu Golf Federation (Cosmopolitan Golf Club)
Delhi	Golden Greens Golf Club
Delhi	Karma Lake Lands Golf Club
Delhi	Jaypee Wishtown Golf Club - Indian
Goa	The Lalit Golf Course
Gulmargh	Gulmarg Golf Club
Gurgaon	Classic Golf & Country Club
Hyderabad	Hyderabad Golf Association
Hyderabad	Boulder Hills Golf & Country Club
Jaipur	Rambagh Golf Club - India
Jamshedpur	Beldih Golf Course - Indian
Jamshedpur	Golmuri Golf Course - Indian
Kochi	CIAL Golf & Country Club
Kodaikanal	Kodaikanal Golf Club
Kolkata	Tollygunge Golf Club
Lucknow	Lucknow Golf Club - Indian
Mumbai	9 Aces Golf Greens & Academy
Mumbai	Willingdon Sports Club
Mumbai	Kharghar Valley Golf Course - Indian only
Mumbai	Bombay Presidency Golf Club
Nashik	Riverside Golf Club
Noida	Jaypee Greens Golf & Spa Resort -Indian
Pune	Poona Golf Club
Srinagar	Royal Springs Golf Club
Vadodara	Gaekwad Baroda Golf Club
Vizag	East Point Golf Club - Indian

## **Golf Course Policy**

- Customer must be in possession of a valid Handicap Certificate (Maximum Handicap: 24 for Men | 36 for ladies) at the time of registration to avail the complimentary play of golf.
- Golfers are subject to golf club's rules on minimum handicap requirements, producing valid handicap certificates, golfing attire, mandatory flight requirement, mandatory club member joining, IGU membership and any other requirements as stipulated by the golf course. The golf club reserves the right to reject/restrict play in the event of not fulfilling these requirements.
- The golf club reserves the right to reject/restrict play in event of not fulfilling these requirements
- Customers cannot entertain their guests/family members/friends at the golf club without explicit permission to do so.
- The list of Golf Clubs included in the program are subject to change.
- Golf Courses will not be accessible on tournament days and other holidays closed for guests.
- Golf clubs will not entertain any correspondence / enquiries and /or attempts for bookings directly from the participating golfers and golf clubs will not respond directly to any such enquiries.
- Golf course terms and conditions apply and are subject to change.
- Access to the golf clubs cannot be used by the participating golfers in conjunction with any other promotional golf program or to participate in any private event, tournament, or any other special golf day arrangement.
- The golfer (AU ivy Customer) will be solely liable for any violations by them of any local rules/policies of the golf clubs including behaviour on the course/property. The Service Provider will not be held liable for any such violations. The card members will be solely responsible for any damage to the golf course/property/equipment/practice areas/etc.

## **Payment T&Cs**

- Any golf plays which are chargeable will be communicated at the time of making a booking. Payment for Paid bookings will need to be made to the service provider in advance and will be subject to the same cancellation policy as per the program.
- If customer has availed 2 or less than 2 Golf Plays in one calendar quarter, booking will be considered as complimentary to customer.
- After availing 2 complimentary bookings, if customer requests for another booking, charges will be borne by customer itself with customer's consent.
- Other services such as Caddie, Buggy etc are not included in the complimentary benefit and are to be paid directly to the golf course or the service provider as per

the requirement. Tips & Gratuities (caddies, guide, drivers etc) are not included and need to be paid directly to the caddie/guide/driver.

- Weekend generally refers to Saturday, Sunday & Public or Bank Holidays as stated by the golf course. Unless otherwise mentioned. The rates for weekday and weekend differ.

### **General T&Cs**

- GEPL/AUSFB is not responsible for or liable for any action, claims, demands, losses, damages, cost, charges and expenses which the customer may suffer, sustain or incur including but not limited to changes or cancellations of the services provided under this program.
- GEPL/AUSFB is not responsible for the quality of the services provided by the golf club or the golf pros.
- Other standard T&Cs of the golf club applies.
- GEPL/AUSFB and their partners and agents, employees, directors, officers, representatives, shareholders, host golf clubs and other suppliers of goods and services accept no liability from any and all claims for damages for death, personal injury or property damage which the golfer, his/her personal representatives, heirs, next-of-kin, assigns and insurers may have, or which may hereafter accrue, as a result of using the services provided in this program
- GEPL/AUSFB shall not be considered liable or in default of providing the golf services if such performance is prevented by adverse conditions, which is beyond its control.
- GEPL's role is to provide access and golf bookings to the above golf courses. However, the Service Provider bears no direct or indirect control over the "Golf Courses" and their internal policies, rules and service quality and hence in no way shall be held responsible for the same.

### **Golf Play Policy**

- The inclusions provided in the golf plays will be subject to change and in general only includes Green Fee.
- If not mentioned in "Inclusions", voucher does not include caddie fees, buggy fees, caddie tips & any other services.
- The golf clubs reserve all rights to slot in golfers to fill any vacant slots in flights without having to inform the golfers who have already made their tee time booking during weekdays or weekends.
- Golfers (AU ivy customers) participating in this program could be allowed to play with members of the club or any other Green Fee-paying guests and use the benefits of this program, provided that a confirmed golf booking is held by the other players

and the golf club allows clubbing of bookings. In some instances, golf club will not allow clubbing of bookings and joining golfers into already booked flights may not be possible.

- All tee times should be booked in advance through GEPL. No walk-ins or direct payment to Golf Clubs are allowed in this program.
- The minimum flight requirement on weekdays is 2 balls on a weekday and 3 ball on a weekend. This could change based on golf course policy.
- Whether on weekdays or weekends (or public holidays), tee times provided for single, or 2 golfers are indicative as the golf course reserves the right to hold them up for a period of time (not beyond reasonable limits) to team the golfer/s up with other golfers to optimize pace of play on the course as per the course policy or otherwise.
- This golf program is valid for golf course access only to individual golfers and is not valid for any Group Bookings.
- Golf Clubs may at any time change the inclusions for the Golf Plays and any additional services need to be paid for directly to the Golf Club

### **Rain Check Policy**

- Rain check policy is subject to the discretion/rules of the golf club.