

## Terms and Conditions for SCMM MOD (Holiday INN)

### 1. Definitions

- i. **Bank:** Standard Chartered Bank in India.
- ii. **Offer:** The offer means "Get flat 20% instant discount on food and beverages at Holiday Inn and a flat rate of ₹8000 on hotel stays (Superior Category rooms) "
- iii. **Offer Period:** The offer period shall commence from 00:01 hours on 21 November 2016 and shall extend upto 11:59 hours on 31 October 2017.
- iv. **Qualified Customer:** The offer is applicable to all Standard Chartered credit/debit card clients
- v. **Non Eligibility:** NRE Account Holders will not be eligible for the offer

### 2. Offer Details

- i. Customer has to transact using his/her Standard Chartered Credit/Debit Card at Holiday Inn Mumbai
- ii. Customer would be eligible for flat 20% instant discount on food and beverages at Holiday Inn and a flat rate of ₹8000 on hotel stays ( Superior Category rooms ), commencing from 00:01 hours on 21 November 2016 and shall extend upto 11:59 hours on 31 October 2017.
- iii. The offer is valid for Holiday Inn Mumbai
- iv. This offer cannot be clubbed with any other offer/promotion of Standard Chartered Bank

#### Inclusions and Exclusions:

All StanC credit and debit cards will qualify for the campaign. No card variants are excluded from the campaign. NRE Account Holders will not be eligible for the cash back

#### Is Standard Chartered Bank responsible for the products offered?

Standard Chartered Bank does not make any warranties or representation of the quality, merchantability, suitability or availability of the products or services included in this offer

#### Who needs to be contacted for customer complaints?

All the complaints need to be captured in CEMS first by GCC Frontline officers. If the query is not resolved within 48 hours then below mentioned escalation grid to be followed for resolution:

#### Escalation grid

1. shameena.khan@sc.com
2. saikat.roy@sc.com
3. rahoul.rajan@sc.com