

## **Citibank India LoungeKey Program**

### **Terms & Conditions**

**Offer:** Citi World Debit Cardholders are eligible for complimentary lounge visits at participating lounges till 31 Dec, 2020. The permissible complimentary visits depending on the World Debit Card type is as follows:

Citigold Private Client World Debit Card – 20

Citigold World Debit Card – 16

Citi Priority World Debit Card –8

**The total complimentary visits by cardholder/guests on an eligible card should not exceed the count mentioned in the grid above. Cardholder should be present to avail complimentary guest visits.**

1. This offer is valid exclusively on Citi World Debit Cards issued in India.
2. At a participating lounge, cardholders should introduce themselves as a LoungeKey member to the lounge receptionist. Their eligible Citibank World debit card will be swiped for an amount of US \$32 per person per visit, which will be released if the cardholder has not exhausted his/her complimentary visits, within 8-10 days. A valid boarding pass or an acceptable form of identification matching the name on the eligible payment card is also required.
3. LoungeKey membership is only applicable for partner airport lounges outside of India. Your complimentary lounge access in partner lounges in India will continue to exist.
4. To assess whether or not cardholders have fully utilized their complimentary visit allocation, cardholders are requested to check their lounge visit history by logging on to the website mentioned below basis your card type, as the airport lounge would not be able to advise whether or not a lounge visit will be complimentary. Please note that the visits are updated on your LoungeKey account within 3- 5 days of your visit.

#### **LoungeKey Website:**

Citigold Private Client World Debit Card - [www.loungekey.com/citiindiaCPC](http://www.loungekey.com/citiindiaCPC)

Citigold World Debit Card - [www.loungekey.com/citiindiaCG](http://www.loungekey.com/citiindiaCG)

Citi Priority World Debit Card - [www.loungekey.com/citiindiaCP](http://www.loungekey.com/citiindiaCP)

5. Any cardholder or cardholder's guest visits over the complimentary ones (mentioned in the grid above) will be charged at US \$32 per person per visit to the cardholder.
6. Cardholders are responsible for checking that the details of their visit are correct at time of entry into the lounge and are accurately reflected in the lounge receipt.
7. Citibank, LoungeKey or Mastercard do not have any control over the opening times, facilities, service or personnel of any of the lounges participating in LoungeKey. All details regarding participating lounges are available on the Citibank LoungeKey websites as mentioned under point 4. Said lounges are subject to the administrative procedures of the individual lounge operators and may alter at any time without prior notification to Citibank, LoungeKey or Mastercard.
8. The above terms and conditions are not exhaustive; please also refer to the LoungeKey conditions of use and Lounge terms of participating lounges available on the respective LoungeKey website for further details.

#### **Detailed Terms & Conditions.**

1. Citibank or Mastercard does not assume any responsibility for the products and services offered under this LoungeKey Program. The products are sold and services are provided solely by the Lounge, under such terms and conditions as determined by such Lounge, and Citibank or Mastercard accepts no liability whatsoever in connection with such products and services.

2. The products and services have not been certified by Citibank or Mastercard and under no circumstances shall the inclusion of any product or service in this LoungeKey Program be construed as an endorsement or recommendation of such product or service by Citibank or Mastercard.
3. Citibank, LoungeKey or Mastercard shall not be liable for any loss, consequential loss or damages suffered by the Cardholder or Cardholder guest as a result of any alteration in any lounge operator's administrative procedures or lounge facilities or for any wrongful information relating to any Cardholder or Cardholder guest by any lounge operator's employees or agents.
4. A list of the participating LoungeKey lounges will be published and updated accordingly on the Citibank LoungeKey website. This list is subject to change as lounges enter and exit the LoungeKey Program. There is no guarantee of participating LoungeKey lounges, their amenities, services or policies.
5. Citibank does not make any warranties or representation on the delivery, service, quality, quantity, merchantability, suitability or availability of the products or services included in this offer.
6. Citibank is NOT liable or responsible for any claim(s), dispute(s) regarding delivery, service, suitability, merchantability, availability, quantity or quality made available to the Customers under the Offer on the products/services (shortly referred as "Claims").
7. Acceptance of these terms is a prerequisite for participation. Such participation is voluntary and is deemed as acceptance of the terms and conditions mentioned herein.
8. Citibank holds the exclusive right at its sole discretion to refuse or deny the offer to any Customer. The Customer shall become ineligible to participate in this Offer if his/her card is cancelled before the expiry of /during the Offer Period.
9. If the Offer and/or anything to be done by Citibank or any other entity in respect of the Offer is prevented or delayed by causes, circumstances or events beyond the control of Citibank or any other entity, including but not limited to, tampering, unauthorized intervention, interception, fraud, technical failures, floods, fires, accidents, earthquakes, riots, explosions, wars, hostilities, acts of government, or other causes of like or similar or other character beyond the control of Citibank or the merchant, then Citibank and/or the merchant shall not be liable for the same to the extent so prevented or delayed, and will not be liable for any consequences and on occurrence of such event, the Offer may be withdrawn at the discretion of Citibank.
10. All applicable taxes or liabilities or charges payable to the Government or any other authority or body, if any, shall be borne directly by Customer and/or billed to the account of the Customer as applicable at the time the respective Programs were offered.
11. Citibank reserves the right to modify or change any of the terms and conditions applicable to this program at any time with/without prior notice to the Customer.
12. Citibank shall not also be liable for any loss or damage whatsoever that may be suffered, or for any personal injury that may be suffered, to a customer, directly or indirectly, by use or non-use of products/services under the Offer.
13. Citibank reserves the right, at any time, without prior notice and without assigning any reason whatsoever, to add/alter/modify/change/cancel or vary all of these terms and conditions or to replace, wholly or in part, this Offer by another offer, whether similar to this offer or not, or to extend or withdraw/cancel it altogether at its sole discretion and the same shall be binding on the Cardholder at all times.
14. Nothing herein amounts to a commitment by Citibank to conduct further, similar or other offer.
15. The above Offer is by way of a special offer for select Citibank Debit Cardholders only and nothing contained herein shall prejudice or affect the terms and conditions of the Citibank Account Terms and Conditions. The above terms shall be in addition to and not in derogation of the terms contained in the Citibanking Account Terms and Conditions. Payment of fees/service charges/all other amounts due from the Customer to Citibank from usage of debit cards by the Customer under this Offer and/or otherwise will be governed by Citibank Account Terms & Conditions which are available in the online portal <http://www.citibank.com/india>.

16. A Card holder without being required to do any further act, shall be deemed to have read, understood and unconditionally accepted the terms and conditions herein. The above terms and conditions need to be read in conjunction with the Citibank Account Terms and Conditions.
17. The terms & conditions shall be governed by the Laws of India.
18. Any disputes arising out of this Offer shall be subject to the exclusive jurisdiction of competent courts in Mumbai only, irrespective of whether Courts in other areas have concurrent or similar jurisdiction.
19. The Offer cannot be combined with any other offer and cannot be transferred or assigned to any other person/customer.
20. This product/service is offered by branches of Citibank, N.A. in India.

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