

Federal Concierge Terms and Conditions

Convenience Fee Charges

Module	Convenience Fee
Travel Services	2% of service cost (inclusive of taxes) or INR 500 whichever is lower
Golfing Services	2% of service cost (inclusive of taxes) or INR 500 whichever is lower
Arts and Culture Services	2% of service cost (inclusive of taxes) or INR 500 whichever is lower
Business Services	2% of service cost (inclusive of taxes) or INR 500 whichever is lower
Other Services	2% of service cost (inclusive of taxes) or INR 500 whichever is lower
Wine and Dine Services	2% of service cost (inclusive of taxes) or INR 500 whichever is lower

1. Customers to be charged the applicable cost basis opted service + taxes as levied + convenience fee.
2. Convenience fees will be levied at the time of booking the service and will be non-refundable

Cancellation Charges

1. Customer can cancel a booking by calling up our customer care service. In case of cancellation by the customer, cancellation fee levied by the service provider will be applicable. The cancellation fee amount might vary depending on service opted for, service provider and time of cancellation.
2. All applicable cancellation charges will be borne by the customer
3. Federal bank concierge will be responsible for managing refunds for cancellations routed through the concierge.

Flight Booking Policy

- Flight bookings will be provided to the Cardholders by the Loylty Rewardz Mngt Pvt Ltd. All the Bookings will be subject to the acceptance by Cardholder of Supplier terms and conditions. The prices of such Bookings will be driven as per market fare received from the suppliers.
- The cancellations will be subject to Suppliers' terms and conditions and will attract charges levied by Suppliers in addition to standard transaction fees.
- Rescheduling/modifications of any element in the Bookings will be subject to the Suppliers' terms and conditions and will attract charges levied by the supplier in addition to standard transaction fee.
- Rescheduling / modifications will be treated as cancellation and new bookings. In this case, the amount for the new Booking will be charged and the refund amount for original booking will be refunded.
- Re-credit of original payment in case of cancellation or modification will be as per refund process of Loylty Rewardz Mngt. Pvt Ltd and payment gateway.

Flight Terms and Conditions

- You are required to pay the entire amount prior to the confirmation of your booking.
- There will be no refund for 'no-shows' or any partially unused flights.
- Meals, frequent flyer miles and special service requests are on request basis only and are subject to airlines confirmation.

- For any information regarding your Frequent Flyer miles, please contact the airline directly.
- Kindly ensure that you have the relevant visa, immigration clearance and travel with a passport, with a validity of at least 6 months.
- To avail of infant fares, an infant must be under 24 months throughout the entire itinerary you are booking. This includes both onward and return journeys. If the infant is 24 months or above on the return journey, you'll need to make a separate booking using a child fare.
- Infants must be accompanied by an adult at least 18 years of age.
- Loylty Rewardz is not responsible for any schedule change by the airline after issuance of the ticket, but will inform you of the same if informed by the airlines. It is advisable to reconfirm your flight timings 24 hours prior to your flight departure.
- Check in - As per the airline rules, the standard check-in time begins 4 hours before departure.
- Infants must have valid proof-of-age documents showing that the infant is under two years old.
- You need to carry appropriate travel permissions (Valid Passport, Visa, Immigration clearance etc.) done before departure. Loylty Rewardz is not responsible

Cancellation Policy

- Every booking made on Loylty Rewardz is subject to cancellation charges levied by the airline, which may vary by flight and booking class.
- Some booked fares may be non-refundable per the specific airline's policy.
- Only cancellation requests made telephonic through our customer support shall be entertained. Loylty Rewardz shall not be liable to entertain any cancellation requests made through any other medium including but not limited to sms, e-mail.
- If you have done a 'Web/Tele Check-in' with the airline, get in touch with the airline for cancellation. Loylty Rewardz will not be able to process the refund for the same and will not take any responsibility for the same

Refunds

- It is mandatory to contact Loylty Rewardz for all refunds, as the airline will not be able to refund your tickets booked through Loylty Rewardz.
- Processing times for cancellation and refund requests vary.
- Refund for partially utilized tickets (for e.g.: - only one sector flown & other sector cancelled) may take 25 to 30 working days depending on the Airline.

Hotel Booking Policy

- The primary guest must be at least 18 years old to be able to check into this hotel.
- Standard check-in time is 12:00 PM and check-out time is 12:00 PM. Early check-in or late check-out is subject to availability and the hotel might charge you extra for it.
- The total price is inclusive of all applicable taxes. However, it does not include additional personal expenses like telephone charges, meals that aren't a part of your meal plan, any hotel services you use (like laundry and room service) or tips. The hotel will charge you directly for these when you're checking out.
- Some hotels may require you to furnish a valid photo-id and address proof at the time of check-in. Documents that you can carry as id proofs include driving license, passport or voter's ID card. Do carry any one of these to avoid inconvenience.

- Hotels may charge a mandatory meal surcharge on festive periods e.g. Christmas, New Year's Eve etc. All additional charges (including mandatory meal surcharges) need to be cleared directly at the hotel.

Cancellation Policy

- Only those cancellation requests which are made on the phone to our customer support team shall be entertained.
- If you don't show up at the hotel, you'll still be charged the entire amount.

Modifications & Refunds

- Don't call the hotel directly for reservation changes or cancellations. The hotel's agents can't make changes to or process refunds for these specially-negotiated rates.
- We take at least 14 working days to process refunds for bookings cancelled online. Your bank may debit its own separate charges from refunds made to your credit card or bank account.

Hotel Booking Policy

If you cancel within 24 hours before check-in, you will incur 100.0% of your total stay.

Other Services

Booking of other services provided by the Federal Concierge is subject to availability. Terms and conditions of these services will be informed to the customer at the time of booking. Availing the service and payment for the same will be deemed as acceptance of the terms and conditions levied by the service provider.

For any assistance, please email us at concierge@federalrewards.in or call our customer care service at 1800-258-2566 between 9am to 6pm.