

InterMiles Programme Terms and Conditions

Last updated: 24th March'21 (The latest update in the programme T&C has been made w.r.t InterMiles)

General Terms and Conditions (T&C's) governing the InterMiles Programme:

These T&Cs form the basis of the InterMiles programme. They apply to the relationship between you (being a Member (or prospective Member) of the InterMiles programme, and terms such as 'you' and 'your(s)' shall be construed accordingly) and us and are intended to protect both you and us. It is your responsibility to read and understand them before quoting your InterMiles Membership number to any Programme Partner. They contain very important information about your rights and obligations, as well as limitations and exclusions that may apply. Some of the clauses may be related to other clauses, and therefore we recommend that no clause be read in isolation. These T&Cs are effective as at the date of their publication and may be changed / modified by us at any time

1. Membership Agreement

These T&Cs set out the contractual relationship between Jet Privilege Private Limited and each individual Member of the InterMiles Programme.

Limited and each individual Member of the InterMiles Programme. These T&Cs incorporate by reference the InterMiles Tier Benefits T&Cs found [here](#).

In addition to these T&Cs, certain other terms and conditions may also apply to you depending on your use of the products or services offered as part of the InterMiles Programme and you will be required to separately comply with such terms including:

- Flights.InterMiles.com
- Digi Stores
- Hotels.InterMiles.com
- Shop.InterMiles.com
- MyFamily+ Programme
- Conversion of Points via Banks, Hotels & Petrol Pumps
- JetPrivilege HDFC Bank Credit Card
- JetPrivilege HDFC Bank Debit Card
- JetPrivilege HDFC Bank Diners Club Credit Card
- InterMiles ICICI Bank Business Advantage Card
- InterMiles ICICI Bank Co-Brand Credit Cards
- InterMiles IndusInd Bank Co-Brand Credit Cards

2. Definitions

2.1 The definitions given here relate to terms mentioned in the InterMiles Programme, unless the context states or requires otherwise. All defined terms importing the plural shall include the singular and vice versa.

'Accrual Activity' means any transaction made by the Member which enables accrual of InterMiles in the Member's Account as defined by InterMiles from time to time. **'Qualifying Activity'** is an Accrual Activity which counts towards a Member's Tier Status and is as detailed in clause 11.4 below

'Award Activity' or **'InterMiles Award'** or **'Award'** shall mean the rewards obtained by Members by redeeming their InterMiles in Members by redeeming their InterMiles in accordance with the terms and conditions for partial redemption under Clause 12 of these T&Cs and all other procedures and conditions set forth by the Programme or Programme Partners.

'Activity' refers to the combined use of Accrual Activity as well as Award Activity.

'Applicant' means any individual who fills in the enrolment form on InterMiles.com or enrolls from any other source as made available by the InterMiles Programme from time to time.

'Base InterMiles' are those InterMiles which are accrued for any Accrual Activity undertaken by the Member in accordance to the terms of the InterMiles Programme and does not include any associated Bonus InterMiles.

'Bonus InterMiles' means those InterMiles that are credited in addition to the Base InterMiles accrued by a Member in accordance to the terms of the InterMiles Programme and such credit is purely at the discretion of the InterMiles Programme.

'Data' means information personal to a Member available to the InterMiles Programme by virtue of the same being provided by the Member at the time of enrolment into the Programme or on account of the Member's transactions in and interactions with the Programme.

'Dynamic Tier Review' or **"DTR"** means the various rules applied to a Member's status in the Programme depending upon which a Member's Tier status is retained, upgraded or moved down, based on the InterMiles accrued for Qualifying Activities.

'Fraud' includes, but is not limited to, fraud, dishonesty and deceit and in particular:

- a) Knowingly supplying incorrect information, digitally and otherwise, including at the time of booking, to earn InterMiles
- b) Attempting to earn InterMiles for Accrual Activities that are not eligible for InterMiles or for Sectors that have not been flown or are not eligible for InterMiles
- c) Altering any Programme Partner documents to procure InterMiles
- d) Attempting to earn InterMiles for spends made by any person other than the Member or for sectors flown by any person other than the Member
- e) Unauthorized access of another Member's account for the purpose of carrying out activities any unauthorized activities
- f) Using or attempting to use stolen or counterfeit tickets or invoices on any Programme Partner
- g) Attempting to earn InterMiles more than once for the same flight sector or Programme Partner Accrual Activity
- h) Selling, bartering and / or purchasing InterMiles, Awards. This includes attempting to sell and or / purchase InterMiles and or Awards by means of Internet-based sales, auctions or through any other means

i) Misusing the programme benefits available to certain tiers e.g. repeated cancellation of revenue tickets to claim waiver on cancellation fees, or seeking waivers / refunds in case of schedule changes for any Flights despite being notified of the changes in advance or in contravention to Programme and its Programme Partner's policies and procedures governing such situations

j) Knowingly benefiting from the Fraud or misconduct of another Member or individual engaging in illegal or fraudulent activities

k) Acting in a hostile, abusive or aggressive way towards InterMiles staff or any of its Programme Partners' staff.

'InterMiles Programme' or **'Programme'** means the loyalty and rewards programme owned, managed and operated by Jet Privilege Private Limited offering benefits, facilities or arrangements to Members by virtue of their Membership in the Programme.

'InterMiles Card' and **'Membership Card'** means the card (physical or virtual) issued by InterMiles to a Member, with the Member's name, InterMiles Number and Tier and validity of such Tier status appearing on the face of the card.

'InterMiles' is the currency of the InterMiles Programme and is a non-monetizable unit, with no monetary value, which can be accrued and redeemed by the Member for transactions done in accordance with the procedures set forth by the Programme.

'InterMiles Member' or **'Member'** means (i) an individual who has enrolled into the InterMiles Programme, who is issued a Membership Card and whose details are available in the InterMiles Programme database.

'InterMiles Account' or **'Account'** or **'InterMiles Membership Number'** means the record of a Member's details and activities held on record with the Programme. Each Account is identified by a unique 9-digit number issued by the Programme.

'Loss' means losses, costs, damages, injuries, accidents or claims (whether direct or indirect) suffered by Members in connection with the provision of services or Awards.

'Programme Partner' means any 3rd party on whose products and services Members can accrue and/or redeem InterMiles as published by the Programme on its website, which may include but are not limited to dining programs, financial and insurance institutions, car rentals entertainment, hotel, lifestyle, publishing, retail, and telecommunication companies.

'Processing' and **'Processed'** includes obtaining, using, recording and holding in electronic or any other form.

'Prospect' means any potential Member who will cease to be a Prospect (and become a Member) upon being allocated an InterMiles Membership Number

'Referral' or **"Referral Programme"** means the successful enrolment of a new InterMiles Member into the Programme using the referring Member's unique referral link provided through the InterMiles Mobile App.

'Revenue Flights' are those flights where complete payment for booking the flight is done using Cash, Debit or Credit Card, Net Banking or Wallets etc. No InterMiles may be redeemed for booking such flights.

'Sector' or **'Flight'** means a single non-stop journey on an airline between two destinations, e.g.: Delhi – Mumbai. A return flight between Delhi and Mumbai would mean 2 (two) Sectors or Flights.

'Tier Benefits' or **'Benefits'** means the list bonuses, discounts or complimentary services accorded to Members in accordance to their Tier Status. The Benefits could be Pre-selected or Variable. 'Pre -selected Benefits' are those which are automatically made available to the Member on attainment of a specific Tier Status and cannot be swapped for any other benefit. 'Variable Benefits' are those which a Member has to select from an available list of Benefits, before they become available for use.

'Tier Bonus' means the InterMiles awarded to Members holding Silver, Gold or Platinum Tiers, in addition to Base InterMiles accrued by them for Qualifying Activities.

'Tier' or **'Tier Status'** means the level within the Programme attained by a Member on account of their Qualifying Activities. The Tier levels in the InterMiles Programme are Red, Silver, Gold and Platinum. Silver, Gold and Platinum Tiers levels are also referred to as **'Elite Tiers'**

'TPM' is the distance in miles between the origin and destination cities of a Sector as defined by accepted airline industry sources such as IATA.

'Tier Review Period' means a rolling 12 or 18-month period specific to each Member and is calculated from (i) the date of the Member's enrolment into the Programme or (ii) the date of attainment of a specific Tier. Qualifying Activities accrued during each Tier Review Period count towards a Member's ability to upgrade to a higher Tier level, or retention of the existing Tier level, as per the requirement of the DTR.

'Tier Validity Period' is 13 months from the date on which a Member attains or retains a Tier level in the Programme.

3. Membership

3.1 Membership of the InterMiles Programme is a privilege extended to persons enrolled with the Programme. It is not to be treated as a right attached to the holding of an InterMiles Account. The membership is being provided gratis and is not in lieu of any consideration from the Member.

3.2 Membership to the InterMiles programme is open only to:

a. Individuals based in India - who are above 18 years of age at the time of joining the programme.

3.3 Inter Miles reserves the right to enrol individuals / companies with resident addresses only in certain countries and/or regions. Such countries and /or regions are subject to change; however, reasonable advance notice will be given in circumstances where the removal of a country and/or region will affect existing Members from such country and / or region.

3.4 The InterMiles Card remains, at all times, the property of the Programme, which reserves the right at any time in its absolute discretion to refuse and/or revoke membership or refuse and/or withdraw a benefit (as applicable) to any Tier level. In case of revocation of membership due to

violation of any of the T&Cs of the Programme by the Member, any unutilized InterMiles and Awards that may have been issued will stand revoked.

3.5 To apply for membership, an individual must complete the InterMiles enrolment form online at www.intermiles.com. In case an individual is in possession of an InterMiles Account Number, membership can be activated by updating the same on the online enrolment form.

3.6 Membership commences as soon as the InterMiles Member is in possession of the Account Number. However, InterMiles are credited to the account only once the InterMiles Account is created in the database after the Programme receives and processes the Member enrolment information (for enrolments not done through www.intermiles.com).

3.7 InterMiles can be redeemed only once the Member has completed the verification of both the e-mail address and mobile number registered with the Programme. If either of the two is not verified the Member will not be able to redeem InterMiles.

3.8 A Member can hold only one InterMiles Account with a unique and verified e-mail address and mobile number recorded against the same. If there are more than one InterMiles Accounts containing the same mobile number and e-mail address, then all such accounts will be put under a pending status and InterMiles accrual and redemption will be possible only after each account is updated to reflect a verified and unique e-mail address and mobile number.

3.9 A Membership Card when issued is valid only for use during the period indicated on it and/ or if no validity is expressly stated, then till the validity of membership. The Member named on the Membership Card is the only person who may use the Membership Card for any purpose whatsoever. A Membership Card is not transferable and is not a credit / debit / payment card.

3.10 All InterMiles Members except base InterMiles Members can download a digital image of their Membership Card at any time through the logged in section of their account on www.intermiles.com.

3.11 Members whose InterMiles Tier Status is Platinum, Gold or Silver will be sent a new complimentary Membership Card along with the welcome kit.

3.12 Any subsequent card requests will attract a processing fee of 750 InterMiles. Members can place the request for a physical card through the logged in section of their Account

4. Enrolment

4.1 By clicking on “**I agree**” / “**I accept**” in your application to join the InterMiles Programme via the InterMiles Website (www.intermiles.com), social media platforms, or Programme Partner registration, you hereby acknowledge that you have read and understood the InterMiles Programme T&Cs and the InterMiles Tier Benefits document, and confirm your acceptance of the same.

4.2 Prospects may apply to enrol into the InterMiles Programme through (i) the InterMiles Website www.intermiles.com or (ii) the prevalent social media channels including but not limited to Twitter, Facebook, LinkedIn, etc. or (iii) by contacting the InterMiles Service Centre, and may immediately start to quote the Account Number that is sent via e-mail on successful completion of the online enrolment process.

4.3 Prospects may call up the InterMiles Service Centre and get themselves listed for enrolment. However, this is a provisional enrolment only. Full enrolment into the Programme is subject to the

Member logging on to the www.intermiles.com and completing the balance information as required by the Programme.

4.4 Once updated, the Member may start to quote the Account Number that is given to him over the phone at the time of the tele-enrolment.

4.5 Membership, however, is not confirmed and mileage credits accrued will not be honoured until the online registration form has been completed correctly in the English language, with all the mandatory fields filled in and Programme T&Cs accepted by the Member.

4.6 Accuracy of Information:

4.6.1 Applications will not be considered for enrolment if any of the details provided at the time of enrolment are found to be incorrect or non-factual.

4.6.2 For membership, an Applicant must supply all the information required in the InterMiles membership application form and complete all the processes and procedures as required by the Programme to complete the account set-up.

4.6.3 InterMiles may accept or reject any application for membership in its absolute discretion. If an application for membership is rejected, then any benefit that may have accrued to the applicant using a temporary Account Number will be null and void.

4.6.4 The personal information provided by the Member in the application form, or otherwise provided by the Member as an InterMiles Member, shall be processed in accordance with the Privacy Consent Notice ([available here](#)).

5. Use of the InterMiles Card, InterMiles Account and Benefits

5.1 The Member named on the InterMiles Card is the only person authorised to use the Membership Card and/or the InterMiles Account Number for any purpose whatsoever. The InterMiles Card is strictly non-transferable and is not a credit card, debit card, or payment card. The InterMiles Account Number is also non-transferable.

5.2 An InterMiles Card is valid only for use during the validity period indicated on it. If no validity is expressly stated, then till the validity of InterMiles Account.

5.3 Members must quote their Account Number and name as mentioned on the InterMiles Card when making any Accrual Activity or using any available services of a Programme Partner. Failure to provide the required information accurately may result in the applicable InterMiles not being credited to the Member's InterMiles Account and InterMiles or its Programme Partner will not be responsible in this regard.

5.4 Only the Member or any of the authorized or nominated representative of the Member is eligible to obtain information from InterMiles relating to such Membership Account data including but not limited to Accrual Activities and Award Activities transacted by the Member.

5.5 Members must quote their Account Number and name as mentioned on the InterMiles Card when making any Accrual Activity or using any available services of a Programme Partner. Failure to provide the required information accurately may result in the applicable InterMiles not being credited

to the Member's InterMiles Account and InterMiles or its Programme Partner will not be responsible in this regard.

5.6 Only the Member or any of the authorized or nominated representative of the Member is eligible to obtain information from InterMiles relating to such Membership Account data including but not limited to Accrual Activities and Award Activities transacted by the Member.

5.7 When a Member seeks to use or obtain any of the services, benefits, facilities or arrangements offered, the provision of such services, benefits, facilities or arrangements will be subject to the respective T&Cs of the provider of said benefits, facilities or arrangements.

5.8 While the Programme will endeavour to ensure that the services, benefits, facilities and arrangements as expressed or advertised by it or its Programme Partners will be available to the Members, the Programme will not be liable for any loss or damage, whether direct or indirect, arising from the provision or non-provision, whether whole or part, of any such services, benefits, facilities or arrangements.

5.9 The Member will be personally liable for any and all costs, taxes, surcharges, fees, carrier charges, other charges, claims or liabilities of whatever nature that may be applicable as a result of availing the use of any benefits, facilities or arrangements that are provided or made available to an InterMiles Member as a result of their membership in the Programme,

5.10 For InterMiles being claimed for any Accrual Activity retroactively, the Programme reserves the right to seek proof of such Accrual Activity from the Member as may be deemed appropriate at the time.

6. Member Obligations and Responsibilities

6.1 Members must not act in any way which breaches these T&Cs or abuse or misuse any benefits, facilities, services or arrangements accorded to the Member as a result of their membership in the Programme including by:

(a) Knowingly supplying or attempting to supply false, incorrect or misleading information, digitally or otherwise, or making a misrepresentation to InterMiles or any of its Programme Partners at any time;

(b) Attempting to accrue InterMiles for Accrual Activities that are not eligible for InterMiles;

(c) Altering Programme Partner documents to procure InterMiles;

(d) Attempting to accrue InterMiles for spends made by any person other than the Member;

(e) Accessing or attempting to access another Member's Account for the purpose of carrying out any unauthorised activities;

(f) Using or attempting to use stolen or counterfeit tickets or invoices on InterMiles Programme Partners;

(g) Seeking to accrue InterMiles more than once for the same Programme Partner Accrual Activity;

(h) Selling, bartering or purchasing any InterMiles Awards, including attempting to sell or purchase InterMiles by any mean;

- (i) Misusing the Benefits available to certain Tiers;
- (j) Knowingly benefiting from any fraud or misconduct of another Member or individual engaging in illegal or fraudulent activities;
- (k) Acting in a hostile, abusive or aggressive way towards InterMiles staff or any of its Programme Partners' staff;
- (l) Attempting to benefit from the programme benefits through creation of multiple identities and multiple InterMiles membership account including multiple InterMiles mobile application on the same device and where it has been adequately established by InterMiles that all these accounts belong to the same individual and there is an attempt to defraud the InterMiles Programme.

6.2 Members are responsible for regularly checking their Membership Account.

6.2.1 Member must notify InterMiles of any omissions, incorrect entries or other discrepancies within six months of such applicable Accrual Activity or Award Activity.

6.2.2 Member must advise InterMiles of any change of name, address or other details as soon as practicable after the change. Changes to the mailing address, contact number or other details may be made by logging into the InterMiles Account online at www.intermiles.com. Members must supply their InterMiles Membership Number, and any requested security information when making any such changes. Written proof must be supplied for any change of membership details. The Programme is not responsible for any failure by a Member to notify InterMiles Programme of any changes in accordance with this clause or for any incorrect changes notified to InterMiles.

6.2.3 Members must be able to produce their InterMiles Card (in physical or digital form) while availing any Accrual Activity or Award on any Program Partner.

6.3 Members are solely responsible for the confidentiality of their InterMiles account. Members agree to accept responsibility for all activities that occur under their Account when signed in using the applicable password.

6.4 Members should take all necessary steps to ensure that their InterMiles Membership Number, Account details, password and the transaction details in their InterMiles Account are kept confidential and secure and should inform InterMiles Service Centre immediately if they have any reason to believe that the same have become known to anyone else, or if their InterMiles Account is being, or is likely to be, used in an unauthorized manner.

6.5 Members are solely responsible and liable for any Accrual Activity or Award Activity carried out from their InterMiles Account either by the Member or any other person. InterMiles or the Programme Partners will not be responsible or liable for any Accrual Activity or Award Activity carried out from Member's account in any circumstances whatsoever.

6.6 Members are responsible for ensuring that their Account has adequate InterMiles as required for any Award redemption that they request.

7. Suspension and Termination of Membership

7.1 If a Member is found to be in breach of any of the T&Cs of the Programme, including but not limited to the obligations and responsibilities as including but not limited to those stated in clause 6.1

above, InterMiles may do any one or more of the following without any advance notice to the member:

(i) terminate the Member's membership and / or the right of the Member to use the InterMiles Card;

(ii) cancel all or any part of the InterMiles available in the Member's Account;

(iii) cancel or refuse to honour any Awards, Benefits or both, that have been redeemed by or provided to the Member. In such a case, InterMiles may inform the Programme Partners in relation to any such misuse or breach and the cancellation and/or refusal to honour such Award or Benefits and any miles accrued or redeemed or any payments towards such transactions will be treated as null and void and the Benefits offered, all the InterMiles in the Member's InterMiles Account and payments will be forfeited.

7.2 In the event that more than one InterMiles Membership Number is assigned to the same individual (duplicate accounts), InterMiles reserves the right to merge the two accounts. In the event the same e-mail address / mobile number is updated in more than one InterMiles account, then all such accounts will be deactivated. Such account(s) will be activated only when the respective InterMiles Member(s) amends the respective e-mail address /mobile numbers and the mobile number and the e-mail address have been verified, such that each account has a unique e-mail address/unique mobile number recorded against the same. Member(s) can amend their e-mail address and or mobile number by logging into the respective InterMiles Account(s) online at www.intermiles.com. Alternately, they can e-mail the InterMiles Service Centre from the same e-mail address registered in the InterMiles account. In such cases, the e-mail address/mobile number present in any of such account's will be changed provided the e-mail/mobile number change request is received from the same e-mail address as reflecting in the account(s).

7.3 Membership will automatically terminate on the death of a member. InterMiles will close the member's account upon receiving appropriate notification of the member's death. However, the member's legal heir may, upon production of relevant documents, redeem the Miles available in the deceased's InterMiles account till such time as they are valid for redemption. InterMiles will not be liable for any loss or damage whatsoever suffered by any person because of the termination.

7.4 InterMiles shall be at liberty to use any information and data made available to it in relation to any suspicious activity / misuse / abuse of the Programme T&Cs by a Member. Further, the Programme may initiate processes of suspension and termination of the Member's Account based on such information. The Programme shall not be liable for the use of such information / data.

7.5 InterMiles shall not be liable for any loss or damage, whether direct or indirect, resulting from termination or change of or to the InterMiles programme or any of the Benefits, facilities, or arrangements which are made available to Members, including, without limitation, Programme Partners' withdrawal or the withdrawal or limiting of any Benefit, services, or facilities.

7.6 Any transaction or activity done by an InterMiles Member which breaches the Programme T&Cs will be treated as null and void by the programme. Payments and InterMiles accrued or redeemed for such activities will be forfeited.

7.7 Selling/Attempting to sell any Award or InterMiles or any Benefit is an illegal activity and will attract legal action including but not limited to suspension of the Account from which such Awards were redeemed and cancellation of any InterMiles present in the Account as well as all associated Benefits. InterMiles also reserves the right to initiate legal or any other action it may deem fit to pursue, if it suspects any fraud or misuse of the T&Cs.

7.8 Termination of membership by Member

7.8.1 Members may, at any time, cancel their membership by providing written notice to the Programme.

7.8.2 The Programme will ensure that the Account is inactivated in the system for any further Accrual Activities and a confirmation notification will be sent to the registered e-mail address in the Account once the same is done. However, all the data about closed or cancelled Account will continue to be retained by the Programme due to regulatory and audit requirements.

7.8.3 The Member may however redeem existing accrued InterMiles in the Account as per the validity of such InterMiles. Any such termination of membership does not relieve the Member of any continuing obligations under these T&Cs.

8. Audit and Disqualification

8.1 InterMiles reserves the right to audit any and all Members' InterMiles accounts at any time, without notice to the Member(s), to ensure compliance with the T&Cs of the Programme.

8.2 Any Account where a violation of any T&Cs is found will be immediately blocked (which means that the InterMiles available in such account may not be redeemed, till such time as the violation is resolved or clarified. The Program may also impose penalties for such violation including but not limited to the deduction or forfeiture of InterMiles from said InterMiles Account.

8.3 InterMiles also reserves the right to disqualify any Member from further participation in the InterMiles Programme if, in InterMiles' sole judgment, such Member has violated the Programme T&Cs.

8.4 InterMiles reserves the right to initiate legal or any other action that it may deem fit to pursue if it suspects any fraud or misuse of the T&Cs of the InterMiles Programme.

9. Membership status and Tier evaluation

9.1 The InterMiles programme comprises of 5 levels: the entry level i.e. the InterMiles Membership and the Red, Silver, Gold and Platinum Tiers.

9.2 The InterMiles Tier is the entry level into the InterMiles Programme. Entitlement to the InterMiles Platinum, Gold, Silver or Red tiers depends on the applicable level of InterMiles accrued by Members within the Tier Review Period.

9.3 For upgrade to a higher Tier, the Dynamic Tier Review system evaluates a Member's Tier status on a daily basis for an upgrade where the Member's accrual of InterMiles in the preceding 365 days is calculated and if the Member has accrued the required InterMiles for the next higher Tier, the Member is upgraded to such higher Tier on that day itself with a new Tier Validity Period of 13 months from the date of the upgrade.

9.4 For retaining an existing Tier level, at the end of the Tier Validity Period (i.e. 13 months from the date of attainment of the existing Tier), the system will initiate a review of the Tier status. Our Dynamic Tier Review (DTR) system will review the InterMiles accrued for Qualifying Activities in the Member's Account during the 12 month period from the attainment of the existing Tier or for an additional 6 months period preceding the date of Tier attainment i.e. for a total of 18 months. So long

as the InterMiles accrued meet the Tier requirement under either of the 2 periods of evaluation (12 months / 18 months), the Member's Tier will be retained for an additional 13 months.

9.5 The InterMiles requirement to attain each Tier level can be found here. The Programme may, from time to time, change the number of InterMiles needed to qualify for each Tier or the Tier validity or Tier Review Period, but will endeavour to inform Members in advance of any such changes.

10. Accruing of InterMiles

10.1 Members can accrue InterMiles for all Accrual Activities on InterMiles' Programme Partners as communicated here by the Programme from time to time.

10.1.1 The quantum of InterMiles gained for each Accrual Activity will be specified by the Programme on www.intermiles.com.

10.1.2 Members in the Elite Tiers will also accrue Tier Bonus InterMiles, which are a percentage of the Base InterMiles earned for Accrual Activities on any Flights booked through www.intermiles.com or on Flights on select Partner Airlines booked through any booking channel, as well as all Accrual Activities undertaken on other Program Partners through www.intermiles.com only.

10.1.3 Members in the Elite Tiers will also accrue Tier Bonus InterMiles, which are a percentage of the Base InterMiles earned for Accrual Activities on any Flights booked through www.intermiles.com or on Flights on select Partner Airlines booked through any booking channel, as well as all Accrual Activities undertaken on other Program Partners through www.intermiles.com only. This is a Pre-selected Benefit for Elite Tiers.

10.1.4 InterMiles and/or its Programme Partners may also from time to time offer other types of Bonus InterMiles for certain activities.

10.1.5 Failure to provide complete /correct information at the time of booking the Accrual Activity, may result in the InterMiles due for that activity not being credited to the Member's Account as well as the Member not receiving certain Benefits.

10.1.6 InterMiles will not be credited for such Accrual Activities that are voluntarily cancelled by the member for any reason, irrespective of a refund for such activity being processed or not.

10.1.7 The responsibility to check that InterMiles and the corresponding Accrual Activities have been properly credited lies with the InterMiles Member. This can be checked by logging into the InterMiles Account online at www.intermiles.com.

10.1.8 Any Accrual Activity that is not tracked automatically at the time of booking of the said activity, may be credited retro-actively at InterMiles discretion on provision of appropriate proof of such activity by the Member.

10.1.9 InterMiles Members cannot claim credit for any Accrual Activity on a Programme Partner done prior to the date of enrolment into the Programme.

10.2 Accruing of InterMiles with Programme Partners.

10.2.1 InterMiles are credited automatically provided the InterMiles Membership Number is recorded at the time of activity with a Programme Partner. It is the InterMiles Members' responsibility to

ensure that the InterMiles Membership Number is provided at the time of the activity. Please allow 8-10 weeks for the Programme Partner activity to reflect in the InterMiles Account.

10.2.2 Members can accrue InterMiles when using any eligible Programme Partner service.

10.2.3 Partner InterMiles are accrued only on qualifying charges in respect of the services offered by the Programme Partners. It is the responsibility of the Member to check with the Programme Partner if the rate being paid or the service or product being purchased is eligible for accruing Partner InterMiles.

10.2.4 Accumulation of both Partner InterMiles and partner loyalty programme points, for the use of any partner service, is at the sole discretion of InterMiles and the participating Programme Partner. Members are advised to verify with the Programme Partner whether it awards InterMiles or points, or both.

10.2.5 InterMiles is not responsible for informing Members of any changes in InterMiles participation its Programme Partners. Members are therefore advised to confirm partner status prior to using the services / facilities of our Programme Partners. Partner InterMiles are available only at participating partner locations, or for eligible Accrual Activities which are subject to change without notice.

10.2.6 Some of the additional benefits and privileges offered by the Programme Partners will only be made available to the Member subject to quoting of a specific promotion code. Members must therefore check and quote the code as and where applicable to avail of the additional benefits and privileges.

10.2.7 InterMiles has no liability for the acts or omissions of its Programme Partners.

10.2.8 Members are subject to InterMiles and the participating Programme Partners' relevant T&Cs for reservation, activities, activities and all other matters concerning the use of such services.

10.2.9 Any Programme Partner activity that is not tracked automatically at the time of use may be credited later through a retro claim process. Members may submit their mileage claim retro-actively by submitting the retained segment of the boarding pass and travel ticket in case of Partner Airlines or receipts and invoices in case of other Programme Partners to the InterMiles Service Centre provided that the Member was enrolled in the InterMiles programme, at the time of travel / undertaking the partner transaction and the claim is made within 180 days from the date of travel or the relevant transaction. InterMiles will validate these transactions and credit the InterMiles if the transaction is eligible for credit. The process to validate will take a minimum of 4-5 weeks from the date of receipt of the retro claim request by the InterMiles Service Centre. In addition to the details provided by the Member to process the mileage claim request retro-actively, the Programme may seek additional information to process the claim.

10.2.10 All Programme Partners, which offer mileage and or service benefits to InterMiles Members, are listed on www.intermiles.com

10.2.11 In case of any Bonus InterMiles promotion, the Member will be required to quote the specific promotion or campaign code in order to become eligible to accrue the Bonus InterMiles. Retro-credit will not be given for Bonus InterMiles if the promotion or campaign code is not quoted by the Member at the time of booking the activity / availing of the service.

11. Mileage Accrual and Validity

11.1 For Accrual Activities on Flights:

11.1.1 InterMiles will be credited to the Member's Account for all Revenue Flight bookings made on www.intermiles.com. InterMiles can be accrued only once per Accrual Activity per Member on such booking, regardless of the number of seats purchased. Mileage accrual will be based on the total value of all the Flight tickets purchased under the said transaction, irrespective of the Member being the passenger or not on such Revenue Flights booked.

11.1.2 InterMiles will also be credited to the Member's Account for Revenue Flights booked on certain Partner Airlines, in select inventory classes through any appropriate booking channel (including but not limited to online as well as off-line travel agents as well as directly with the airline). The number of InterMiles credited to the Member's Account for such Flights is based on the distance flown and class of travel purchased. InterMiles accrual on such Flights is valid only for travel undertaken by the Member. InterMiles will be awarded only if the Member travels on a fare and booking class that is eligible for accrual of InterMiles as communicated by the Programme.

11.1.3 For connecting flights InterMiles will be credited as the total of the separate sectors of the trip. However, on direct or through flights with the same flight number and with one or more intermediate stops, InterMiles will be determined from the place of origin to the destination of travel.

11.2 For all other Accrual Activities:

11.2.1 When using the products / services (other than Revenue Flights) of the Programme Partners, InterMiles will be accrued for eligible Accrual Activities as per the accrual structure for each Programme Partner as detailed under the Earn InterMiles section on www.intermiles.com as may be amended from time to time.

11.3 Reporting of mileage credit and other account information:

11.3.1 Members can check their mileage statements by logging into the Account Summary section of their InterMiles Account on www.intermiles.com. This section displays all Accrual Activities as well as Award redemptions recorded in the Member's Account.

11.3.2 InterMiles will e-mail an account update notification to the registered and verified e-mail address of the InterMiles Member every month.

11.3.3 Any discrepancies must be reported in writing to the InterMiles Service Centre within 180 days of completion of such activity with appropriate proof of completion of such activity. Telephonic notification for mileage credit discrepancies will not be accepted.

11.4 Accrual Activities eligible for credit of InterMiles in a Member's Account are:

- a. Revenue Flights purchased on any airline on www.intermiles.com
- b. Revenue Flights purchased through any booking source, on select Partner Airlines, for bookings made in specified booking classes (i.e. 'RBDs'). The list of such airlines is stated here;
- c. Spends and charges incurred on InterMiles co-branded credit, debit and corporate cards as communicated by the Programme from time to time. This includes activities such as enrolment bonus, renewal bonus, spends threshold bonus, and plough back InterMiles. The list of such cards is stated here.
- d. InterMiles accrued by a Corporate under its Account as a part of the Business Rewards+ Programme

- e. All other Programme Partner services and benefits booked / purchased through www.intermiles.com or directly with the Programme Partner as specified here
- f. All InterMiles purchased under the Buy InterMiles option on www.intermiles.com
- g. All Bonus activities linked to Qualifying Activities, including but not limited to Tier Bonus and Cabin Bonus.
- h. Any other activity for which the Programme may decide to grant InterMiles, including but not limited to manual adjustments, or transfer or gifting of InterMiles, pooling of InterMiles under MyFamily+, InterMiles deposited as a service recovery, complimentary InterMiles credited to employees of the Programme, InterMiles credited into an Account as part of Member's Tier Benefit (i.e. Shop Voucher, Miles credit voucher etc.)

11.4.2 Accrual Activities for InterMiles credited as specified in 11.4.h will not count towards a Member's Tier status.

11.5 Validity of InterMiles

11.5.1 Subject to paragraph 11.5.2 to 11.5.8, all InterMiles accrued post July 1, 2018 will not have an expiry date subject to the accruing member having successfully completed at least 1 eligible accrual or redemption (award) Activity or any activity which is categorised as "eligible activity" by the program in the preceding 18 months of the current date. For the InterMiles credited after July 1, 2018, at the end of every calendar month, each Account will be reviewed and as long as the Membership Account reflects atleast one Accrual Activity or Award Activity in the preceding 18-month period, the InterMiles accrued in the InterMiles Account will continue to remain valid and available for redemption. E.g. Let's say InterMiles were credited to the Account of a member on 15th December 2019. This will be reviewed at the end of each calendar month. Let's assume the current month for review of InterMiles is April 2022. At the end of April, 2022, so long as the Account reflect atleast one Activity in the period 18 months preceding the current month of review (i.e. since, October 1, 2020 to April 1, 2022), the miles will be extended for one more month. The similar process will be repeated in the next months as well.

11.5.2 For the purposes of paragraph 11.5.1, for an Accrual Activity to be considered, the Activity must be completed and the corresponding InterMiles must be present as a credit in the InterMiles Account at the time of review. Similarly, for an Award Activity, to be considered, the activity including the debit of InterMiles must be completed during the review period.

11.5.3 InterMiles will continue to remain valid irrespective of any Activity being recorded in the Membership Account, so long as the Tier status of the Member is Platinum on the date of such review.

11.5.4 Any Accrual Activity credited to the account retrospectively after the expiry of InterMiles will not result in reinstatement of expired InterMiles. However, such activity will be considered as an eligible activity on the subsequent review date for mileage expiry.

11.5.5 If an Award Activity, which used up any InterMiles that would have expired on a certain review date, is subsequently cancelled, all InterMiles used for such Award Activity will immediately cease to be valid.

11.5.6 An Accrual Activity or Award Activity which is cancelled within the Review Period will not be considered for the InterMiles validity review.

11.5.7 Accrual Activities which are on pending or on-hold status will not be considered as an eligible activity.

11.5.8 Redeposit of InterMiles, charges towards setting up of any Account under MyFamily+, charges for Membership Card issuance, penalty charges for cancellation of any Awards will not be considered as eligible activities for mileage validity review.

11.5.9 All JPMiles earned prior to 1st July 2018 will be valid for 13 quarters (for JP members not holding a Co-brand card) and 21 quarters (for JP members holding a Co-brand card) as per the existing JPMiles validity policy. When such JPMiles are due for review at the end of the 13th or 21st quarter, the new mileage expiry rule will be applicable and if the Member has a Qualifying Transaction in the preceding 18 months then JPMiles will not expire & will be extended by another month.

11.5.10 For the InterMiles accrued prior to July 1, 2018, if an Award Activity, which used up any InterMiles that would have expired on a certain date, is subsequently cancelled, all InterMiles used for such Award Activity will immediately cease to be valid.

11.5.11 For the InterMiles accrued prior to July 1, 2018, irrespective of the time stamp on the InterMiles, such InterMiles will continue to remain valid in the Membership Account, so long as the Tier status of the Member is Platinum on the date of such review.

12. Redemption of InterMiles

12.1 Award Activities redeemable under the Programme include:

- a. A flight ticket purchased via www.intermiles.com against redemption of InterMiles from a Member's Account.
- b. A Flight ticket on select Partner Airlines purchased either online at www.intermiles.com or by contacting the InterMiles Service Centre, against redemption of InterMiles from a Member's Account.
- c. Any other Programme Partner activity listed under the Use InterMiles section on www.intermiles.com including and not limited to redemptions for Hotels and Digi Store.
- d. External Partner redemption activity offered on 'Shop' on www.intermiles.com or InterMiles App via TWID
- e. Any other redemption activity offered by InterMiles from time to time.

12.1.1 Effective 11th December 2020, the earlier criteria requiring a base member to fulfill a one-time qualification criteria of having minimum 2000 InterMiles in the account and complete 3 months in the program from the date of joining in order to redeem stands withdrawn

12.1.2 Effective 1st March 2021, Base tier members will not be eligible to redeem full miles for gift voucher. They can however continue to redeem full miles for flights, hotels, raffles and deals and external partner transaction via TWID.

12.1.3 Platinum, gold, silver and red tier members can redeem their miles across all reward categories and offerings

12.1.4 A redemption activity once carried out cannot be cancelled and miles will not be recredited unless explicitly allowed under the terms and conditions of usage of the corresponding reward product.

12.2 Use of any Award Activities will also be governed by the Terms & Conditions of the relevant Programme Partner.

12.3 Gifting / Purchase InterMiles:

12.3.1 Members may at any time purchase InterMiles for top-up in their own Account or for gifting to another Member's Account.

12.3.2 Any InterMiles acquired through the Purchase InterMiles option will be valid only if the Member has an Accrual Activity or Redemption Activity recording in the InterMiles Account in the previous 18 month period.

12.3.3 InterMiles can be purchased under this facility as mentioned [here](#). Each transaction can be for no less than 500 InterMiles and in multiples of 100 thereafter.

12.3.4 InterMiles can only be purchased online at www.intermiles.com.

12.3.5 Determination of the per mile value of InterMiles is at the sole discretion of the Programme. InterMiles reserves the right to change the price of InterMiles, impose additional restrictions on purchasing InterMiles and/ or conditions of obtaining InterMiles.

12.3.6 InterMiles reserves the right, in its sole discretion, to approve or disapprove the participation of any InterMiles Member in any offer related to purchase of InterMiles.

12.3.7 Any purchase of InterMiles will be posted to the relevant InterMiles Account within 72 hours of receipt of such request.

12.3.8 In the event of any mileage or financial discrepancy, payment calculations shall be based upon data available in the records held by InterMiles or its agent and which shall take precedence over the data in any other records.

12.3.9 All purchased InterMiles are non-refundable.

12.3.10 While InterMiles purchased will qualify for Tier evaluation, gifted InterMiles will not.

12.3.11 In addition to the per mile charges, all applicable taxes (including but not limited to Goods and Service Tax 'GST') will be applicable for such transactions.

12.3.12 Members residing outside India, gifting / purchasing InterMiles may get charged in their local currency. Any applicable transaction and or foreign exchange charges will also have to be borne by the Member.

12.4 Transfer of InterMiles:

12.4.1 Members can transfer InterMiles from one InterMiles Account to another, if they so desire.

12.4.2 To transfer InterMiles, the Member should be in possession of the recipient's InterMiles account number.

12.4.3 To be eligible to transfer InterMiles, the Member should have at least one Accrual Activity recorded in the Account from which the transfer is to be initiated.

12.4.4 InterMiles Members with active or pending Account status can transfer or receive InterMiles.

12.4.5 All Members can transfer InterMiles from their Account a maximum of 2 times per calendar year. Members in the Gold and Platinum tiers can avail this facility on 2 additional occasions (i.e. 4 times) in the same calendar year. This limit applies only to transfer from and not to receiving of InterMiles, which can be any number of times.

12.4.6 InterMiles can be only be transferred in tranches of 500 miles or multiples thereof. There is no maximum limit on the number of InterMiles that can be transferred in a single transaction.

12.4.7 Transfer of InterMiles can be done instantly online on www.intermiles.com. Transfer of InterMiles cannot be done at the InterMiles service centre.

12.4.8 Transfer of InterMiles will attract a charge as mentioned [here](#).

12.4.9 The charges collected for transfer are exclusive of taxes or surcharges.

12.4.10 A single InterMiles transfer transaction can be used to transfer InterMiles to only one Account at a time.

12.4.11 The transferred InterMiles information will reflect in the transferor and the recipient's account within 48 hours of completion of the transaction.

12.4.12 InterMiles can be transferred to the deceased member's legal heir, upon production of relevant documents. The InterMiles can be transferred from the InterMiles account till such time they are valid in the deceased member's account. The charges for transferring InterMiles remain as is.

12.4.13 All mileage transfers are final and cannot be reversed / cancelled / redeposited and the charges collected for such transfers are non-refundable.

12.4.14 Transferred InterMiles can only be used for redeeming an Award and do not qualify for Tier evaluation, i.e. transferred InterMiles will not count towards the receiving Member's Tier upgrade or renewal.

12.4.15 InterMiles can be transferred to another InterMiles Account only and cannot be transferred to a membership account of any other airline or loyalty program.

12.4.16 Determination of the value of such transfer transactions is at the sole discretion of the Programme and InterMiles reserves the right to change transfer charge, impose additional restrictions on the transferring of InterMiles and/or conditions of receiving such transferred InterMiles.

12.4.17 The transfer and use of InterMiles is subject to all rules, T&Cs of the InterMiles programme.

12.4.18 In the event of any mileage or financial discrepancy, payment calculations shall be based upon data maintained by InterMiles or its agent and which shall take precedence over the data in any other records.

12.5.1 In addition to the transfer charges, all applicable taxes (including but not limited to Goods and Service Tax 'GST') will be applicable for such transactions.

12.5.2 Members residing outside India, gifting / purchasing InterMiles may get charged in their local currency. Any applicable transaction and or foreign exchange charges will also have to be borne by the Member.

13. Data Processing and Protection

13.1 By quoting the InterMiles Account Number for any Accrual Activity or by incurring spends on any InterMiles co-branded credit, debit and corporate cards, the Member consents to InterMiles creating, maintaining and updating data that is personal to the Member. Such data includes (i) information provided at the time of enrolment (or at any time thereafter) like name, address, telephone number, date of birth, employer name, seat preferences, etc. as well as (ii) all Accrual Activity and Award Activity related data.

13.2 Such data will be maintained and updated for the purpose of providing relevant information and services to the Member. Data will also include data received from Programme Partners about InterMiles accrued as a result of using the services and benefits provided by Programme Partners.

13.3 Before any Account information is disclosed to the Member or their authorised representative by the Programme, InterMiles reserves the right to ask certain security questions, to verify the identity of Account holder, based on the information available in the Member's Account.

13.4 Disclosure of any Member data any individual other than the Member themselves, will only be done to a person who has been nominated by the Member to InterMiles, in advance and in writing.

13.5 Members are responsible for the security of their InterMiles Account Number as well as any log-in ids and passwords used on www.intermiles.com and shall ensure that these details are not disclosed by them whether intentionally or not, so as to allow any third person to access their InterMiles Account in any manner. The Programme will not be responsible for any loss of data or InterMiles due to compromise of Member's password, registered e-mail or mobile number, electronic device or any other physical or electronic form which is beyond the Programme's control.

13.6 In an effort to provide valuable offers to Members, InterMiles develops mailing lists for use by themselves and their Programme Partners. These lists are based on information provided by the Member at the time of enrolment. These lists are developed under strict conditions designed to safeguard the privacy of the Member's information. Members will be contacted on the e-mail address / mobile number / landline phone numbers registered in the InterMiles Account. This is based on their consent given at the time of enrolment or at a later date. If Members do not wish to receive marketing messages, they may update their communication preference by accessing the 'Update Profile' section of their Account on www.intermiles.com. Moreover, Members can review how data is used by reviewing our [Privacy Policy](#).

13.7 As part of providing value added services to Members, InterMiles in collaboration with its Programme Partners reserves the right to communicate send certain special offers / product information to Members based on their profile as recorded in their InterMiles Account.

13.8 Consent to receive such offers will be deemed as given, until such time that the Member withdraws consent to receive mailers and offers from Jet Privilege Pvt. Ltd. and its various Programme Partners by opting out of the relevant preference by updating the preferences in the 'Update Profile' section at www.intermiles.com.

13.9 Communication related to transactional and service activities like account statement, mileage expiry notice, tier change notice etc. cannot be opted out of.

13.10 The Programme reserves the right to disclose any and all information in a Member's Account, without any prior intimation to the Member, if such disclosure is required by law, including disclosures to the police, immigration and customs authorities.

13.11 For Data privacy queries & requests dpo@intermiles.com

14. Change, Termination or Cancellation of the InterMiles Programme

14.1 Enrolment into the Programme, accrual of InterMiles, Award travel, Tier status etc. are subject to the T&Cs of the InterMiles Programme and are subject to any applicable laws and regulations.

14.2 InterMiles may change, add to, modify or withdraw at any time without giving notice such T&Cs as well as any benefits or services provided in connection with the InterMiles Programme and any special offers or promotional offers made to any Tier or group of Members.

14.3 InterMiles reserve the right to change any InterMiles Programme rules, regulations including but not limited to; Award requirements, Accrual Activity levels, Tier attainment and retention requirements, and special offers, as well as inclusion or removal of any Programme Partner and or any related services and benefits, at any time without providing any advance notice. This means that InterMiles may initiate changes, for instance, impacting partner affiliations, rules for accruing mileage credit, rules for redemption of any Awards.

14.4 In the event InterMiles makes any changes to the InterMiles Programme, Members will be taken to have received notice of the change as long as InterMiles updates the same on www.intermiles.com.

14.5 Jet Privilege Pvt. Ltd. may terminate or change the ownership of the InterMiles programme at any time but will use its reasonable endeavours to inform the Members of such change. At the end of such termination or transfer of ownership of the Programme, each Member acknowledges that his /her right to use the services, including the accrual and redemption of InterMiles, may cease or get altered.

15. Limitation of Liability

15.1 InterMiles and /or its Programme Partners shall not be liable to any Member or their nominee or companion, for any indirect or consequential loss, damage or expense of any kind whatsoever, arising out of or in connection with the InterMiles Programme and/or the provision of or the refusal to provide any benefits, whether such loss, damage or expense is caused by negligence or otherwise, and whether InterMiles and/or its Programme Partners have any control over the circumstances giving rise to the claim or not.

15.2 InterMiles shall not be liable for any loss or damage, whether direct or indirect, resulting from termination or change of, or to the InterMiles Programme or any of the facilities, benefits or arrangements which are made available to Members, including, without limitation, Programme Partners' withdrawal or the withdrawal or limiting of any services, benefits or facilities available under the Programme.

15.3 InterMiles will endeavour to ensure the availability of services provided by its Programme Partners but will not be liable for any loss arising from the failure by InterMiles and its Programme Partners to provide services.

15.4 To the extent permissible by local law or regulation, these T&Cs shall be governed by and construed in accordance with Indian law. InterMiles and each Member submit to the non-exclusive jurisdiction of the Indian (Mumbai) courts to resolve any disputes that may arise out of them.

15.5 Any part of these T&Cs which is unenforceable for any reason shall be considered capable of being cut out so as not to affect the remainder of these Programme rules in any way. InterMiles shall not be required to provide any service or otherwise act in pursuance of these T&Cs if to do so would be contrary to applicable law.

15.5 Reasonable care has been taken to ensure that information contained in the T&Cs and in any publications and advertisements in connection with InterMiles is accurate, but InterMiles will not accept any liability with respect to any errors or omissions in any information, whether written or verbal.

16. Information on www.intermiles.com and other Programme communication channels:

16.1 InterMiles regularly reviews and updates the information on its web pages. Despite its best endeavours, it is possible that some of the information could meanwhile have become outdated. InterMiles therefore cannot accept any responsibility for or guarantee that the information provided is up-to-date, correct and complete at all times. Apart from this, the InterMiles T&Cs apply.

16.2 Moreover, InterMiles reserves the right to make changes or additions to the information services, products and other materials provided.

16.3 Any communication from InterMiles is intended only for the person or entity to which it is addressed and may contain confidential and / or privileged information. If you have received the communication in error, please notify the Programme (sender) immediately and delete the message from your system. Any unauthorized disclosure; copying, distribution or use of the message is strictly prohibited, and if done, could result in legal action. The message is not guaranteed to be complete or error free. No liability is assumed for any errors and / or omissions in the contents of such communication. Reasonable precautions have been taken to ensure that the message is virus-free. However, InterMiles do not accept responsibility for any loss or damage arising from the use of its communications or attachments.

16.4 Information & offers on products and services of InterMiles' Programme Partners is made available to Members for their personal consumption. However, representations made on the same by Programme Partners are not necessarily endorsed by InterMiles and Members are requested to validate all claims independently before availing any the offer.

16.5 InterMiles regularly reviews and updates the information on its webpages, including but not limited to any change pertaining to the Programme, its Programme Partners, as well as offers or services provided. InterMiles is not liable to send any direct communicate all such changes to its Members via e-mail or any other mode of communication. Members are required to access the website and keep themselves abreast of all such changes from time to time.

17. Governing Law

Indian laws govern all the T&Cs of this Programme. In the event of any disputes, the appropriate court in Mumbai shall have exclusive jurisdiction.

Terms and Conditions for Business Rewards+ Programme:

1. By being part of the Business Rewards+, the Business is consenting to be governed by the Terms and Conditions of the Business Rewards+ and the terms and conditions for usage of the Corporate Co-brand Credit Card offered by the Banking Partner
2. Primary Contact, Administrator and Employees have to be members of the InterMiles Programme to earn InterMiles
3. An individual can be a Primary Contact only for one Business Account
4. An individual can be an Administrator only for one Business Account
5. The Business will be responsible to maintain the confidentiality of its own Business Account
6. The InterMiles Member will be responsible to maintain the confidentiality of his / her own InterMiles account
7. It is the responsibility of the Business to advise the Banking Partner of any changes to the Name of the Business, Address, Primary Contact, Administrator and Card Employees
8. It is the responsibility of the InterMiles member to advise the InterMiles Service Centre of any changes in his / her name, address or preferences in writing. Members may also update their address and preference details directly online by logging in at intermiles.com. Name changes, however, cannot be made online. Name change requests can only be made, if a written request is sent to the InterMiles Service Centre, duly signed by the member. Requests for changes in name should be accompanied by supporting legal documentation, as may be specified at the time of making the name change request
9. An Employee must not to give your InterMiles Membership Account number/details, User Login ID and password to anyone
10. A Business must not give Business Account number/details, User Login ID and password to anyone except Primary Account and Administrator
11. The InterMiles Member agrees to accept responsibility for all activities that occur under your account or password
12. The Business agrees to accept responsibility for all activities that occur under its account or password
13. The InterMiles Member and Business must take all necessary steps to ensure that the InterMiles membership account number/details, User Log-in ID and password and Business Account number/details, User Log-in ID and password are kept confidential and secure and should inform InterMiles Service Centre immediately if there is any reason to believe that the same have become known to anyone else, or if the password is being, or is likely to be, used in an unauthorized manner
14. InterMiles Member and Business absolve InterMiles, Jet Privilege Private Limited and the Banking Partner from any loss occurred on account of misuse of the Business Account of the InterMiles Membership Account

15. Changes to Rebate Program

15.1. JPPL InterMiles programme and the Banking Partner reserve the right at all times to make any changes to these Terms and Conditions , including but not limited to:

15.1.1. JPPL InterMiles programme and American Express reserve the right at all times to make any changes to these Terms and Conditions, including but not limited to:the Qualifying Spends Slab and corresponding Rebate Value in form of InterMiles percentage amount of Rebates accrual;

15.1.2. Qualifying Spend; and

15.1.3. changes by JPPL InterMiles and the Banking Partner to the timing, method of calculation, and form of payment of Rebates.

15.2. JPPL, InterMiles and Banking Partner will advise Business of any changes to these Terms and Conditions in a manner determined by them, but will not be liable in any way for any failure to do so

15.3. Without limiting the above clause in any way, a Business will be taken to have received notice of any changes to these Terms and Conditions if JPPL, InterMiles or the Banking Partner notifies the Business of the change by any method, including but not limited to by providing notice to the address provided by the Business to InterMiles or the Banking Partner and/or by posting details of the changes on the InterMiles or the Banking Partner's website

16. Breach of Terms and Conditions

16.1. Any breach of these Terms and Conditions or the terms and conditions of Banking Partner governing use of Co-brand Cards by a Business or Cardmember, whether intentional or otherwise, may result in suspension or termination of Rebates without liability at the discretion of JPPL, InterMiles and Banking Partner

16.2. JPPL, InterMiles and Banking Partner reserve the right to reverse or cancel any Rebates credited to a Business incorrectly, not in accordance with, or in breach of these Terms and Conditions at any time without liability

17. Business and Cardmember Obligations

18. A Business or Cardmember must not:

18.1. abuse any benefits, facilities, services or arrangements accorded to the Client or Cardmember by JPPLInterMiles or Banking Partner;

18.2. act in any way which is likely to be detrimental to the interests of JPPL, InterMiles, Banking Partner or;

18.3. supply or attempt to supply misleading information, or make any misrepresentation to JPPL, InterMiles, Banking Partner; or

18.4. act in any way which in JPPL, InterMiles or Banking Partner's reasonable opinion breaches or is likely to breach these Terms and Conditions or is inconsistent with the intent of these Terms and Conditions

19. Business and Cardmembers must comply with these Terms and Conditions, and the terms and conditions of Banking Partner governing use of Corporate Co-brand Credit Cards, at all times.

20. Eligibility for InterMiles Rebates

20.1. InterMiles Rebates are provided to Business. JPPL Rebates are not provided to individual Cardmembers

20.2. This does not apply to rebates or discounts offered to Business by a travel agent or travel manager on their own behalf. InterMiles will determine finally whether a Business is ineligible for a Rebate under this clause

20.3. Travel agents are not eligible for InterMiles Rebates under these Terms and Conditions

20.4. Any claim that a Rebate has been incorrectly calculated must be received by InterMiles and Banking Partner within 3 months after the Rebate Report is issued. Failure to make a claim within that period constitutes acceptance of the Rebate and no later claim will be considered

21. Disclosure of Information

21.1. It is a condition of the Rebate scheme that Business consents and authorizes InterMiles and Banking Partner to exchange and use information regarding their Accounts and the use of Co-brand Cards issued on their Accounts for the purposes of

21.1.1. calculating eligibility for and providing Rebates;

21.1.2. research, marketing, product development and planning;

21.1.3. marketing their products or services or the products or services of their related bodies corporate; and

21.1.4. any third party providing services to InterMiles or Banking Partner in connection with the administration of Rebates or Co-brand Cards

21.2. This information may be transferred to or from India for these purposes. If the Business does not provide all or any part of the requested information, the services provided by InterMiles or Banking Partner may be affected

21.3. Only the authorized representative/s of the Business named on the Account will be entitled to access Account information. Each Cardmember will be entitled to access information about the Co brand Card issued to him or her, but not information about Rebates. However, InterMiles and Banking Partner do comply with validly served and executed court orders and subpoenas and cooperate with investigations by state and federal agencies in accordance with the respective internal policies. Under these circumstances, or where otherwise required by law, your Account information may be shared with others with or without your knowledge or consent

22. Rebates and InterMiles will not be exchanged for any other form of consideration, pooled with other Rebates, InterMiles or benefits, or issued to anyone other than the Business

23. Business Rewards Programme and the above terms and conditions are governed by and will be construed in accordance with the laws of India.

Terms and Conditions for Child Enrolment Programme:

- Enrolment / Registration of child into the InterMiles programme is offered only to InterMiles members.
- InterMiles membership is open to children in the age band of 2 – 11 years.
- Enrolment form for children is available on www.intermiles.com
- Children's enrolment is Free of charge.
- The InterMiles member enrolling a child must be a Parent/Legal Guardian of the respective child.
- The InterMiles Programme defines Parent as the biological or adoptive father and/ or mother of a person.
- The InterMiles Programme defines Legal Guardian as:
 - a natural guardian;
 - a guardian appointed by the will of the minor's father or mother;
 - a guardian appointed or declared by a court; and
 - a person empowered to act as such by or under any enactment relating to any Court of Wards.

"Guardian" means a person having, the care of the person of a minor or of his property or both his persona and property, and includes:

- A child can be associated with only one parent/Legal guardian's InterMiles account at any given point in time.
- A Parent/Legal Guardian must be 18 years and above to enroll a child into the InterMiles Programme.
- Each InterMiles member can enrol up to 5 child/children as a parent/legal Guardian.
- Upon successful enrollment, a child will be enrolled with contact details of the associated parent/guardian's InterMiles account automatically.
- All communication pertaining to the child's InterMiles account will be sent to the parent/guardian's email address recorded in the respective InterMiles account.
- In case the child has to be associated with new parent/guardian, the InterMiles member must request for the same via manual delinking process by presenting legal documents.
- As an exceptional scenario the child can be disassociated from existing parent/guardian to be associated with a new parent/guardian with the help of InterMiles Service Centre only. The child's InterMiles account cannot be disassociated from existing parent/guardian's InterMiles account without associating the child with a new parent/guardian.

Accruals / Earnings / Benefits:

- Child's InterMiles account will be earning InterMiles upon all Accrual activities, as per the existing InterMiles Programme.
- Tier Upgrade / Retention policies will be applicable for children as is, as per the existing InterMiles Programme.
- Children will get rewarded with Qualifying InterMiles in the child's InterMiles account for the qualifying activities taken by respective child.
- The InterMiles tier of the child's InterMiles account will be upgraded / retained / will change basis the Qualifying InterMiles recorded in the respective InterMiles account.
- Basis the tier, only the child - himself / herself will be entitled to enjoy the benefits and privileges applicable for the particular elite tier. Such benefits and privileges will be credited to his / her parent/guardian because of associated child's tier entitlement.
- InterMiles members can also avail MyFamily+ programme benefits by linking children as member/s of the family.

Redemptions:

- Only parent/guardian can redeem InterMiles from the child's account till the enrolled child completes 11 years of age
- The parent/guardian can redeem the InterMiles from the child's InterMiles account for award tickets for travel to be taken by self, any of the member of the MyFamily+ account, other family members or friends.*

*InterMiles programme T&C apply.

Child's InterMiles account status upon turning 12:

- Post completion of 12 years of age, the child's InterMiles account will no longer be associated with the parent/guardian's InterMiles account.
- The parent/guardian can no longer redeem InterMiles from the associated child's InterMiles account.
- An email will be sent to the associated parent/guardian's registered email id by InterMiles, informing them for updating unique contact details in the child's InterMiles account, who is now 12.
- The parent/guardian must initiate change of credentials upon receiving an email from InterMiles as the child's InterMiles account becomes dormant for redemption until then.
- Enrolled children who have turned 12 will be able to redeem InterMiles for travel to be undertaken by self, family or friend. All other benefits / features will remain the same.
- Enrolled children can redeem InterMiles from respective InterMiles account for travel to be taken by self, family or friends only upon attainment of age 12, after changing the contact details.

Deceased Parent / Guardian / Enrolled children:

- In the case of event of death of a parent/guardian, the InterMiles Service Centre must be informed.
- The existing process of producing death certificate, information of legal heir through affidavit and redemption rights given to legal heir, will be applicable to the InterMiles membership accounts associated with MyFamily+ Programme.
- Upon receipt of all relevant valid documents by the InterMiles Service Centre, the status of InterMiles account of the deceased member will be changed from "Active" to "Deceased".
- All the associated child's InterMiles accounts will be dis-associated from the deceased parent/guardian's InterMiles account and will be associated with the new parent/guardian based on the provided legal documents.
- Child's InterMiles account cannot exist and the child will forfeit all his / her InterMiles, if child's InterMiles account of a deceased parent/guardian is not associated with the new parent/guardian's InterMiles account.
- In the event of the death of a child, the child's InterMiles account will be dis-associated from the parent/guardian's account on receipt of all relevant valid documents* by the InterMiles Service Centre.
- The child's InterMiles account status will be updated to "deceased" and the legal parent/guardian will be able to redeem InterMiles from the child's InterMiles account on submission of the relevant valid documents to InterMiles Service Centre. * Valid documents indicate a death certificate of the deceased InterMiles member and a legal document stating the legal heir.

MyFamily+:

- Children enrolled as InterMiles members can be added as Member of Family in the MyFamily+ programme.
- Parent/Legal Guardian and Head of Family can either be the same InterMiles Member or two different InterMiles members.
- To add the child as Member of the Family the Head of Family of family needs to follow the addition of family member process as stated in the MyFamily+ programme.
- Once the child is added to the MyFamily+ account the head of the family will get rights to pool in InterMiles from the children account.
- Parent/Legal Guardian will also have rights to redeem InterMiles from the children account.
- MyFamily+ programme terms and conditions apply.

General Information:

- While compiling this information, InterMiles has endeavored to ensure that all information is correct. However, no guarantee or representation is made to the accuracy or completeness of the information contained here. This information is subject to changes by InterMiles without notice.

*InterMiles Programme T&C apply

Terms and Conditions for MyFamily+ Programme:

- InterMiles members from the same family can pool in their InterMiles by participating in the MyFamily+ programme.
- Head of Family (HOF) or Member of Family (MOF) cannot merge any other InterMiles membership account with their account that is a part of the MyFamily+ association.
- MyFamily+ programme is applicable for InterMiles members residing in India only.
- Participation in MyFamily+ Programme is an online process available on the InterMiles website, upon choosing the country as "India" Only.
- An InterMiles member, initiating to open MyFamily+ account will be Head of the Family. The Head of the Family can invite minimum 1 and maximum 7 immediate family members, having 1st degree of separation, to participate in MyFamily+ account.
- The eligible members of the family (with respect to the Head of the Family) are: Parents, Spouse and Children.
- Head of the Family is required to be a minimum of 18 years of age.
- The invited members of the family must be in the age group of 2 years and above.
- The Head of the Family and members of the family must be existing InterMiles members, otherwise they must first become InterMiles members following which they can start or be invited into the MyFamily+ programme (as the case may be).
- Once an InterMiles member initiates to open a MyFamily+ account and becomes Head of the Family, he/she always remains in the role of the Head of the Family and cannot join any other MyFamily+ account, either as a Head or as a Member of the Family.
- Kids between the age group of 2 to 11 years can be enrolled into the MyFamily+ programme with the "Enrol Kids" feature by their parent/guardian to be able to accrue InterMiles for travel undertaken by them. Enrollment of kids in to the InterMiles programme enables HOF to invite kids to join the MyFamily+ programme*
- Terms & Conditions apply as per the kids Enrollment feature.
- The Member of the Family can initiate the linking process to the MyFamily+ account by providing their consent to the invite. In case of kids, the invite will be accepted by the associated parent/guardian.
- By accepting the invitation and clearing the verification process, the invited Family Member/s will authorize the Head of the Family to have access to the InterMiles in Member of the Family's individual InterMiles account. This enablesthe Head of the Family to pool in InterMiles from their account to the MyFamily+ account anytime.
- InterMiles reserves the right to audit the relationships claimed by any Head of the Family and may, from time-to-time request documented proof of the relationships.
- Only upon successful activation of MyFamily+ account, Head of the Family can start pooling in InterMiles from linked Members of the Family's InterMiles accounts and avail benefits of the MyFamily+ programme. MyFamily+ account can be activated only upon fulfilling two conditions:
 - "All" the invited Family Members must accept/reject the invitation.
 - "All" the Family Member/s (who accepted the invite), also must successfully clear the verification process.
- MyFamily+ account activation is a chargeable activity. The charges for activation MyFamily+ account is a one time activation fee only, applicable only to the Head of the Family. Charges are auto debited and cannot be waived / altered and are subject to change as per the terms and conditions of the MyFamily+ programme.
- Head of the Family can opt for transfer OR purchase InterMiles option* if sufficient balance of InterMiles is not present in his/her individual InterMiles membership account for the activation of MyFamily+ account.
- Head of the Family must adhere to minimum 1 and maximum limit of having 7 immediate Family Members while inviting members for a MyFamily+ account. Head of the Family can decide to continue with linking Members of the Family pre / post activation of the MyFamily+

account. While linking members pre-activation of the MyFamily+ account, is a non-chargeable activity, linking members post activation of MyFamily+ account is a chargeable activity. The charge for linking members of the family post activation of the MyFamily+ account is applicable only to the Head of the Family. Applicable charges are auto-debited and cannot be waived / altered, and are subject to change as per MyFamily+ programme terms and conditions.

- A member of the family may only be registered in respect of one MyFamily+ account. A Head of the Family can only be registered in respect of one MyFamily+ account.
- Each Member of the Family including kids & Head of the Family, continues to remain an individual InterMiles members for accruals / redemptions / transfers of InterMiles from their respective InterMiles membership accounts.
- Members of the Family and Head of the Family will be able to accrue InterMiles (and have credited to their own InterMiles membership accounts), and are responsible for attaining / maintaining respective Tier Status. In determining the Tier Status of a Head of the Family, no account will be taken of InterMiles and/or flight activity attributable to Member/s of the Family.
- All InterMiles earned by Members of the Family will be accumulated under respective membership accounts of the Members of the Family. However since the MyFamily+ account is associated with the InterMiles account of the Head of the Family, all InterMiles earned by the Head of the Family will be automatically accumulated under a common platter of InterMiles earned and pooled by Head of the Family.
- MyFamily+ account will be associated with the individual InterMiles account of the Head of the Family, hence the Head of the Family maintains exclusive control of the MyFamily+ account and as such controls all redemptions made through the MyFamily+ account. InterMiles is not obliged to honour or act upon any request by a Member of the Family for redemption from MyFamily+ account.
- When InterMiles members, who are enrolled as kids (member in age group of 2 to 11 years) turn 12, the parent/guardian must change the contact credentials of the kid's InterMiles account upon receiving intimation from InterMiles. Only kids who turn 12 years of age can redeem InterMiles with updated credentials.
- If a member enrolled as a kid turns 12, and is already member of MyFamily+ account, he/she continues to remain as Member of the Family.
- Discontinuation of the MyFamily+ account can be initiated by the Head of the Family (for any linked Member of the Family) or the respective Member/s of the Family (for self) at any time through the online delinking process on the website. Delinking/getting delinked from the MyFamily+ account is a chargeable activity. The individual InterMiles account of the initiator (Head of the Family / Member of the Family) of delinking process will be debited with the applicable charges. If a parent/guardian initiates de-linking from MyFamily+ account for kids, who are members of the MyFamily+ Programme, the delinking charges will be applicable to the respective kid's InterMiles account. Charges are auto debited and cannot be waived / altered and are subject to change as per MyFamily+ programme terms and conditions.
- Discontinuation in the MyFamily+ programme can be initiated only by the Head of the Family at any time. The Head of the Family can discontinue participation in the programme by delinking all the members from MyFamily+ account through the online delinking process on website. Delinking members from MyFamily+ account is a chargeable activity. The delinking charges will be applicable to the Head of the Family. Charges are auto debited and cannot be waived / altered and is subject to change as per MyFamily+ programme terms and conditions.
- The InterMiles pooled-in MyFamily+ account will remain with the Head of the Family only and are not reversible or divisible on delinking of member of the family upon discontinuing the participation in MyFamily+ account OR discontinuing the participation in MyFamily+ programme due to death of HOF, however the pooled in InterMiles can be transferred at a cost.

- The InterMiles accumulated by the exiting Member of the Family will remain in the respective InterMiles account of Member of the Family only.
- InterMiles retains sole discretion to accept or reject any application for membership in to MyFamily+ account and to cancel any Member of the Family's request to be linked to MyFamily+ account in the event of breach of these Terms and Conditions.
- In case of death of the Head of Family (HOF), the InterMiles Service Center needs to be informed. The existing process of producing death certificate, information of legal heir through affidavit and redemption rights given to legal heir, will be applicable to the InterMiles membership accounts associated with MyFamily+ Programme. InterMiles Service Centre staff will initiate delinking of all the members associated with the MyFamily+ account. The members of the MyFamily+ account will receive an email, informing them of the delinking, so that they can be part of other MyFamily+ account, if required. Delinking deceased member from MyFamily+ account is a non chargeable activity. Upon verification of documents pertaining to the legal heir, the access to the pool of InterMiles in Head of the Family's account is enabled to the member, who has been identified as legal heir for utilizing (Redeeming/Transferring) those InterMiles from respective MyFamily+ account*
- In case of death of the Member of Family (MOF), the InterMiles Service Center needs to be informed. The existing process of producing death certificate, information of legal heir through affidavit and redemption rights given to legal heir, will be applicable to the InterMiles membership accounts associated with MyFamily+ Programme. The JPSC staff will identify if the deceased member is associated with any MyFamily+ account. InterMiles Service Centre staff will initiate delinking of all the members associated with the MyFamily+ account*

*InterMiles Programme terms & conditions apply.

General Information:

- While compiling this information, InterMiles has endeavoured to ensure that all information is correct. However, no guarantee or representation is made to the accuracy or completeness of the information contained here. This information is subject to changes by InterMiles without prior notice.

InterMiles Exclusives | Insurance:

The terms and conditions set out below (“Terms & Conditions”) is a legal document which governs the use of [insure.intermiles.com] (“Site”) and the purchase of any Insurance Policy (defined hereinafter) on such Site. The Site is owned and operated by Jet Privilege Private Limited (“JPPL”), a company incorporated under the Companies Act 1956, and having its registered office at Jet Privilege Private Limited., Kanakia Wall Street, 7, 703, Kanakia Wall Street, Andheri Kurla Road, Andheri East, Mumbai 400099, Mumbai Suburban, Maharashtra India. These Terms & Conditions shall apply to the relationship between the Member (defined hereinafter) and JPPL and are intended to protect both the Member and JPPL. These Terms & Conditions are effective as on the date of their publication and may be changed / modified by JPPL at any time.

1. ACCEPTANCE

1.1. By entering the Site and availing of the services herein, the Member hereby certifies that:

(a) The Member is competent to enter into a legally binding and enforceable contract and have the authority to enter into the same; and

(b) The Member agrees to be bound by all provisions of these Terms & Conditions and any other documents incorporated by reference herein.

1.2. By entering this Site, the Member is further deemed to have executed this document electronically effective on the date of such action. Such action constitutes an acknowledgement that the Member is able to electronically receive, download, and print these Terms & Conditions, and any amendments hereto.

2. DEFINITIONS

For the purpose of this document, unless the context specifies otherwise, the following terms shall have the meanings defined as under:

“Insurance Partner” means any insurance provider which has partnered with JPPL for extending insurance cover under an Insurance Policy to Members and has been listed in Schedule I.

“Insurance Policy” means any policy of insurance which has been executed between JPPL and the Insurance Partner for extending insurance cover to Members in accordance with the Policy Document.

“InterMiles Member Account” means the membership account of the Member which contains details of Member’s transaction through InterMiles.

“InterMiles” or **“InterMiles Programme”** means the loyalty and rewards programme owned, managed and operated by JPPL offering benefits, facilities or arrangements to Members by reason of their membership into the programme.

“InterMiles Membership Number” means the membership number granted to the Member in pursuance of the InterMiles Programme

“Member(s)” means member(s) of the InterMiles Programme.

“Policy Document” means the document governing the terms and conditions of the Insurance Policy.

“Third Party” means any person other than JPPL and the Member.

3. SCOPE OF JPPL SERVICES

3.1. JPPL seeks to provide the Members an opportunity to avail the benefits of insurance cover under the Insurance Policy executed with the Insurance Partner. JPPL shall, in respect of the Insurance Policy, function as a master policyholder with the Member who opts for the Insurance Policy being treated as the beneficiary.

3.2. The role of JPPL shall be limited to collecting premium for the Insurance Policy from the individual Members and remitting the same to the Insurance Partner.

4. ELIGIBILITY TO USE

The services offered in this Site or any pages thereof can be availed only by Members who are competent to enter into a legally binding and enforceable contract and have the authority to enter into the same. JPPL reserves the right to refuse access to use the services offered in the Site to Members at any time for inspection, investigation and prevention of fraudulent activities or for such other reasons it may deem fit.

5. MODE OF APPLICATION AND ACCEPTANCE

5.1. Login

The Member shall firstly login to his InterMiles Member Account by entering his InterMiles Membership Number and such other valid credentials as required. Thereafter, the Member may select any Insurance Policy of his choice.

5.2. Perusal of Policy Document

The Member shall be then provided with an electronic copy of the concerned Policy Document. It shall be his sole responsibility to read and understand the terms and conditions of the Policy Document before proceeding any further with the application.

5.3. Provision of details

The Member shall then insert or modify his personal details for the purpose of the Insurance Policy application. It is the sole responsibility of the Member to ensure that he provides correct particulars as requested for the purpose of such application. Any disputes surrounding incorrect entry of particulars shall not be entertained by JPPL post completion of purchase of Insurance Policy. If the member wishes to modify any of the details related to the Insurance Policy, he/she should directly contact the Insurance Partner for the same.

5.4. Payment of premium

Pursuant to the insertion of the application details as mentioned in Clause 5, the Member shall be directed to the payment gateway operated by JPPL for payment of premium in respect of the concerned Insurance Policy. JPPL shall collect the premium on behalf of the individual Members and

remit it to the Insurance Partner upon acceptance of the application. It is clarified that the collection of the premium constitutes merely a provisional acceptance and shall not be construed as a binding contract. In the event that the application is rejected by the Insurance Partner for any reason, the Member shall avail a refund in accordance with Clause 5.7.

5.5. Consideration of application

The Member shall be admitted as a beneficiary to the Insurance Policy only upon acceptance of the application by the Insurance Partner. The Insurance Partner may decline to accept the Member's application on such grounds including but not limited to those listed below:

- (i) The Member has provided incorrect particulars in the application;
- (ii) The Member has not met the eligibility criteria specified in the concerned Policy Document;
- (iii) The Member's applications for Insurance Policies have been cancelled two times within a period of 365 days immediately preceding the date of payment of the premium; or
- (iv) Any other reason it may deem fit at its sole discretion. It is clarified that neither the Insurance Partner nor JPPL is bound to furnish the reason for the rejection of the application.

It is clarified that neither the Insurance Partner nor JPPL is bound to furnish the reason for the rejection of the application.

5.6. Acceptance of application

The Member shall be notified, by the Insurance Partner, of the acceptance of his application by email. Upon acceptance of the application, the Insurance Partner shall issue the Certificate of Insurance within two working days from the date of payment of the premium. In any event, the Member is not entitled to avail the benefit of cover under more than one Insurance Policy at the same time.

5.7. Rejection of application

In the event of an application not being accepted by the Insurance Partner due to any reason whatsoever, JPPL shall intimate the concerned Member of the non-acceptance by email. Further, JPPL shall refund the premium to the Member within 14 working days from the date of payment of the same.

6. DISCLAIMER OF LIABILITY

6.1. JPPL shall not be liable for any damages, direct or indirect, special, incidental, or consequential damages, losses or expenses in respect of any activities connected with the purchase of the Insurance Policy or use of this Site.

6.2. Without prejudice to the provisions of the above Clause 6.1, JPPL shall not be responsible for, and expressly disclaims liability of any kind in respect of the following activities:

- (a) Acceptance of application by the Insurance Partner
- (b) Issuance of Certificate of Insurance to the Member within the stipulated time.

(c) Modification of details submitted as a part of the application subsequent to purchase of Insurance Policy.

(d) Undertake any guarantee that the Insurance Partner shall perform its obligations under the Insurance Policy without breach of the terms and conditions in the Policy Document.

(e) Resolve queries of Members on matters connected with or related to the Insurance Policy.

(f) Undertake registration, payment or settlement of claims made by the Member under the Insurance Policy.

(g) Mediate, resolve, arbitrate or settle any dispute or disagreement between the Member and Insurance Partner arising in relation to the Insurance Policy.

7. QUERIES RELATING TO INSURANCE POLICY

For queries on matters connected with or relating to the Insurance Policy including terms and conditions of the cover, registration of claims and settlement of claims, Members shall contact the Insurance Partner at the coordinates mentioned in the Policy Document. JPPL does not undertake to resolve these queries or extend any other kind of assistance in matters connected with the Insurance Policy.

8. INTELLECTUAL PROPERTY & COPYRIGHT

All copyrights, trademarks and intellectual property rights pertaining to the Site and pages thereof, their contents and their arrangement, are owned by JPPL, unless otherwise indicated. No one may copy, reproduce or distribute any part of this Site or any page thereof with or without modification or any data contained within the Site without prior written consent of JPPL. Any Member shall not commercially exploit the identity, logo or services of JPPL. JPPL reserves the right to seek injunctive and other similar remedies before the appropriate forum or court of law so as to prevent any such instances of infringement.

9. THIRD PARTY CONTENT

9.1. All kinds of text, graphics, trademarks, brands, logos, product listings and specifications and such other advertisements related to the Insurance Policies offered by Insurance Partners as well as other data from external sources are made available on this Site ("**Third Party Content**").

9.2. Such Third Party Content is provided on an 'As Is' basis. JPPL does not own / have the rights and title to any such Third Party Content, or provide any guarantee with respect to the accuracy, title, merchantability, non-infringement or fitness for a particular purpose of any Third Party Content and shall not be held liable for any loss suffered by any Member based on his reliance on or use of such Third Party Content.

10. NO WARRANTY

JPPL does not and shall not make any warranty or representation as regards the following:

(a) Accuracy, adequacy or completeness of the information and materials displayed on this Site or any pages redirected from this Site. JPPL expressly disclaims liability for errors or omissions in this information and materials; and

(b) Specifics (including but not limited to quality, value, non-infringement of Third Party rights, title, merchantability and fitness for a particular purpose) of the Insurance Policies sold by Insurance Partners.

(c) Timely and satisfactory performance by the Insurance Partner, of his obligations, under the Insurance Policy.

11. UNAUTHORIZED USE OF SITE

11.1. The following instances shall amount to unauthorised use of Site:

(a) Posting of or uploading content which infringes any patent, trademark, copyright or other proprietary rights;

(b) Posting of or uploading content which contains software viruses, or any other computer code, files or programs designed to interrupt destroy or limit the functionality of any computer resource;

(c) Posting of or uploading content which deceives or misleads the addressee about the origin of such messages or communicates any information which is grossly offensive or menacing in nature;

(d) Engaging in tampering of the Site including modification of URLs, distributing unauthorised URLs, email cloaking, running automated scripts or pages being speared and such other activity that interferes with or disrupts access to the Site or the services performed through it; and

(e) Undertaking such other activity in violation of these Terms & Conditions.

11.2. In the event of such unauthorised use, JPPL reserves the right to revoke, suspend or terminate the concerned InterMiles Member Account and forfeit any InterMiles or Partner InterMiles that have accrued in the account. The Member further agrees and acknowledges that JPPL shall not be held liable for any loss or liabilities incurred by the Member or any Third Party as a consequence of such unauthorized use.

12. INDEMNIFICATION

The Member shall indemnify and hold harmless JPPL, its owner, licensee, affiliates, subsidiaries, group companies and their respective officers, directors, agents, and employees, from any claim or demand, or actions including reasonable attorneys' fees, made by any Third Party or penalty imposed in relation to or connection with the following events:

(a) Any breach of these Terms & Conditions, Privacy Policy and such other Policies;

(b) Any incidents arising out of, or in connection with the use of this Site; and

(c) Infringement and any other kinds of misuse of rights of a Third Party, including any intellectual property rights.

13. DISCLAIMER OF LIABILITY

13.1. In no event shall JPPL be held liable for any damages, direct or indirect, special, incidental, or consequential damages, losses or expenses arising in connection with the use of this Site or any pages redirected from this Site.

13.2. Without prejudice to the generality of the above disclaimer, JPPL shall not be held liable in respect of occurrence of the following events:

(a) Delay or inability to use this Site or related pages or the provision of or failure to provide any information, software, products, and related graphics obtained through the Site, or otherwise arising out of the use of the Site, whether based on contract, tort, negligence, strict liability or otherwise;

(b) Non-availability of the Site during periodic maintenance operations or any unplanned suspension of access to the Site that may occur due to technical reasons or for any reason beyond JPPL's control;

(c) Any damage to computer systems or loss of data that results from the download of such material or data; and

(d) Any errors or omissions, with respect to any information provided to Members whether on behalf of itself or third parties.

14. MODIFICATION

14.1. JPPL may, at any time, make any change, add to or modify these Terms & Conditions without giving notice to the Member.

14.2. In the event JPPL makes any changes to these Terms & Conditions, Members will be taken to have received notice upon JPPL posting details of such changes in the Site.

15. CHOICE OF LAW & JURISDICTION

These Terms & Conditions shall be governed by and interpreted and construed in accordance with the laws of India. JPPL and Members agree to submit all disputes arising out of or in relation to these Terms & Conditions to the exclusive jurisdiction of the courts in Mumbai.

16. POLICY DOCUMENT TO PREVAIL

These Terms & Conditions shall not, in any way, preclude the applicability of the Policy Document as regards the provisions contained therein. For the avoidance of doubt, it is clarified that these Terms & Conditions shall not supplant or modify or otherwise alter the rights and obligations of the parties to the Policy Document.

16.1. Assignment

JPPL shall have the right to assign its rights, obligations and licenses under these Terms & Conditions to any other person or entity, at its own sole discretion. The Member shall however not be entitled to assign his rights, obligations or licenses granted under these Terms & Conditions without the prior written consent of JPPL.

16.2. Communication

All notices to JPPL intended to have a legal effect must be in writing and delivered either (a) in person; (b) by a means evidenced by a delivery receipt, to the following address: Jet Privilege Private Limited. Kanakia Wall Street, 7, 703, Kanakia Wall Street, Andheri Kurla Road, Andheri East,

Mumbai 400099, Mumbai Suburban, Maharashtra India; or (c) in writing via email to "memberservices@intermiles.com". All such notices are deemed effective upon receipt by JPPL.

16.3. Severability

If, for any reason, a court of competent jurisdiction finds any provision of these Terms & Conditions, or portion thereof, to be unenforceable, that provision shall be enforced to the maximum extent permissible so as to give effect to the intent of the parties as reflected by that provision, and the remainder shall continue in full force and effect. JPPL may amend in a reasonable manner such provision to make it enforceable and such amendment will be given effect in accordance with such amended Terms & Conditions

16.4. Waiver

Any failure or delay by JPPL to enforce or exercise any provision of these Terms & Conditions, or any related right, shall not constitute a waiver of that provision or right. Any waiver by JPPL shall only be made in writing and executed by a duly authorized officer of JPPL.

Terms and Conditions for Shop.intermiles.com:

The terms and conditions set out below (“Terms of Use”) is a legal document which governs the use of Shop.intermiles.com and any sites or pages redirected from this site. The site is owned and operated by InterMiles Private Limited (“JPPL”), a company incorporated under the Companies Act 1956, and having its registered office at Jet Privilege Private Limited., Kanakia Wall Street, 7, 703, Kanakia Wall Street, Andheri Kurla Road, Andheri East, Mumbai 400099, Mumbai Suburban, Maharashtra India. These Terms of Use shall apply to the relationship between you (being a user of this site, and terms such as ‘you’ and ‘your(s)’ shall be construed accordingly) and JPPL, and are intended to protect both you and JPPL. These Terms of Use are effective as on the date of their publication and may be changed / modified by JPPL at any time.

1. Acceptance

1.1. By clicking on "Proceed to Affiliate Partner’s site" you hereby certify that:

(a) You are competent to enter into a legally binding and enforceable contract and have the authority to enter into the same; and

(b) You agree to be bound by all terms and conditions of these Terms of Use and any other documents incorporated by reference herein.

1.2. By proceeding to Affiliate Partner’s site, you are deemed to have executed this document electronically effective on the date of such action. Such action constitutes an acknowledgement that you are able to electronically receive, download, and print these Terms of Use, and any amendments hereto.

2. Definitions

For the purpose of this document, unless the context specifies otherwise, the following terms shall have the meanings defined as under:

“Affiliate Partner” means any entity which has partnered with JPPL for offer of sale of products or services to Members on its respective site.

“InterMiles Member Account” means the membership account of the Member which contains details of Member’s transaction through InterMiles.

“JetPrivilege” or “InterMiles Programme” means the loyalty and rewards programme owned, managed and operated by JPPL offering benefits, facilities or arrangements to Members by reason of their membership into the programme.

“InterMiles Membership Number” means the membership number granted to the Member in pursuance of the InterMiles Programme.

“InterMiles” means the reward currency owned and managed by Jet Privilege Private Limited.

“Member” means a member of the InterMiles Programme.

“Partner InterMiles” means the InterMiles accumulated by a Member into his InterMiles membership account upon purchase of products and/or services and separately appearing on a statement issued by JPPL to its Members.

“Third Party” means any person other than you and JPPL.

3. Scope of Services

3.1. JPPL seeks to provide you an opportunity to earn Partner InterMiles on making purchases from Affiliate Partners whose logos and/or products are listed on this site. You shall carry out the transaction in the site operated by the respective Affiliate Partner upon being redirected from this site.

3.2. All transactions for purchase of products and/or services entered into by you shall be with the Affiliate Partner. JPPL shall not be involved, whether as a party or otherwise, in such transactions.

3.3. JPPL merely redirects you to the Affiliate Partner’s site and is free from any liability or such other legal obligations attached to sellers of goods and services.

3.4. JPPL’s role shall be limited to crediting accumulated Partner InterMiles to the InterMiles Member Account as and when communicated to JPPL by the Affiliate Partner.

3.5. JPPL’s role shall not extend to and, in any case, JPPL shall not bear responsibility of any kind in respect of the following activities:

(a) Take possession, of any of the products or services offered by the Affiliate Partner, in the course of a transaction entered into by the parties or hold any right, title or interest over the products and/or services offered by the Affiliate Partner or incur any obligations or liabilities in respect of such contract.

(b) Provide any online payment gateway or such other facilities, through itself or its service providers, for collection, processing, facilitation and remission of payment against the purchase of products and/or services.

(c) Undertake any guarantee that the Affiliate Partner will perform any transaction concluded on its site without breach of any terms thereof.

(d) Mediate, resolve or arbitrate any dispute or disagreement between you and Affiliate Partner as regards the transaction.

4. Eligibility to Use

The services offered in this site or any pages thereof can be availed only by such users who are competent to enter into a legally binding and enforceable contract and have the authority to enter into the same. JPPL reserves the right to refuse access to use the services offered in the site to users at any time for inspection, investigation and prevention of fraudulent activities or for such other reasons it may deem fit.

5. Mode of Access

5.1. You shall be redirected to the Affiliate Partner's site upon entering Shop.intermiles.com and clicking on:

- (a) Any logos or brand names posted by the Affiliate Partner; or
- (b) Any listing of product/service posted by the Affiliate Partner.

5.2. Thereafter, you may proceed through either of the following channels:

- (a) Member Login

You may login by entering your InterMiles Number and such other credentials as sought in the respective fields. Even though you are not initially logged in to your InterMiles Member Account, you may avail of another chance to login by entering your InterMiles Number and such other credentials when prompted by a pop-up before being redirected to the Affiliate Partner's site. It is the sole responsibility of Members to ensure that they login with their correct InterMiles Number. Any disputes surrounding a credit of Partner InterMiles to incorrectly mentioned InterMiles Number shall not be entertained by JPPL.

- (b) Guest User

You are also permitted to continue as a guest user without entering any InterMiles Number. In this event, you shall not earn any Partner InterMiles upon transacting on the Affiliate Partner's site.

6. Earning Partner InterMiles

6.1. Determination of Maximum Partner InterMiles

- (a) JPPL shall determine, from time to time at its discretion, those transactions which are eligible for credit of Partner InterMiles and the maximum number of such Partner InterMiles which the Member shall earn upon completion of the transaction.
- (b) The above particulars shall be clearly displayed on this site or page wherefrom you shall be redirected to the Affiliate Partner's site
- (c) The above particulars shall also be clearly displayed on this site or page wherefrom you shall be redirected to the Affiliate Partner's site.
- (d) Notwithstanding anything in above clauses (a) and (b), it is clarified that the indicated number of Partner InterMiles provides for a maximum cap and that you shall not be entitled to the full number. The actual Partner InterMiles earned by you may be lesser than the indicated number, depending on the net amount paid by way of the transaction with the Affiliate Partner. The number of Partner InterMiles that you earn may also vary due to any change in policy by the Affiliate Partner over which JPPL has no control.

6.2. Credit of Partner InterMiles

- (a) You shall earn Partner InterMiles only on genuine transactions which are successfully tracked and verified by the Affiliate Partners. To ensure a successful credit of Partner InterMiles, you should perform the following activities:

- (i) You should clear your browsers cookies/cache before logging into your InterMiles Member Account;
 - (ii) You should enable Cookies in your browser settings;
 - (iii) You should ensure that you start shopping with an empty cart;
 - (iv) You should ensure that you do not transact directly from the partner's site but should transact via shop.intermiles.com;
 - (v) You should ensure that you are not using incognito or private browsing mode; and
 - (vi) You should not open any other coupon or price comparison sites in the same browser after being redirected from this site to the Affiliate Partner's site.
- (b) JPPL shall credit any earned Partner InterMiles to the respective InterMiles Member Account, upon being intimated by the Affiliate Partner of the event of a genuine transaction. The credit shall take effect within a period of 75 days from the date of completion of transaction with the Affiliate Partner.
- (c) Any transaction deemed as non-genuine or invalid by the Affiliate Partner shall not qualify for credit of Partner InterMiles. The transaction may be deemed as non-genuine or invalid for any reasons, including but not limited, to the following:
- (i) You did not wholly complete the transaction on the Affiliated Partner's site;
 - (ii) You cancelled the transaction, modified the terms thereof or performed an activity (i.e. fully/partially returned the purchased product/service) which had the effect of altering the terms of the transaction;
 - (iii) You did not clear your cookies before you completed your transaction as a result of which you ultimately get redirected to the Affiliated Partner site from a site operated by a Third Party.
 - (iv) You did not comply with such terms and conditions stipulated by the Affiliate Partner for transacting on its site; or
 - (v) You used a coupon, gift voucher, gift card, gift certificate, store credit or a similar prepaid instrument to complete the transaction.
- (d) In case a transaction is subsequently discovered to be non-genuine or is otherwise cancelled, the Partner InterMiles credited to the InterMiles Member Account as a result of such transaction shall be deducted from the accrued balance in the InterMiles Member Account.
- (e) In case you made a genuine transaction, after ensuring strict compliance with the conditions prescribed in Clause 6.2 (a), and still has not received the corresponding credit of Partner InterMiles, you may make a claim by contacting JPPL and adducing sufficient proof of the same. JPPL shall use reasonable efforts on its part to recover such Partner InterMiles.

(f) InterMiles will be rounded down to the nearest value. Those members who are eligible for 1 InterMile or more will be credited the same

(g) Products & Category of products excluded from InterMiles earning will be mentioned in the redirection popup of the partner.

(h) Member will not earn InterMiles if at the time of redirection, member opens the mobile app of any of the affiliate partner, unless specified on the website while redirection.

(i) Member will earn InterMiles on the desktop and mobile website at the time of redirection to the affiliate partners when redirected from shop.intermiles.com

(j) Member will earn InterMiles on the app, desktop and mobile website at the time of redirection for Flipkart.

(k) Qualifying Revenues: mean amounts received from customers' Qualifying Purchases, excluding shipping, handling, and gift-wrapping fees, taxes, and service charges, and less any rebates, credit card processing fees, returns, and bad debt.

7. Intellectual Property & Copyright

All copyrights, trademarks and intellectual property rights pertaining to the site and pages thereof, their contents and their arrangement, are owned by JPPL, unless otherwise indicated. No one may copy, reproduce or distribute any part of this site or any page thereof with or without modification or any data contained within the site without prior written consent of JPPL. You shall not commercially exploit the identity, logo or services of JPPL. JPPL reserves the right to seek injunctive and other similar remedies before the appropriate forum or court of law so as to prevent any such instances of infringement.

8. Third Party Content

8.1. All kinds of text, graphics, trademarks, brands, logos, product listings and specifications and such other advertisements related to the products offered by Affiliate Partners as well as other data from external sources are made available on this site ("Third Party Content").

8.2. Such Third-Party Content is provided on an 'As Is' basis. JPPL does not own / have the rights and title to any such Third Party Content, or provide any guarantee with respect to the accuracy, title, merchantability, non-infringement or fitness for a particular purpose of any Third Party Content and shall not be held liable for any loss suffered by you based on his reliance on or use of such Third Party Content.

9. Use of Information and Materials

The information and materials contained in the site and pages thereof, and the terms, conditions, and descriptions that appear, are subject to change without prior notification. Not all products and services are available in all geographic areas. Your eligibility for particular products and services is subject to final determination and acceptance by Affiliate Partners.

10. No Warranty

JPPL does not and shall not make any warranty or representation as regards the following:

(a) Accuracy, adequacy or completeness of the information and materials displayed on this site or any pages redirected from this site. JPPL expressly disclaims liability for errors or omissions in this information and materials; and

(b) Specifics (including but not limited to quality, value, saleability, non-infringement of Third-party rights, title, merchantability and fitness for a particular purpose) of the products and services sold by Affiliate Partners.

(c) Timely and satisfactory performance of the contract of sale entered into between you and Affiliate Partners.

11. Unauthorized Use of Site

11.1. The following instances shall amount to unauthorised use of site:

(a) Making or attempting to make any transaction with any Affiliate Partner by providing incorrect or false information with a view to fraudulently earn Partner InterMiles;

(b) Posting of or uploading content which infringes any patent, trademark, copyright or other proprietary rights;

(c) Posting of or uploading content which contains software viruses, or any other computer code, files or programs designed to interrupt destroy or limit the functionality of any computer resource;

(d) Posting of or uploading content which deceives or misleads the addressee about the origin of such messages or communicates any information which is grossly offensive or menacing in nature;

(e) Engaging in tampering of the site including modification of URLs, distributing unauthorised URLs, email cloaking, running automated scripts or pages being speared and such other activity that interferes with or disrupts access to the site or the services performed through it; and

(f) Undertaking such other activity in violation of these Terms of Use.

11.2. In the event of such unauthorised use, JPPL reserves the right to revoke, suspend or terminate your InterMiles Member Account and forfeit any InterMiles or Partner InterMiles that have accrued in your account. You agree and acknowledge that JPPL shall further not be held liable for any loss or liabilities incurred by you or any Third Party as a consequence of such unauthorized use.

12. Indemnification

You shall indemnify and hold harmless JPPL, its owner, licensee, affiliates, subsidiaries, group companies and their respective officers, directors, agents, and employees, from any claim or demand, or actions including reasonable attorneys' fees, made by any Third Party or penalty imposed in relation to or connection with the following events:

(a) Any breach of these Terms of Use, Privacy Policy and such other Policies;

(b) Any incidents arising out of, or in connection with the use of this site; and

(c) Infringement and any other kinds of misuse of rights of a Third Party, including any intellectual property rights.

13. Disclaimer of liability

13.1. In no event shall JPPL be held liable for any damages, direct or indirect, special, incidental, or consequential damages, losses or expenses arising in connection with the use of this site or any pages redirected from this site.

13.2. Without prejudice to the generality of the above disclaimer, JPPL shall not be held liable in respect of occurrence of the following events:

(a) Delay or inability to use this site or related pages or the provision of or failure to provide any information, software, products, and related graphics obtained through the site, or otherwise arising out of the use of the site, whether based on contract, tort, negligence, strict liability or otherwise;

(b) Non-availability of the site during periodic maintenance operations or any unplanned suspension of access to the site that may occur due to technical reasons or for any reason beyond JPPL's control;

(c) Any damage to your computer systems or loss of data that results from the download of such material or data; and

(d) Any errors or omissions, with respect to any information provided to you whether on behalf of itself or third parties.

14. Privacy Policy

14.1. JPPL may collect certain personal data and information in the course of providing services to you. The storage, use, disclosure and sharing of such personal information shall be governed by JPPL's privacy policy, which is available at intermiles.com ("Privacy Policy").

14.2. This Privacy Policy forms a part of these Terms of Use, and by agreeing to the same you shall be deemed to have given us consent to handle your information as per the terms of such policy.

14.3. If you have objections to the terms of the Privacy Policy, you may not avail of services provided by this site or pages thereof.

15. Modification

15.1. JPPL may, at any time, make any change, add to or modify these Terms of Use without giving notice to you.

15.2. In the event JPPL makes any changes to these Terms of Use, you will be taken to have received notice upon JPPL posting details of such changes in InterMiles site.

16. Choice of Law & Jurisdiction

These Terms of Use shall be governed by and interpreted and construed in accordance with the laws of India. You and JPPL shall submit all disputes arising out of or in relation to these Terms of Use to the exclusive jurisdiction of the courts in Mumbai.

17. Miscellaneous

17.1. Entire Terms of Use

17.1.1. These Terms of Use, together with any other legal notices or additional policies published by JPPL on the site, shall constitute the entire agreement between you and JPPL.

17.1.2. These Terms of Use shall not preclude the applicability of any other terms and conditions which shall govern your relationship with the Affiliated Partner in relation to the use of the latter's site.

17.2. Assignment

JPPL shall have the right to assign its rights, obligations and licenses under these Terms of Use to any other person or entity, at its own sole discretion. You shall however not be entitled to assign your rights, obligations or licenses granted to you under these Terms of Use without the prior written consent of JPPL.

17.3. Communication

All notices to JPPL intended to have a legal effect must be in writing and delivered either (a) in person; (b) by a means evidenced by a delivery receipt, to the following address: Jet Privilege Private Limited. Kanakia Wall Street, 7, 703, Kanakia Wall Street, Andheri Kurla Road, Andheri East, Mumbai 400099, Mumbai Suburban, Maharashtra India; or (c) in writing via email to "memberservices@intermiles.com". All such notices are deemed effective upon receipt by JPPL

17.4. Severability

If, for any reason, a court of competent jurisdiction finds any provision of these Terms of Use, or portion thereof, to be unenforceable, that provision shall be enforced to the maximum extent permissible so as to give effect to the intent of the parties as reflected by that provision, and the remainder shall continue in full force and effect. JPPL may amend in a reasonable manner such provision to make it enforceable and such amendment will be given effect in accordance with such amended Terms of Use.

17.5. Waiver

Any failure or delay by JPPL to enforce or exercise any provision of these Terms of Use, or any related right, shall not constitute a waiver of that provision or right. Any waiver by JPPL shall only be made in writing and executed by a duly authorized officer of JPPL.

17.6. Grievance Officer

17.6.1. In pursuance of the Information Technology Act, 2000 and the rules made thereunder, the Grievance Officer of JPPL for the purpose of the services rendered under these Terms of Use shall be with email address: grievance.officer@intermiles.com.

17.6.2. JPPL may modify the aforesaid details from time to time in accordance with the provisions of Clause 15

Update History :

- 5th April '21 (Update has been made w.r.t SWIM Payment Type, Miles Earnings, Eligibility Criteria and General Terms & Conditions on Hotels)

The terms and conditions set out below (“Terms of Use”) is a legal document which governs the use of hotels.intermiles.com (“Platform”) and any sites or pages redirected from this Platform. The Platform is owned and operated by Jet Privilege Private Limited (“JPPL”), a company incorporated under the Companies Act 1956, and having its registered office at Jet Privilege Private Limited., Kanakia Wall Street, 7, 703, Kanakia Wall Street, Andheri Kurla Road, Andheri East, Mumbai 400099, Mumbai Suburban, Maharashtra India and access to our Platform or any mobile or tablet application is offered to you conditioned upon your acceptance without modification of all the Terms of Use set forth below.

These Terms of Use shall apply to the relationship between you (being a User (defined hereinafter) of this Platform, and terms such as ‘you’ and ‘your(s)’ shall be construed accordingly) and JPPL. These Terms of Use are effective as on the date of their publication and may be changed / modified by JPPL at any time without any prior notice.

- **DEFINITIONS**

For the purpose of these Terms of Use, unless the context specifies otherwise, the following terms shall have the meanings defined as under:

1. “Affiliate Partner(s)” means the third party entity(ies) which has/ have partnered with JPPL for (a) providing or for offering for sale to the Users (including Members), the Products and/or the Services on its respective platform; (b) providing reviews and/or ratings content.
2. “Hotel(s)” means any form of accommodation or lodging including, but not limited to, hotels, motels, guest houses, bed & breakfasts, hostels, villa’s, apartments (serviced or otherwise), lodges, inn, guest accommodation, resort, and any other (type of) accommodation or lodging provider.
3. “Intermiles Member Account” means the membership account of the Member which contains details of Member’s transaction through Intermiles.
4. “Intermiles” or “Intermiles Programme” means the loyalty and rewards programme owned, managed and operated by JPPL offering benefits, facilities or arrangements to Members by reason of their membership into the programme.
5. “Intermiles Membership Number” means the membership number granted to the Member in pursuance of the Intermiles Programme.
6. “Intermiles” means the reward currency owned and managed by Jet Privilege Private Limited.
7. “Materialized Booking” means a paid and confirmed booking made by a User who, through the Platform, has made a booking for a Hotel on an Affiliate Partner’s website or platform, and which booking has resulted in actual provision of stay, as confirmed by the concerned Affiliate Partner to JPPL.
8. “Member” means a member of the InterMiles Programme.
9. “Partner Intermiles” means the Intermiles accumulated by a Member into his Intermiles membership account upon purchase of Products and/or Services and separately appearing on a statement issued by JPPL to its Members.
10. “Products” and/or “Services” means the products and/or services offered by the Affiliate Partner which are listed on the Platform and includes booking of Hotels.

11. "Third Party" means any person other than you and JPPL.
12. "User" means any person who visits, accesses or uses the Platform.

- **ACCEPTANCE**

1. You agree that JPPL does not sell Products or provide Services. The Platform is a Hotel search engine that provides Users with price comparisons for Hotels. JPPL does not provide, own or control any of the Products or Services. The Products and Services are owned, controlled or made available by Affiliate Partner, either directly (e.g., a hotel) or through the owner/ operator of the Hotels or through a facilitator of Hotel reservations (e.g., an online travel company).
2. The booking of a Product or Service takes place solely on the platforms of the Affiliate Partner. The Affiliate Partner's terms and privacy policies apply to your bookings, so you must agree to, and understand those terms. Further, the terms of the Hotels where you plan to stay, if different from the Affiliate Partner, will also apply to your booking, so you must also agree to, and understand those terms. Your interaction with any Affiliate Partner accessed through our Platform is at your own risk, and JPPL does not have any responsibility should anything go wrong with your booking. You agree that JPPL has no control over the Products or Services or Affiliate Partners.
3. Platform hosts content, including prices, images, logos, designs, graphics, trade names, links and other information and data, made available by or obtained from Affiliate Partners ("Provider Content"), as well as content provided by Users, such as comments, ratings and other information ("User Content" and together with the Provider Content, the "Content"). JPPL is in no way responsible or liable for the accuracy, quality, completeness, reliability, timeliness or trustworthiness of the Content, and JPPL has no influence over the Content. In particular, JPPL does not guarantee that Provider Content, in particular the prices reflected therein, will be updated in real time or that a particular Product or Service will be available. As a result, the price displayed by an Affiliate Partner may not correspond to that displayed on Platform. Hotel ratings displayed on this Platform are intended as only general guidelines, and JPPL does not guarantee the accuracy of the ratings or of any User Content.
4. By visiting, accessing, proceeding to and using the Platform or any platform of the Affiliate Partner, you hereby certify that:
 1. You are competent to enter into a legally binding and enforceable contract and have the authority to enter into the same under applicable law;
 2. You agree to be bound by all terms and conditions of these Terms of Use and any other documents incorporated by reference herein
 3. You will use this Platform for only legitimate Hotel deals;
 4. You will inform such other persons about the Terms of Use that apply to any searches and/or bookings you have made on their behalf, including all rules and restrictions applicable thereto;
 5. All information supplied by you to our Platform is true, accurate, current and complete; and
 6. If you have Intermiles Member Account, you will safeguard your account information and will supervise and be completely responsible for any use of your account by you and anyone other than you.
5. By visiting, accessing, proceeding to or using this Platform or any Affiliate Partner's website or platform, you are deemed to have executed this document electronically effective on the date of such action. Such action constitutes an acknowledgement that

you are able to electronically receive, download, and print these Terms of Use, and any amendments hereto.

6. We retain the right at our sole discretion to deny access to anyone to our Platform and the services we offer, at any time and for any reason, including, but not limited to, for violation of these Terms of Use.
7. All bookings made through the Affiliate Partner's website or platform are agreements between the Affiliate Partner and the User. JPPL shall not bear any responsibility for the making of bookings or for the compliance by the Affiliate Partner or the owner / operator of a Hotels with the terms of any booking made through the Affiliate Partner's website or platform

• **SCOPE OF SERVICES**

1. This Platform can be used by any User eligible under applicable laws and in accordance with these Terms of Use. This Platform redirects you to the respective Affiliate Partner platform, and the booking of a Product or Service takes place solely on the platform of the Affiliate Partner. The Affiliate Partner's terms and conditions and privacy policies apply to such bookings including any modification of such bookings and refund of amount paid.
2. All transactions for Products and/or Services entered into by you shall be with the Affiliate Partner. JPPL shall not be involved, whether as a party or otherwise, in such transactions. JPPL has no control over the Products and/or Services, or the Affiliate Partners.
3. JPPL merely redirects you to the Affiliate Partner's Platform and is free from any liability or such other legal obligations attached to booking of Products or Services by you on the platform of Affiliate Partner.
4. JPPL seeks to provide a User, who is a Member, an opportunity to earn Partner Intermiles on making purchases or availing services from Affiliate Partner whose Products and/or Services are listed on this Platform. JPPL's role shall be limited to crediting accumulated Partner Intermiles to the Intermiles Member Account as and when communicated to JPPL by the Affiliate Partner.
5. JPPL's role shall not extend to and, in any case, JPPL shall not bear responsibility of any kind in respect of the following activities:
 1. Provide any online payment gateway or such other facilities, through itself or its service providers, for collection, processing, facilitation and remission of payment to Affiliate Partner for Products and/or Services.
 2. Undertake any guarantee that the Affiliate Partner or an owner/ operator of any Hotel will perform any transaction concluded on its platform without breach of any terms thereof.
 3. Mediate, resolve or arbitrate any dispute or disagreement between you and Affiliate Partner, or you and any owner and/or operator of any Hotel, as regards the transaction.
6. The Products and/or Services presented on the Platform are displayed in Indian Rupees (INR or Rs. or ₹,¹) which is the default currency for the Platform. On being redirected to an Affiliate Partner's platform the currency displayed will be in accordance with and governed by the terms and conditions of such Affiliate Partner platform. Further, currency conversion (if any) and payment will be governed by terms and conditions of such Affiliate Partner platform and JPPL shall have no role in the same

• **ELIGIBILITY TO USE**

1. The services offered on this Platform or any pages thereof can be availed only by such Users who are competent to enter into a legally binding and enforceable contract and have the authority to enter into the same. JPPL reserves the right to refuse access to use the products or services offered on the Platform to users at any time for inspection, investigation and prevention of fraudulent activities or for such other reasons it may deem fit.
2. The content and information on our Platform (including, but not limited to, price and availability of Products and Services) as well as the infrastructure used to provide such content and information, is proprietary to us or our Affiliate Partners or our suppliers and providers. While you may make limited copies of your itinerary (and related documents) for hotel reservations booked through our Platform, you agree not to otherwise modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, or sell or re-sell any information, software, products, or services obtained from or through this Platform.

- **MODE OF ACCESS**

1. You shall be redirected to the Affiliate Partner's platform upon clicking on:
 1. Any logos or brand names posted by the Affiliate Partner on the Platform; or
 2. Any listing of Products or Service posted by the Affiliate Partner on the Platform
2. You may proceed through either of the following channels:
 1. Member Login

You may login by entering your Intermiles Number and such other credentials as sought in the respective fields. Even though you are not initially logged in to your Intermiles Member Account, you may avail of another chance to login by entering your Intermiles Number and such other credentials when prompted by a pop-up before being redirected to the Affiliate Partner's platform. It is the sole responsibility of Members to ensure that they login with their correct Intermiles Number. Any disputes surrounding a credit of Partner Intermiles to incorrectly mentioned Intermiles Number shall not be entertained by JPPL.

2. Guest User

You are also permitted to continue as a guest user without entering any Intermiles Number. In this event, you shall not earn any Partner Intermiles upon transacting on the Affiliate Partner's Platform. For bookings made as a guest user, JPPL shall not entertain any request for retro credit of Partner Intermiles by the Members.

- **EARNING PARTNER INTERMILES**

1. Determination of Maximum Partner Intermiles
 1. JPPL shall determine, from time to time at its discretion, those transactions which are eligible for credit of Partner Intermiles and the maximum number of such Partner Intermiles which the Member shall earn upon completion of the transaction.
 2. The above particulars shall be clearly displayed on this Platform or page wherefrom you shall be redirected to the Affiliate Partner's platform.

3. Notwithstanding anything in above clauses (a) and (b), it is clarified that the indicated number of Partner Intermiles provides for a maximum cap and that you shall not be entitled to the full number. The actual Partner Intermiles earned by you may be lesser than the indicated number, depending on the net amount paid by way of the transaction with the Affiliate Partner. The number of Partner Intermiles that you earn may also vary due to any change in policy by the Affiliate Partner over which JPPL has no control.
 4. Partner Intermiles shall be awarded only for Materialized Bookings. In the event any modification is made to any booking by the Member, whether on the Affiliate Partner's website or platform, or at the time of actual stay at the Hotel, such modification will be taken into account by JPPL only if such modification has been verified and confirmed by the Affiliate Partner to JPPL.
2. Credit of Partner Intermiles
1. You should clear your browsers cookies/cache before logging into your Intermiles Member Account;
 2. You should enable Cookies in your browser settings;
 3. You should ensure that you are not using incognito or private browsing mode; and
 4. You should not open any other coupon or price comparison sites in the same browser after being redirected from this Platform to the Affiliate Partner's platform.
 5. You did not complete the transaction on the Affiliate Partner's platform;
 6. You cancelled the transaction, modified the terms thereof or performed an activity (i.e. fully/partially did not avail the Service or Product) which had the effect of altering the terms of the transaction;
 7. You did not clear your cookies before you completed your transaction because of which you ultimately get redirected to the Affiliate Partner platform from a site operated by a Third Party;
 8. You did not comply with these Terms of Use or such terms and conditions stipulated by the Affiliate Partner for transacting on its platform; or
 9. You used a coupon, gift voucher, gift card, gift certificate, store credit or a similar prepaid instrument to complete the transaction.
 10. You shall earn Partner Intermiles only on genuine Materialized Bookings which are successfully tracked and verified by the Affiliate Partners. To ensure a successful credit of Partner Intermiles, you should perform the following activities:
 11. In case a transaction is subsequently discovered to be non-genuine or is otherwise cancelled, the Partner Intermiles credited to the Intermiles Member Account as a result of such transaction shall be deducted from the accrued balance in the Intermiles Member Account.
 12. JPPL shall credit any earned Partner Intermiles to the respective Intermiles Member Account, upon being intimated by the Affiliate Partner of the event of a genuine transaction. The credit shall take effect within a period of 90 days from the date of completion of stay for the Materialized Booking with the Affiliate Partner.
 13. Any transaction deemed as non-genuine or invalid by the Affiliate Partner shall not qualify for credit of Partner Intermiles. The transaction may be deemed as non-genuine or invalid for any reasons, including but not limited, to the following:
 14. In case a transaction is subsequently discovered to be non-genuine or is otherwise cancelled, the Partner Intermiles credited to the Intermiles Member

Account as a result of such transaction shall be deducted from the accrued balance in the Intermiles Member Account.

15. In case you made a genuine transaction, after ensuring strict compliance with the conditions prescribed in Clause 6.2 (a), and still has not received the corresponding credit of Partner Intermiles, you may make a claim by contacting JPPL and adducing sufficient proof of the same. JPPL shall use reasonable efforts on its part to recover such Partner Intermiles.
16. Intermiles will be rounded down to the nearest value. Those members who are eligible for 1 InterMile or more will be credited the same.
3. Calculation of Partner Intermiles shall be based solely on the amount received from a Member as base price of the Hotel room(s) (exclusive of all taxes, charges and fees). Any amount paid by the Member other than the base price for the Hotel room (such as any payments for food, or other products or services availed by you) shall be excluded for the calculation of the Partner Intermiles to be awarded.
4. Intermiles accumulated under this offer will be governed by terms and conditions of Intermiles programme.

Redemption of Intermiles via Save With Miles for Hotels:

Eligibility:

1. InterMiles Red, Silver, Gold and Platinum tier members are eligible for redeeming their InterMiles via Save With Miles option and full redemption across all available platforms on InterMiles.
2. Intermiles Base members are eligible for redeeming their InterMiles via Save With Miles option on all platforms on InterMiles. However, the option of full redemption is available only on Flights and Hotels.

Cancellation Policy:

1. Standard cancellation policies as per those applicable to the booked property apply.
2. Final refund will be calculated as per cancellation charges applicable at time of cancellation and will be post adjustment of Save With Miles discount amount.
3. Miles redeemed for availing Save With Miles discount will be credited back to members account only if cancellation charge is less than (Booking amount – Discount)
4. Intermiles reserves the right to charge member value pack fees for hotel booking the Service, cancelling the booking and modification of the booking in addition to the fares, fees and taxes Intermiles further reserves the right to alter any and all fees from time to time, without notice.
5. Member Value Pack Fees will not be refunded in case of booking cancellation.

General TnCs:

1. All other General Conditions for Redemption as per the InterMiles T&Cs apply.
2. No miles will be accrued to member account for bookings made via Save With Miles.
3. T&Cs applicable to Hotels, supersede General T&Cs of Redemptions.
4. These Terms & Conditions are final and binding on all Participants. If any matters or disputes or differences arise in relation to these Terms & Conditions, they shall be determined solely by JPPL.
5. This Offer is further subject to the terms and conditions specified on InterMiles.com.

6. The Offer and these Terms and Conditions are governed by the laws of India. The participants agree that the courts in Mumbai shall have jurisdiction over all matters arising from or relating to this Campaign.
7. Intermiles reserves the right to charge member value pack fees for hotel booking the Service, cancelling the booking and modification of the booking in addition to the fares, fees and taxes Intermiles further reserves the right to alter any and all fees from time to time, without notice.
8. Member Value Pack Fees will not be refunded in case of booking cancellation.

- **INTELLECTUAL PROPERTY & COPYRIGHT**

All copyrights, trademarks and intellectual property rights pertaining to the Platform and pages thereof, their contents and their arrangement, are owned by JPPL, unless otherwise indicated. No one may copy, reproduce or distribute any part of this site or any page thereof with or without modification or any data contained within the Platform without prior written consent of JPPL. You shall not commercially exploit the identity, logo or services of JPPL. JPPL reserves the right to seek injunctive and other similar remedies before the appropriate forum or court of law to prevent any such instances of infringement.

- **THIRD PARTY CONTENT**

1. All kinds of text, graphics, trademarks, brands, logos, product listings, hyperlinks and specifications and such other advertisements related to the Products and Services offered by Affiliate Partners as well as other data from external sources are made available on this Platform (“Third Party Content”).
2. Such Third Party Content is provided on an ‘as is’ basis without warranty of any kind. JPPL does not own / have the rights and title to any such Third Party Content, or provide any guarantee or warranty with respect to the accuracy, title, merchantability, non-infringement or fitness for a particular purpose of any Third Party Content and shall not be held liable for any loss suffered by you based on his reliance on or use of such Third Party Content. The Affiliate Partners are independent from JPPL and are not agents or employees of JPPL. JPPL is not liable for the acts, errors, omissions, representations, warranties, breaches or negligence of any Affiliate Partner or any Hotel owner or operator, including for injuries, death, property damage, or other damages or expenses resulting therefrom. JPPL will not be liable for any cancellation, overbooking, strike, force majeure or other causes beyond its direct control.
3. Further, it is up to you to take precautions to ensure that whatever links you select or software you download (whether from our Platform or other websites) is free of such items as viruses, worms, Trojan horses, defects and other items of a destructive nature. Our inclusion of hyperlinks to such websites does not imply any endorsement of the material on such websites or any association with their operators.
4. JPPL shall never be and cannot be held to be party to a booking at any time, and the sole role of JPPL is to provide the price comparison services and crediting of Partner Intermiles to eligible Members as per this Terms of Use.
5. JPPL shall not be responsible for verifying any information uploaded on the Platform as provided by an Affiliate Partner, User or otherwise or performing any background checks relating to said persons and JPPL makes no endorsement of the said persons or information relating to them and disclaims all liability in this regard.

- **USE OF INFORMATION AND MATERIALS**

The information and materials contained in the Platform and pages thereof, and the terms, conditions, and descriptions that appear, are subject to change without prior notification. Not all Products and Services are available in all geographic areas. Your eligibility for particular Products and Services is subject to final determination and acceptance by Affiliate Partners and is subject to applicable laws.

- **NO WARRANTY**

1. JPPL does not and shall not make any warranty or representation as regards the following:
 1. Accuracy, adequacy or completeness of the information and materials displayed on this Platform or any pages redirected from this Platform. JPPL expressly disclaims liability for errors or omissions in this information and materials; and
 2. Specifics (including but not limited to quality, value, saleability, non-infringement of third-party rights, title, merchantability and fitness for a particular purpose) of the Hotels or Products and/or Services offered by Affiliate Partners.
 3. Timely and satisfactory performance of the contract of sale entered into between you and Affiliate Partners.

- **UNAUTHORIZED USE OF PLATFORM**

1. The following instances shall amount to unauthorized use of Platform:
 1. Making or attempting to make any transaction with any Affiliate Partner by providing incorrect or false information with a view to fraudulently earn Partner Intermiles;
 2. Posting of or uploading content which infringes any patent, trademark, copyright or other proprietary rights;
 3. Posting of or uploading content which contains software viruses or any other computer code, files or programs designed to interrupt destroy or limit the functionality of any computer resource;
 4. Posting of or uploading content which deceives or misleads the addressee about the origin of such messages or communicates any information which is grossly offensive or menacing in nature;
 5. Engaging in tampering of the Platform including modification of URLs, distributing unauthorized URLs, email cloaking, running automated scripts or pages being spidered and such other activity that interferes with or disrupts access to the Platform or the services performed through it; and
 6. Undertaking such other activity in violation of these Terms of Use.
2. In the event of such unauthorized use, JPPL reserves the right to revoke, suspend or terminate your Intermiles Member Account and forfeit any Intermiles or Partner Intermiles that have accrued in your account. You agree and acknowledge that JPPL shall further not be held liable for any loss or liabilities incurred by you or any Third Party as a consequence of such unauthorized use.

- **INDEMNIFICATION**

You shall indemnify and hold harmless JPPL, its owner, licensee, affiliates, subsidiaries, group companies and their respective officers, directors, agents, and employees, from any claim or demand, or actions including reasonable attorneys' fees, made by any Third Party or penalty imposed in relation to or connection with the following events:

1. Any breach of these Terms of Use, Privacy Policy and such other Policies;
2. Any incidents arising out of, or in connection with the use of this Platform; and
3. Infringement and any other kinds of misuse of rights of a Third Party, including any intellectual property rights.

• **DISCLAIMER OF LIABILITY**

1. In no event shall JPPL be held liable for any damages, direct or indirect, special, incidental, or consequential damages, losses or expenses arising in connection with the use of this Platform or any pages redirected from this Platform.
2. Without prejudice to the generality of the above disclaimer, JPPL shall not be held liable in respect of occurrence of the following events:
 1. Delay or inability to use this Platform or related pages or the provision of or failure to provide any information, software, products, and related graphics obtained through the Platform, or otherwise arising out of the use of the Platform, whether based on contract, tort, negligence, strict liability or otherwise;
 2. Any deficiency in Products or Services offered by the Affiliate Partner or the owner or operator of the hotels, rooms or other accommodations.
 3. Non-availability of the Platform during periodic maintenance operations or any unplanned suspension of access to the Platform that may occur due to technical reasons or for any reason beyond JPPL's control;
 4. Any damage to your computer systems or loss of data that results from the download of such material or data; and
 5. Any errors or omissions, with respect to any information provided to you whether on behalf of itself or third parties.
3. The Products and Services provided through the Platform are subject to the applicable rules and regulations as may be in force in the respective jurisdictions/ state and JPPL shall not be liable for any loss or damage whatsoever that may be suffered or for any personal injury that may be suffered by any person, directly or indirectly, by use or non-use of Products and/or Services under this Platform.

• **PRIVACY POLICY**

1. JPPL may collect certain personal data and information in the course of providing services to you. The storage, use, disclosure and sharing of such personal information shall be governed by JPPL's privacy policy, which is available at intermiles.com ("Privacy Policy").
2. This Privacy Policy forms a part of these Terms of Use, and by agreeing to the same you shall be deemed to have given us consent to handle your information as per the terms of such policy.
3. If you have objections to the terms of the Privacy Policy, you may not avail of services provided by this Platform or pages thereof.

• **MODIFICATION**

1. JPPL may, at any time, make any change, add to or modify these Terms of Use without giving notice to you.
2. In the event JPPL makes any changes to these Terms of Use, you will be taken to have received notice upon JPPL posting details of such changes in Intermiles site

• **CHOICE OF LAW & JURISDICTION**

These Terms of Use shall be governed by and interpreted and construed in accordance with the laws of India. You shall submit all disputes arising out of or in relation to these Terms of Use to the exclusive jurisdiction of the courts in Mumbai, India.

- **MISCELLANEOUS**

1. Entire Terms of Use

1. These Terms of Use, together with any other legal notices or additional policies published by JPPL on the Platform, shall constitute the entire agreement between you and JPPL.
2. These Terms of Use shall not preclude the applicability of any other terms and conditions which shall govern your relationship with: (a) the Affiliate Partners in relation to the use of the latter's site, and (b) Hotel owners and operators.

2. Assignment

JPPL shall have the right to assign its rights, obligations and licenses under these Terms of Use to any other person or entity, at its own sole discretion. You shall however not be entitled to assign your rights, obligations or licenses granted to you under these Terms of Use without the prior written consent of JPPL.

3. Communication

All notices to JPPL intended to have a legal effect must be in writing and delivered either (a) in person; (b) by a means evidenced by a delivery receipt, to the following address: Jet Privilege Private Limited. Kanakia Wall Street, 7, 703, Kanakia Wall Street, Andheri Kurla Road, Andheri East, Mumbai 400099, Mumbai Suburban, Maharashtra India; or (c) in writing via email to "memberservices@intermiles.com". All such notices are deemed effective upon receipt by JPPL.

4. Severability

If, for any reason, a court of competent jurisdiction finds any provision of these Terms of Use, or portion thereof, to be unenforceable, that provision shall be enforced to the maximum extent permissible so as to give effect to the intent of the parties as reflected by that provision, and the remainder shall continue in full force and effect. JPPL may amend in a reasonable manner such provision to make it enforceable and such amendment will be given effect in accordance with such amended Terms of Use.

5. Waiver

Any failure or delay by JPPL to enforce or exercise any provision of these Terms of Use, or any related right, shall not constitute a waiver of that provision or right. Any waiver by JPPL shall only be made in writing and executed by a duly authorized officer of JPPL.

6. Grievance Officer

1. In pursuance of the Information Technology Act, 2000 and the rules made thereunder, the Grievance Officer of JPPL for the purpose of the

services rendered under these Terms of Use shall be with email address: grievance.officer@intermiles.com.

2. JPPL may modify the aforesaid details from time to time in accordance with the provisions.

be responsible for any change in flight schedules, terminal changes, timings or cancellations.

- Check-in time usually begins 2 hours prior to scheduled departure of the flight and closes before 45 minutes. Please reconfirm this with the airline prior to your travel dates.
- All passengers, including children and infants, have to present their valid ID proof at the time of check-in.
- All reservations done through our website are as per the terms and conditions of the concerned airlines. Any modification, cancellation and refund of the airline tickets shall be strictly as per the policy of the concerned airlines and Intermiles and our partner Easemytrip will deny all liability in connection thereof.
- Intermiles and our partner Easemytrip has no liability for the quality of service provided by the airline.
- The detailed terms and conditions are set out at www.Intermiles.com/terms-and-conditions/ and shall accordingly apply to the booking.

Update History :

- 8th March '21 (Update has been made w.r.t clause for Gift Voucher related issues on Digi Stores raised to InterMiles)
- 11th December '21 (Update has been made w.r.t Redemption Eligibility on Digi Stores)

The terms and conditions set out below (“Terms of Use”) is a legal document which governs the use of digistores.intermiles.com and any sites or pages redirected from this site. The site is owned and operated by InterMiles Private Limited (“JPPL”), a company incorporated under the Companies Act 1956, and having its registered office at Jet Privilege Private Limited., Kanakia Wall Street, 7, 703, Kanakia Wall Street, Andheri Kurla Road, Andheri East, Mumbai 400099, Mumbai Suburban, Maharashtra India. These Terms of Use shall apply to the relationship between you (being a user of this site, and terms such as ‘you’ and ‘your(s)’ shall be construed accordingly) and JPPL, and are intended to protect both you and JPPL. These Terms of Use are effective as on the date of their publication and may be changed / modified by JPPL at any time.

I. Terms & Conditions for purchase of Vouchers on Digi Stores via InterMiles

Definition - For the purposes of this Agreement, unless the context specifies otherwise, the following terms shall have the meanings defined as under –

- **Eligible Activity**” means and includes the successful Transaction undertaken by the Members on the InterMiles Site or App
- **InterMiles**” means the reward currency owned and managed by JPPL.
- **InterMiles Programme**” means the loyalty and rewards programme owned, managed and operated by JPPL offering benefits, facilities or arrangements to Members by reason of their membership into the programme.
- **Member**” means a member of the InterMiles Programme
- **Transaction**” means the fulfilled and successful transaction undertaken by the you as a Member on the InterMiles site or app.

Scope of Service -

- Enable members to purchase vouchers by the use of INR and/or Miles
- -Handling the member queries pertaining to fulfilment/access of vouchers

Mode of Access -

Member Login –

- You may login by entering your InterMiles Number and such other credentials as sought in the respective fields
- It is the sole responsibility of Members to ensure that they login with their correct InterMiles Number.
- Any disputes surrounding a credit of Partner InterMiles to incorrectly mentioned InterMiles Number shall not be entertained by JPPL.

Acceptance of Terms & Conditions -By accessing this Digi Store site or any website linked to the Digi Stores site (“Site”) and making transactions through the Digi Stores, you expressly indicate your acknowledgment and acceptance of the rules applicable to the Digi Stores.

Vouchers purchase:

- The Vouchers purchased are redeemable for goods or services listed by the seller of such goods and services, or the Service Provider or Partner Website
- The Vouchers shall have the necessary utilization instructions on it.
- Vouchers are electronic products and will not be sent physically.
- The Vouchers will have an offer period, or expiry date, mentioned on it.
- Unless otherwise stated, you will not be entitled to receive credit or cash-back or InterMiles for whatever value of the Vouchers you don't use.
- Unless otherwise stated, you cannot combine the Vouchers offer with other special offers or promotions that may be on.
- Voucher once purchased, is non-cancellable/non-refundable, whether the voucher is used or not.
- Neither InterMiles or Qwikilver nor the Service Provider shall have any liability in the event you lose your Vouchers.
- In case of any complaints with respect to the redemption of issued Gift Vouchers, members can raise such issues and instances within a duration of 7 days from the date of receipt of the Gift Vouchers in question. InterMiles will not consider or be accountable for any complaints raised post the 7-day limit.

[2X Digi Store Offer for Jet Airways HDFC Debit Cards - Terms & Conditions](#)

Payment Type –

- All Members can purchase a voucher by completing a transaction and making a complete INR payment towards it.
- All Members can purchase a Voucher by completing a transaction by availing a cash discount by redemption of Miles and paying the balance in INR
- Effective 11 Dec 2020, All Members, excepting those in base tier, can purchase a Voucher by redeeming InterMiles towards the entire transaction value

Miles Earnings against the payment type -

- Once a member makes INR payment towards the purchase of a voucher he will be eligible to earn InterMiles
- In case a member, redeem Miles to avail a discount on purchase and make the payment for the balance amount, in this case member is not eligible for earning any InterMiles
- When member redeems Miles for the voucher purchase, he is not eligible to earn any InterMiles

Eligibility Criteria

- InterMiles Red, Silver, Gold and Platinum tier members are eligible for redeeming their InterMiles at Digistores for full as well as partial (cash + miles) redemption. InterMiles Base members are eligible for redeeming their InterMiles at Digistores only for partial redemption (cash + miles) option.

- Effective 11 Dec 2020, Intermiles Base tier members are eligible for redeeming their Intermiles at Digistores only for partial redemption (cash + miles) option. Full Redemption will be blocked for Base tier members.
- All other General Conditions for Redemption as per the InterMiles T&Cs apply. T&Cs applicable specifically for Vouchers Redemptions at Digistores supersede General T&Cs of Redemptions.

Shipping & Cancellation –

- Vouchers will be sent to the member on the registered email address and/or mobile number unless the e-delivery details are explicitly changes by the member.
- Voucher once purchased, is non-cancellable/non-refundable, whether the voucher is used or not

General Terms and Conditions (T&C's) governing the InterMiles Programme are also applicable.

II. Terms & Conditions for Deals on Digi Stores

Definition - For the purposes of this Agreement, unless the context specifies otherwise, the following terms shall have the meanings defined as under –

- **Eligible Activity**” means and includes the successful redemption of InterMiles to avail a discount promocode via the InterMiles Site or App
- **InterMiles**” means the reward currency owned and managed by JPPL.
- **InterMiles Programme**” means the loyalty and rewards programme owned, managed and operated by JPPL offering benefits, facilities or arrangements to Members by reason of their membership into the programme.
- **Member**” means a member of the InterMiles Programme
- **PromoCode**” means a discounted offer code that the member can avail by redemption of Miles on the InterMiles site or App.
- **Deals**” means the platform on which InterMiles will be listing discount promocodes which the member can utilize on the partner website.

Scope of Service -

- Enable members to avail partner promocode by redemption of InterMiles
- Handling the member queries pertaining to fulfilment/access of promocodes
- Member can utilize the promocode by redirecting to the partner website.
- Member can utilize the promocode and avail the discount/offer on the partner site upon redirection.
- InterMiles will not be liable for any transactions performed on the partner site or such other legal obligations attached to sellers of goods and services
- JPPL’s role shall not extend to and, in any case, JPPL shall not bear responsibility of any kind in respect of the following activities:
 - Take possession, of any of the products or services offered by the Partner, in the course of a transaction entered into by the parties or hold any right, title or interest over the products and/or services offered by the Partner or incur any obligations or liabilities in respect of such contract.
 - Provide any online payment gateway or such other facilities, through itself or its service providers, for collection, processing, facilitation and remission of payment

against the purchase of products and/or services.

-Undertake any guarantee that the Partner will perform any transaction concluded on its site without breach of any terms thereof.

-Mediate, resolve or arbitrate any dispute or disagreement between you and Partner as regards the transaction.

Mode of Access -

- By clicking on "Deals " on Digi Stores platform member will be redirected to the deals listing page

-Member Login –

- You may login by entering your InterMiles Number and such other credentials as sought in the respective fields
- It is the sole responsibility of Members to ensure that they login with their correct InterMiles Number.
- Any disputes surrounding a credit of Partner InterMiles to incorrectly mentioned InterMiles Number shall not be entertained by JPPL

Acceptance of Terms & Conditions - By accessing this Digi Store site or any website linked to the Digi Stores site (“Site”) and making transactions through the Digi Stores, you expressly indicate your acknowledgment and acceptance of the rules applicable to the Digi Stores.

Acceptance of Electronic Communication – You consent to receive service communications, including purchase confirmations, from JPPL, its Store Operator and the independent merchants electronically and agree that such electronic communications satisfy any legal requirements that such communications be in writing. If you do not wish to receive service communications, you must stop using the Site and request deletion of your membership – please refer to the Privacy & Cookies Policy for more information. If you no longer wish to receive our newsletter you can unsubscribe at any time, simply by clicking the "Unsubscribe"/"Opt-out" link in the footer of any of our newsletters.

Purchases on Deals Platform:

- Member can select a brand from the list available.
- On selection of a brand, member will have to redeem InterMiles to avail the promocode for the desired discount.
- On completion of redemption member will be able to view the promocode instantly and redirect to partner site to complete the utilization.
- Promocode purchased will be sent to the member electronically
- The Promocodes will have an offer period, or expiry date, mentioned on it.
- -Unless otherwise stated, you cannot combine the Promocode with other offers on the partner site.
- Miles redeemed towards the promocode are non-refundable, whether the promocode is used or not.
- Neither InterMiles nor the Service Provider shall have any liability in the event you lose your Promocode.

Payment Type – Member can avail the Promocode by redeeming InterMiles

Miles Earnings against the payment type – When member redeems Miles for the promocode purchase, he is not eligible to earn any InterMiles

Eligibility Criteria –

- InterMiles Base, Red, Silver, Gold and Platinum tier members are eligible for redeeming their InterMiles for Deals at InterMiles Digi Stores
- All other General Conditions for Redemption as per the InterMiles T&Cs apply. T&Cs applicable specifically for Deals Redemptions at Digistores supersede General T&Cs of Redemptions.

Shipping & Cancellation –

- Promocode will be sent to the member on the registered email address and/or mobile number unless the e-delivery details are explicitly changes by the member.
- Promocode once purchased, is non-refundable, whether the promocode is used or not

General Terms and Conditions (T&C's) governing the InterMiles Programme are also applicable.

Redeeming InterMiles on hotel stays booked via www.intermiles.com/ hotels.intermiles.com with Rocketmiles.

1. InterMiles members can redeem InterMiles for hotel stays booked via the Rocketmiles booking platform.
2. InterMiles members are required to login to their InterMiles account in order to redeem InterMiles on eligible hotel stays.
3. The InterMiles quoted for each booking are dynamic and subject to change.
4. In booking a hotel via the Rocketmiles booking platform InterMiles members consent and authorize Rocketmiles to collect and transfer select information to avail of the partnership benefits, including; title, names; tier and InterMiles balance.
5. All hotel bookings and payments made are managed by Rocketmiles.
6. Hotel Loyalty Program tier status, points or privileges will not be extended on redemption bookings made through RocketMiles platform.
7. Local taxes may be levied and payable to the hotel at check-in.
8. InterMiles can be earned on bookings made with InterMiles only or a combination of Cash + InterMiles.
9. InterMiles will be deducted from only one membership account per transaction
10. InterMiles will be instantly deducted from the Member's account
11. Once redeemed on this platform, InterMiles and the cash component are non-refundable, including bookings paid for with InterMiles or a combination of Cash + InterMiles as per RocketMiles Terms & Conditions.
12. InterMiles members can spend InterMiles on hotel bookings for family and friends (the name of at least one adult guest who will be staying in the hotel should be specified at checkout).
13. InterMiles Programme Rules apply.

Rocketmiles Terms and Conditions of Use

Effective Date: April 30, 2018

Welcome to Rocket Travel! These Terms and Conditions of Use (the "Agreement") set forth the legally binding terms governing your access and use of the services (the "Services") offered by Rocket Travel, Inc. ("Rocket Travel," or "we"), both on the full and mobile versions of the web sites owned and maintained by Rocket Travel. Both the full and mobile versions of these sites are referred to collectively in this Agreement as the "Rocket Travel Site". By using the Services, you agree to be bound by this Agreement, whether you are a "Visitor" (which means that you simply browse the Rocket Travel Site) or a "Customer" (which means that you have made a purchase). The term "User" refers to a Visitor or a

Customer. You may only use the Services if you agree to abide by all of the provisions of this Agreement and all applicable laws related to your use of the Rocket Travel Site, so please carefully review this Agreement. If you do not agree the terms of this Agreement, you should not visit the Rocket Travel Site nor use the Services.

Changes to Agreement or Services

Rocket Travel may at any time revise this Agreement by updating this posting and changing the effective date indicated above. You are bound by any such revisions and should therefore periodically visit this page to review the then-current Agreement.

Rocket Travel reserves the right at any time and from time to time to modify or discontinue, temporarily or permanently, the Services (or any part thereof) with or without notice. You agree that Rocket Travel shall not be liable to you or to any third party for any modification, suspension, or discontinuance of the Services.

Rocket Travel reserves the right to change the dates or terms of its promotions.

Promotional offers can not be applied to existing bookings or retroactively applied to bookings not made using the specific promotional link. Unless otherwise noted, Promotional offers can not be combined with any other offers. Specific promotional offers may have their own terms, conditions, and limitations including but not limited to membership tiers, program status, and prior booking activity. Rocket Travel reserves the right to retract a bonus and/or discount at any time if it detects fraud, stacking of bonuses, technical errors, cancel/rebooking activity (defined by identical search criteria), or any deceptive behavior attempted to circumvent the limits expressed in the rules of the promotion including the creation of multiple user accounts. Customers can call (773) 598-5156 or toll free at (844) 535-1527 with questions of eligibility.

All earned (accrued) rewards will be posted within one week after checkout date, unless otherwise noted during the checkout process. All rewards are posted automatically, but may fail if the reward account number entered by the customer is incorrect. Failed postings trigger an email to the user's email address, and the reward status shows as "Contact Us" in the user's profile. Rocket Travel reserves the right to consider unclaimed rewards as abandoned after 3 months from the original date of eligibility.

Rewards have no cash value, are non-negotiable, and cannot be redeemed either in whole or in part for cash. Rewards do not constitute property of any member or other person and may not be brokered, bartered, attached, pledged, gifted, sold or otherwise transferred for consideration.

All redeemed rewards will be automatically deducted from users account at time of purchase, but may fail if the user's account does not have the adequate number of miles or due to a system error. If a failure occurs, an error will be shown and the reservation is not active.

Privacy Policy

Your use of this Rocket Travel Site is governed by the Rocket Travel's Privacy Policy, and incorporated by reference into this Agreement.

Use of Copyrighted Materials/Trademarks

The content and information on the Rocket Travel Site (including, without limitation, price and availability of travel services), as well as the software and infrastructure used to provide such content and information, and all intellectual property rights related thereto, is proprietary to Rocket Travel or its affiliates, suppliers, and providers.

Except as specifically authorized by Rocket Travel, you may not deep-link to the Rocket Travel Site for any purpose or access the Rocket Travel Site with any robot, spider, web crawler, extraction software, or any other automated process or device to scrape, copy, or monitor any portion of the Rocket Travel Site or any information, content, or material contained on the Rocket Travel Site. You may not frame any pages of the Rocket Travel Site or any content contained therein, whether in whole or in part, without the consent of Rocket Travel. Rocket Travel reserves all of its statutory and common law rights against any person or entity who violates this paragraph.

Links to this Site

You are granted a limited, nonexclusive right to create a "hypertext" link to this Rocket Travel Site provided that such link does not portray Rocket Travel or any of its other products or services in a false, misleading, derogatory, or otherwise defamatory manner. This limited right may be revoked at any time for any reason whatsoever. You may not use, frame, or utilize framing techniques to enclose any Rocket Travel trademark, logo or trade name or other proprietary information including the images found at the Rocket Travel Site, the content of any text or the layout/design of any page or any form contained on a page without the express written consent of Rocket Travel.

Registered User Accounts, Passwords, and Security

Certain areas of the Rocket Travel Site may be password-restricted and require you to become a Registered User before they can be accessed. You agree to maintain the confidentiality of your username and password, and are fully responsible for all liability and damages resulting from your failure to maintain that confidentiality and all activities that occur through the use of your password. You agree to immediately notify the Rocket Travel partner regarding any unauthorized use of your password or any other breach of security. You agree that Rocket Travel cannot and will not be liable for any loss or damage arising from your failure to comply with this policy.

User Content Submissions

You acknowledge that you are responsible for the information, photographs, graphics, messages, content and other material that you upload, post, email or otherwise submit to the Rocket Travel Site or make available using the Service, and that you have full responsibility for each of your submissions, including its legality, reliability, appropriateness, originality, and copyright. Rocket Travel does not claim ownership of content (including photos and graphics) you submit or make available for inclusion on the Rocket Travel Site. However, you grant Rocket Travel a world-wide, royalty free, and non-exclusive license to use, distribute, reproduce, modify, adapt, and publicly display such content on the Rocket Travel Site.

Rocket Travel does not control the content posted by third parties via the Service and, as such, does not guarantee the accuracy, integrity or quality of such content. You understand that by using the Service, you may be exposed to content that is offensive, indecent, or objectionable. Under no circumstances will Rocket Travel be liable in any way for any content, including,

but not limited to, for any errors or omissions in any content, or for any loss or damage of any kind incurred as a result of the use of any content posted, emailed, transmitted, or otherwise made available via the Service.

You agree to not use the Service to:

Upload, post, email, or otherwise make available any content that is unlawful, harmful, threatening, abusive, harassing, defamatory, vulgar, obscene, libelous, invasive of another's privacy, hateful, or racially, ethnically, or otherwise objectionable;

Impersonate any person or entity, including, but not limited to, a Rocket Travel official or travel supplier, or to falsely state or otherwise misrepresent your affiliation with a person or entity;

Upload, post, email, or otherwise make available any content that you do not have a right to make available;

Upload, post, email, or otherwise make available any unsolicited or unauthorized advertising, promotional materials, "junk mail," "spam," or any other form of solicitation;

Upload, post, email, or otherwise make available any material that contains software viruses or any other computer code, files, or programs designed to interrupt, destroy, or limit the functionality of any computer software or hardware or telecommunications equipment;

Intellectual Property and Copyright Infringement

You agree not to copy, reverse engineer, or attempt to discover the source code for Rocket Travel Site or any proprietary data contained therein, or distribute or create derivative works based on the Services, in whole or in part. You agree not to access the Services by any means other than through the interface that is provided by Rocket Travel for use in accessing the Services. In addition, any software that is made available from this Rocket Travel Site, including, without limitation, all HTML code and Web controls, are owned by or licensed to Rocket Travel. Any reproduction or redistribution of this software is expressly prohibited.

Rocket Travel respects the intellectual property of others. If you believe that your work has been copied and posted on the Rocket Travel Site in a way that constitutes copyright infringement, we will respond to notices of alleged infringement that comply with the Digital Millennium Copyright Act of 1998 (the "DMCA"), a federal law that provides recourse for copyright owners who believe that material appearing on the Internet infringes their rights under U.S. copyright law. The requirements for notices under the DMCA are detailed under 17 U.S.C. § 512(c)(3). Rocket Travel, Inc.'s agent for notice of claims of copyright or other intellectual property infringement can be reached as detailed below under "Contacting Us".

We suggest that you consult with a legal advisor before filing a notice under the DMCA. Also, be aware that there can be penalties for false claims under the DMCA.

Termination

You agree that Rocket Travel may, at its sole discretion and without prior notice, immediately terminate access to the Services. Cause for such termination shall include, but not be limited to, (a) breaches or violations of this Agreement, (b) requests by law enforcement or other

government agencies, (c) unexpected technical or security issues or problems, (d) you have engaged in fraudulent or illegal activities, and/or (e) nonpayment of any fees owed by you in connection with use of the Services. Termination of your account includes (1) deletion of your password and all related information, files, and content associated with or inside your account (or any part thereof), and (2) barring further use of the Services. Further, you agree that all terminations for cause shall be made in Rocket Travel's discretion and that Rocket Travel shall not be liable to you or any third-party for any termination of your account or access to any content created using the Service.

Liability Disclaimer

YOUR USE OF THE SERVICES IS AT YOUR SOLE RISK. THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. ROCKET TRAVEL EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND. ROCKET TRAVEL MAKES NO WARRANTY THAT (i) THE SERVICES WILL MEET YOUR REQUIREMENTS, (ii) THE SERVICES WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE, (iii) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICES WILL BE ACCURATE OR RELIABLE, (iv) THE QUALITY OF ANY PRODUCTS, SERVICES, INFORMATION, OR OTHER MATERIAL PURCHASED OR OBTAINED BY YOU THROUGH THE SERVICES WILL MEET YOUR EXPECTATIONS, AND (v) ANY ERRORS IN THE SERVICE WILL BE CORRECTED. THE INFORMATION, SOFTWARE, AND SERVICES ON THE ROCKET TRAVEL SITE MAY INCLUDE INACCURACIES OR TYPOGRAPHICAL ERRORS. IN PARTICULAR, ROCKET TRAVEL DISCLAIMS ALL LIABILITY FOR INACCURACIES RELATING TO THE INFORMATION AND DESCRIPTION OF HOTEL, AIRLINE, AND OTHER TRAVEL PRODUCTS DISPLAYED ON THIS ROCKET TRAVEL SITE (INCLUDING, WITHOUT LIMITATION, PHOTOGRAPHS, LIST OF HOTEL AMENITIES, GENERAL PRODUCT DESCRIPTIONS, ETC.), MUCH OF WHICH INFORMATION IS PROVIDED BY THE RESPECTIVE SUPPLIERS. HOTEL RATINGS DISPLAYED ON THIS ROCKET TRAVEL SITE ARE INTENDED AS ONLY GENERAL GUIDELINES, AND ROCKET TRAVEL DOES NOT GUARANTEE THE ACCURACY OF THE RATINGS. ROCKET TRAVEL AND/OR ITS SUPPLIERS MAY MAKE IMPROVEMENTS AND/OR CHANGES ON THE ROCKET TRAVEL SITE AT ANY TIME. ROCKET TRAVEL AND ITS SUPPLIERS HEREBY DISCLAIM ALL WARRANTIES AND CONDITIONS WITH REGARD TO THIS INFORMATION, PRODUCTS, SERVICES, AND ROCKET TRAVEL SITE, INCLUDING ALL IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NONINFRINGEMENT. ROCKET TRAVEL SUPPLIERS, INCLUDING WITHOUT LIMITATION AIRLINES, HOTELS, TRAVEL AGENCIES, AND TOUR OPERATORS, PROVIDING TRAVEL OR OTHER SERVICES FOR OR THROUGH ROCKET TRAVEL ARE NOT AGENTS OR EMPLOYEES OF ROCKET TRAVEL. ROCKET TRAVEL MAKES NO WARRANTIES OR GUARANTEES WITH REGARD TO THE SERVICES PROVIDED BY THIRD PARTY SUPPLIERS. ROCKET TRAVEL IS NOT LIABLE FOR THE ACTS, ERRORS, OMISSIONS, REPRESENTATIONS, WARRANTIES, BREACHES, OR NEGLIGENCE OF ANY SUPPLIERS OR FOR ANY PERSONAL INJURIES, DEATH, PROPERTY DAMAGE, OR OTHER DAMAGES OR EXPENSES RESULTING THEREFROM. ROCKET TRAVEL HAS NO LIABILITY AND WILL MAKE NO REFUND IN THE EVENT OF ANY DELAY, CANCELLATION, OVERBOOKING, STRIKE, FORCE MAJEURE, OR OTHER CAUSES BEYOND ITS DIRECT CONTROL, AND IT HAS NO RESPONSIBILITY FOR ANY ADDITIONAL EXPENSE, OMISSION, DELAYS, RE-ROUTING, OR ACTS OF

ANY GOVERNMENT OR AUTHORITY. IN NO EVENT SHALL ROCKET TRAVEL AND ITS SUPPLIERS BE LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF, OR IN ANY WAY CONNECTED WITH, THE USE OF THIS ROCKET TRAVEL SITE OR WITH THE DELAY OR INABILITY TO USE THIS ROCKET TRAVEL SITE, OR FOR ANY INFORMATION, SOFTWARE, PRODUCTS, AND SERVICES OBTAINED THROUGH THIS ROCKET TRAVEL SITE, OR OTHERWISE ARISING OUT OF THE USE OF THE ROCKET TRAVEL SITE. NOTWITHSTANDING THE FOREGOING, IN NO EVENT WILL THE TOTAL, CUMULATIVE LIABILITY OF ROCKET TRAVEL (OR ITS AGENTS OR SUPPLIERS) FOR DAMAGES UNDER THIS AGREEMENT EXCEED THE AMOUNTS EARNED BY ROCKET TRAVEL FOR THE PRODUCT OR SERVICE GIVING RISE TO SUCH DAMAGES.

Indemnification

You agree to defend, indemnify and hold Rocket Travel harmless from and against any claims, causes of action, demands, recoveries, losses, damages, fines, penalties, or other costs or expenses of any kind or nature including but not limited to legal fees, brought by (i) by third parties arising out of content you submit, post, transmit, or make available through Rocket Travel or your use of the Services, (ii) any third party arising out of your use of the Services or the use of the Services by any person using your account and/or password, or (iii) by third parties arising out of your breach of this Agreement, or your violation of any law or the rights of a third party.

No Unlawful or Prohibited Use

As a condition of your use of this Service, you warrant that you will not use the Services for any purpose that is unlawful or prohibited by these terms, conditions, and notices. You acknowledge that Rocket Travel may or may not pre-screen content, but that Rocket Travel has the right (but not the obligation) at its discretion to screen, refuse, or move any content that is available via the Services. Without limiting the foregoing, Rocket Travel and its designees shall have the right to remove any content that violates this Agreement or is otherwise objectionable.

Advertising and Links to Third-Party Sites

This Rocket Travel Site contains hyperlinks to web sites operated by parties other than Rocket Travel. Such hyperlinks are provided for your information and reference only. Rocket Travel does not control such websites and is not responsible for their contents or your use of them. Rocket Travel's inclusion of hyperlinks to such websites does not imply any endorsement of the material on such web sites or any association with their operators.

Global Travel Use

Accessing materials on this Site by certain persons in certain countries may not be lawful, and Rocket Travel makes no representation that materials on this Site are appropriate or available for use in locations outside of the United States.

Although most travel is completed without incident, travel to certain destinations may involve greater risk than others. Rocket Travel therefore urges passengers to review travel prohibitions, warnings, announcements and advisories issued by the United States

Government prior to booking travel to international destinations. For State Department travel warnings and advisories, go to travel.state.gov/travel/cis_pa_tw/tw/tw_1764.html. For foreign health requirements and dangers, go to www.cdc.gov/travel/index.htm. Other information relating to particular international destinations can be found at www.dot.gov; www.tsa.gov, www.faa.gov, www.treas.gov/ofac, or www.cbp.gov. At Rocket Travel, we have no special knowledge regarding foreign entry requirements (such as the need for passports and visas). For foreign entry requirements, follow advisory information provided by User's local government.

According to the United States Department of Transportation's website, disinsection is permitted under international law in order to protect public health, agriculture and the environment. The World Health Organization and the International Civil Aviation Organization stipulate two approaches for aircraft disinsection--either spray the aircraft cabin, with an aerosolized insecticide, while passengers are on board or treat the aircraft's interior surfaces with a residual insecticide (residual method) while passengers are not on board. Panama and American Samoa have adopted a third method, in which aircraft are sprayed with an aerosolized insecticide while passengers are not on board. Although the Report of the Informal Consultation on Aircraft Disinsection sponsored by the World Health Organization (November 6-10, 1995) concluded that aircraft disinsection, if performed appropriately, would not present a risk to human health, the report also noted that some individuals may experience transient discomfort following aircraft disinsection by aerosol application. Although few countries now require that aircraft be disinsected, most countries reserve the right to do so, and, as such, could impose a disinsection requirement should they perceive a threat to their public health, agriculture or environment. For more information about disinsection or to review a list of airline contacts for disinsection and a list of countries that require disinsection, please visit the Department of Transportation website at <http://ostpxweb.dot.gov/policy/safetyenergyenv/disinsection.htm>

BY OFFERING OR FACILITATING TRAVEL TO PARTICULAR INTERNATIONAL DESTINATIONS, WE DO NOT REPRESENT OR WARRANT THAT TRAVEL TO SUCH POINTS IS ADVISABLE OR WITHOUT RISK, AND WE SHALL NOT BE LIABLE FOR DAMAGES OR LOSSES THAT MAY RESULT FROM TRAVEL TO SUCH DESTINATIONS.

Travel Purchases and Destinations

The Rocket Travel Site allows Registered Users to make legitimate reservations or otherwise transact business with suppliers of travel-related goods and services, and for no other purposes. You agree to be financially responsible for all of your use of this Rocket Travel Site (as well as for use of your account by others, including, without limitation, minors living with you). You also warrant that all information supplied by you or Registered Users of your household in using this Rocket Travel Site is true and accurate. You agree that the travel services reservations facilities of the Rocket Travel Site shall be used only to make legitimate reservations or purchases for you or for another person for whom you are legally authorized to act; any speculative, false, or fraudulent reservation or any reservation in anticipation of demand is prohibited. You understand that abuse of the travel services reservation facilities of the Rocket Travel site may result in you being denied access to such facilities.

Separate terms and conditions will apply to your reservation and purchase of travel-related goods and services that you select. You agree to abide by the terms or conditions of purchase imposed by any supplier with whom you elect to deal, including, but not limited to, payment

of all amounts when due. You understand that any violation of any such supplier's conditions of purchase may result in cancellation of your reservation(s) or purchase, and/or in your forfeiting any monies paid for such reservation(s) or purchase. You shall be completely responsible for all charges, fees, duties, taxes, and assessments arising out of the use the Rocket Travel Site.

Although most travel is completed without incident, travel to certain destinations may involve greater risk. By allowing Registered Users to purchase travel to particular destinations, Rocket Travel does not represent or warrant that travel to such points is advisable or without risk and is not liable for damages or losses that may result from travel to such destinations.

Arbitration and Dispute Resolution

Disputes and Arbitration

Rocket Travel is committed to customer satisfaction. If you have a problem or dispute, we will try to resolve it. If we are unsuccessful, you may pursue your claim as explained in this section.

You agree to give us an opportunity to resolve any problem, dispute, or claim relating in any way to the Rocket Travel websites and/or any of its related applications or services (the "Site"); any dealings with our customer service agents; the purchase, use, or performance of any services or products available through this Site; any representations made by Rocket Travel; or our Privacy Policy (collectively, "Claims") by sending notice to the address in the Contacting Us section below. If we are unable to resolve your Claims within 60 days, you may seek relief through arbitration or in small claims court, as set forth below.

These Terms and Conditions shall be governed by the laws of the State of Illinois, United States of America, without regard to conflict of laws provisions that would result in the application of the laws of any other jurisdiction. All Claims or other matters in dispute between you or any Third-party (as defined in paragraph K above) and Rocket Travel, its subsidiaries or affiliates, or any travel service providers or companies offering products or services through the Site, whether based upon contract, tort, statute, or otherwise, shall likewise be governed by the laws of the State of Illinois, without regard to conflict of laws provisions that would result in the application of the laws of any other jurisdiction.

Limitation on Claims

Unless otherwise prohibited by applicable law, any Claim must be brought within two (2) years from the date on which such Claim arose or accrued.

Mandatory Arbitration

PLEASE READ THIS PROVISION CAREFULLY. IT REQUIRES THAT ANY AND ALL CLAIMS MUST BE RESOLVED BY BINDING ARBITRATION OR IN SMALL CLAIMS COURT, AND IT PREVENTS YOU FROM PURSUING A CLASS ACTION OR SIMILAR PROCEEDING IN ANY FORUM. THESE LIMITATIONS APPLY TO ANY CLAIMS AGAINST ROCKET TRAVEL, ITS SUBSIDIARIES OR AFFILIATES, OR ANY TRAVEL SERVICE PROVIDERS OR COMPANIES OFFERING PRODUCTS OR SERVICES THROUGH THE SITE.

IN ARBITRATION, A DISPUTE IS RESOLVED BY AN ARBITRATOR INSTEAD OF A JUDGE OR JURY. THE ARBITRATOR'S DECISION WILL GENERALLY BE FINAL AND BINDING, WITH NO RIGHT OF APPEAL. ARBITRATION PROCEDURES ARE SIMPLER AND MORE LIMITED THAN COURT PROCEDURES.

1. By using this Site, you, any Third-party (as defined in paragraph K above), and Rocket Travel agree that any Claim, including claims regarding the applicability or validity of this arbitration provision, shall be resolved exclusively by final and binding arbitration administered by the American Arbitration Association ("AAA") and conducted before a single arbitrator pursuant to the then applicable Rules and Procedures established by AAA ("Rules and Procedures"), except that, pursuant to subsection (e) below, under no circumstances may any claim be brought or arbitrated as a class action or be joined with another person's claim, or proceed on a basis involving claims brought on a purported representative capacity (either on behalf of the general public or other users or persons). This agreement applies to, and includes, any and all Claims, including any Claims that arose prior to entering this agreement.

2. As an exception to arbitration, you, any Third-party, and Rocket Travel retain the right to pursue in a small claims court located in the federal judicial district that includes your or the Third-party's billing address at the time of the Claim, any Claim that is within the court's jurisdiction and proceeds on an individual basis. All Claims you or a Third-party bring against Rocket Travel, its subsidiaries or affiliates, or any travel service providers or companies offering products or services through the Site must be resolved in accordance with this Disputes and Arbitration Section. All Claims filed or brought contrary to this Section shall be considered improperly filed and void.

3. If you decide to seek arbitration, you must first send, by certified mail, a written Notice of Dispute ("Notice") addressed to Rocket Travel at the address mentioned in the Contacting Us section below ("Notice Address"). The Notice must (i) describe the nature and basis of the Claim; and (ii) set forth the specific relief sought. If Rocket Travel and you, or Rocket Travel and any Third-party, do not reach an agreement to resolve the Claim within 60 days after the Notice is received, you, or the Third-party, may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you, any Third-party, or Rocket Travel is entitled. A form to initiate arbitration may be downloaded [here](#).

4. The arbitration shall be held at a location determined by AAA pursuant to the Rules and Procedures (provided that such location is reasonably convenient for you, or any Third-party asserting a Claim), or at such other location as may be mutually agreed upon.

5. To the extent that any Claim is held not to be subject to arbitration and proceeds in a Court other than small claims court, such Claim shall be filed only in the United States District Court for Illinois or, if there is no federal jurisdiction over the action, in the courts of the State of Illinois located in Cook County, Illinois. You hereby consent and submit to the personal jurisdiction of such courts for the purposes of litigating any such Claim that is not subject to the arbitration provision and not pursued in small claims court, and agree that any such claim shall be resolved individually, without resort to any form of class action (as described more fully in section I.A.2.e below). You further agree that any and all Claims or other matters asserted in such dispute, whether based upon contract, tort, statute, or otherwise, shall be governed by the laws of the State of Illinois, without regard to conflict of laws provisions that would result in the application of the laws of any other jurisdiction.

6. YOU AND ANY THIRD-PARTY FURTHER AGREE THAT NO PROCEEDING AGAINST ROCKET TRAVEL, ITS SUBSIDIARIES OR AFFILIATES, OR ANY TRAVEL SERVICE PROVIDERS OR COMPANIES OFFERING PRODUCTS OR SERVICES THROUGH THE SITE (UNDER THIS PROVISION OR OTHERWISE) MAY PROCEED AS A CLASS ACTION, BE JOINED WITH ANOTHER PERSON'S CLAIM, OR PROCEED ON A BASIS INVOLVING CLAIMS BROUGHT IN A PURPORTED REPRESENTATIVE CAPACITY (EITHER ON BEHALF OF THE GENERAL PUBLIC OR OTHER USERS OR PERSONS). ANY AND ALL PROCEEDINGS TO RESOLVE CLAIMS WILL BE CONDUCTED ONLY ON AN INDIVIDUAL BASIS. IN ADDITION, NO ARBITRATION PROCEEDING UNDER THIS PROVISION SHALL BE CONSOLIDATED OR JOINED IN ANY WAY WITH ANY OTHER ARBITRATION PROCEEDING WITHOUT THE EXPRESS WRITTEN CONSENT OF ALL PARTIES.

7. For any arbitration involving Claims that together seek damages that do not exceed \$25,000, Rocket Travel will reimburse you for all fees and costs imposed by AAA. If you are unable to pay the filing fee, Rocket Travel will pay it for you. For any arbitration involving Claims that together seek damages that exceed \$25,000, if you, or any Third-party, prevail in the arbitration of any Claim against Rocket Travel, Rocket Travel will reimburse such prevailing party for any fees or costs the prevailing party paid to AAA in connection with the arbitration.

8. If you prevail in the arbitration of any Claim against Rocket Travel and are awarded an amount greater than Rocket Travel's last written settlement offer to you, Rocket Travel will pay a minimum recovery of \$5,000, and Rocket Travel will reimburse you for all reasonable attorney's fees incurred in arbitrating the Claim(s) upon which you have prevailed. If any Third-party prevails in the arbitration of any Claim against Rocket Travel and is awarded an amount greater than Rocket Travel's last written settlement offer to such Third-party, Rocket Travel will pay a minimum recovery of \$5,000 to the Third-party, and Rocket Travel will reimburse such Third-party for all reasonable attorney's fees incurred in arbitrating the Claim upon which he or she has prevailed. Any dispute regarding attorney's fees to be paid pursuant to this paragraph will be decided by the arbitrator who decided the underlying Claim. If you or the Third-party do not prevail on the claim or prevail but are awarded an amount less than or equal to Rocket Travel's last written settlement offer to you, Rocket Travel will pay only the amount of the award, not the minimum recovery or attorneys' fees.

9. Notwithstanding any other provision of law or any of the Rules and Procedures established by AAA which may be to the contrary, Rocket Travel will not be entitled to seek reimbursement of its attorney's fees for any Claim the arbitrator finds to be non-frivolous.

10. With the exception of sub-part (e) above (the class action waiver), if any part of this arbitration provision is held to be invalid, unenforceable or illegal, or otherwise conflicts with the Rules and Procedures established by AAA, then the balance of this arbitration provision shall remain in effect and shall be construed in accordance with its terms as if the invalid, unenforceable, illegal or conflicting provision were not contained herein. If, however, subpart (e) above (the class action waiver) is held to be invalid, unenforceable or illegal, then the entirety of this arbitration provision shall be null and void, and neither you nor any Third-party, nor Rocket Travel shall be entitled to arbitrate their dispute.

11. Arbitration rules and forms may be obtained from AAA at <http://www.adr.org> or by calling AAA at 1-800-778-7879.

12. IF YOU OR ANY THIRD-PARTY DO NOT CHOOSE TO ACCEPT THIS BINDING ARBITRATION PROVISION, YOU OR SUCH THIRD-PARTY MUST NOTIFY ROCKET TRAVEL IN WRITING BY CERTIFIED MAIL WITHIN THIRTY (30) DAYS OF YOUR PURCHASE OR BEFORE YOU BEGIN TO USE THE SERVICES PURCHASED ON THIS SITE, WHICHEVER DATE IS SOONER. SUCH NOTICE SHALL BE SENT TO THE NOTICE ADDRESS DEFINED IN SUBSECTION (b), ABOVE. IF YOU SO NOTIFY US BY THAT TIME THAT YOU DO NOT ACCEPT THE BINDING ARBITRATION PROVISION, YOU AND ANY SUCH THIRD-PARTY MAY NOT CONTINUE TO PURCHASE SERVICES OR PRODUCTS ON THIS SITE UNLESS AND UNTIL ROCKET TRAVEL NOTIFIES YOU OR SUCH THIRD-PARTY OTHERWISE. ROCKET TRAVEL SHALL HAVE THE RIGHT TO PROHIBIT YOUR AND SUCH THIRD-PARTY'S FUTURE PURCHASE OF SERVICES OR PRODUCTS ON THIS SITE.

Update History:

- 23rd April '21 (Update has been made w.r.t elaboration on Convenience Fee refund on Flight cancellation)
- 31st March '21 (Update has been made w.r.t SWIM Payment Type, Miles Earnings, Eligibility Criteria, Cancellation Policy and General Terms & Conditions on Flights)

Earn Intermiles on Intermiles Flights

1. In the event you wish to book a flight through www.intermiles.com or flights.intermiles.com and their mobile websites, then you agree to comply with the following terms and conditions specified in clauses 2 to 48.
2. This agreement ("Agreement") incorporates the terms and conditions agreed between Jet Privilege Private Limited and ("Intermiles") the person (s) ("the Member(s)") using the website: intermiles.com and flights.intermiles.com ("Website") intending to purchase the services offered by Intermiles's at its Websites ("Services").
3. The Members availing Services from Intermiles shall be deemed to have read, understood and expressly accepted the terms and conditions of this agreement, which shall govern the desired transaction or provision of such services by Intermiles for all purposes, and shall be binding on the Member. All rights and liabilities of the Member and/or Intermiles with respect to any Services to be provided by Intermiles shall be restricted to the scope of this agreement.
4. Further, the Member agrees to abide by the terms and conditions governing the Intermiles Programme ("T&Cs") available at www.intermiles.com/TnC (including but not limited to the usage of Intermiles, governing law, data protection, etc.). In the event of any contradiction in the T&Cs and this Agreement, this Agreement shall prevail.
5. The flight bookings on the websites www.intermiles.com, flights.intermiles.com and corresponding mobile websites are powered by Easemytrip ("Easemytrip") and are brought to you by Jet Privilege Private Limited.
6. The Service offered by Intermiles at the Website facilitates the Member to book air travel services provided by third party suppliers ("Airlines"). In addition to this Agreement, there are certain terms of service ("TOS") specific to the services rendered by Intermiles. Such TOS will be provided/ updated by Intermiles which shall be deemed to be a part of this Agreement and in the event of a conflict between such TOS and this Agreement, the terms of this Agreement shall prevail. The Member shall be required to read and accept the relevant TOS for the service availed by the Member.
7. Additionally, the Airlines or Easemytrip may have terms and guidelines that govern particular features, offers or the operating rules and policies applicable to each Service. The Member shall be responsible for ensuring compliance with the terms and guidelines or operating rules and policies of the Airline with whom the Member elects to deal, including terms and conditions set forth in the Airlines' fare rules, contract of carriage or other rules.
8. Intermiles Services are offered to the Member conditioned on acceptance of all the terms, conditions and notices contained in this Agreement, the TOS, and Airlines' and Easemytrip's terms, conditions and guidelines as may be applicable from time to time. For the removal of doubts, it is clarified that availing of the Services by the Member constitutes an acknowledgement and acceptance by the Member of this Agreement, the TOS and Airlines' and Easemytrip's terms, conditions and guidelines. If the Member does not agree with any part of such terms, conditions and notices, the Member must not avail Intermiles's Services.

9. The Member warrants that they will abide by all such additional procedures and guidelines, as modified from time to time, in connection with the use of the Services. The Member further warrants that they will comply with all applicable laws and regulations regarding use of the Services with respect to the jurisdiction concerned for each transaction.
10. By availing these services from Intermiles, the Member agrees to share their information with its partner Easemytrip and the airline to facilitate the booking.
11. The Member shall be allowed to earn the Intermiles as indicated against each booking of air-travel from its Intermiles Membership account.
12. In case of an accrual journey chosen by the Member Intermiles will be credited in the Intermiles account number mentioned by the Member at the time of booking the Service and not in the individual InterMiles accounts of the passengers. No change in the Intermiles Membership account number shall be entertained thereafter. Intermiles for successful bookings shall reflect in the Member's account under 'Pending Activities' till 12 hours after the departure date. Upon completion of the travel, these Intermiles will be credited to the account. No Intermiles will be credited for seat, meal or any additional purchase made by Member on any other platform with regards to the same booking.
13. Intermiles reserves the right to charge convenience fee for booking the Service, cancelling the booking and modification of the booking in addition to the fares, fees and taxes Intermiles further reserves the right to alter any and all fees from time to time, without notice.
14. Member agreed to make the payment through the payment gateway whose services are obtained by Intermiles for facilitating the payment. The Member hereby acknowledges that its payment related information (i.e. account number, credit/debit card details, password, etc.) is collected and used by with the payment gateway for facilitating the Service to be provided by Intermiles. The Member hereby consents to share the payment related information (i.e. account number, credit/debit card details, password, etc.) with the payment gateway for the purposes of facilitating the Services to be provided to the Member.
15. In the rare possibilities of the reservation not getting confirmed for any reason whatsoever, Intermiles will process the refund and intimate the Member of the same. Intermiles is not under any obligation to make another booking in lieu of or to compensate/ replace the unconfirmed one. All subsequent further bookings will be treated as new transactions with no reference to the earlier unconfirmed reservation.
16. It is recommended that all cancellation related requests shall be addressed to InterMiles directly. In case a Member has cancelled any of its booking through the Airline, then Intermiles shall refund the amount after the refund of the amount has been received by Intermiles from the Airline, as the case may be, after deducting the applicable convenience fee and cancellation fee charged by Intermiles, provided that the Member had intimated Intermiles of such cancellation by registering a cancellation request on the website- flights.intermiles.com/managebooking or by calling the InterMiles service centre. Convenience Fee collected at the time of booking will be non-refundable.
17. In case of full cancellation, no Intermiles will be credited to the Member's account. For partial cancellation, Intermiles credited will be on pro-rate basis against each passenger and sector travelled.
18. Any refund, if applicable will be refunded to the Members original mode of payment within 5-7 working days after cancellation success. No change of payment mode request will be accepted by Intermiles.

19. Modification of booking is not permissible on our platform. No request for modification will be accepted by Intermiles or its partner Easemytrip.
20. The Member agrees that in case the Member directly approached the Airline for cancellation/ modification of the booking, then this may vary the number of Intermiles credited/ to be credit to the Member's account. Intermiles and its partner Easemytrip do not bear any responsibility for any change in the bookings done by the Member directly through the airline.
21. All such cancellation, modification and refund shall be strictly as per the policy of the concerned Airline (except the cancellation fee and modification fee charged by Intermiles).
22. In case of a no show for the flight, Members are required to visit www.intermiles.com or contact Intermiles Service Centre for assistance. Intermiles will process the refund, if any, as per the airline's applicable fare rules.
23. Any frequent flier points (if any) of any Airline which can be availed while availing the Services shall be governed by the terms and conditions of such Airline. No claims in relation to such frequent flier points shall be entertained by Intermiles or by its partner Easemytrip. Members will be required to contact the respective airline directly for any related queries.
24. All times of the flights departure and arrival are indicated in the 24 hours format at the relevant airport/terminal. Intermiles or by its partner Easemytrip will not be responsible for any change in flight schedules, terminal changes, timings, delays or cancellations of flights, change in carriage rules, baggage rules or any other terms and conditions. Intermiles or by its partner Easemytrip is not obligated to inform the Member of any such changes. The Member is required to contact the respective Airline or terminal/airport to enquire for any such changes.
25. Insurance, if any provided as a part of the Service by Intermiles shall be as per the terms and conditions of the insuring company. The Member shall contact the insurance company directly for any claims or disputes and Intermiles or by its partner Easemytrip shall not provide any express or implied undertakings for acceptance of the claims by the insurance company.
26. Intermiles or the Airline may send booking confirmation, itinerary information, cancellation, payment confirmation, refund status, schedule change or any such other information relevant for the Services, via SMS or by voice call on the contact number and/or email given by the Member at the time of booking; Intermiles may also contact the Member by voice call, SMS or email in case the Member couldn't or hasn't concluded the booking, for any reason what so ever, to know the preference of the Member for concluding the booking and also to help the Member for the same. The Member hereby unconditionally consents that such communications via SMS and/ or voice call by Intermiles and the Airline is (a) upon the request and authorization of the Member, (b) 'transactional' and not an 'unsolicited commercial communication' as per the guidelines of Telecom Regulation Authority of India ("TRAI") and (c) in compliance with the relevant guidelines of TRAI or such other authority in India and abroad. The Member will indemnify Intermiles and the Airline against all types of losses and damages incurred by Intermiles due to any action taken by TRAI, Access Providers (as per TRAI regulations) or any other authority due to any erroneous complaint raised by the Member with respect to the intimations mentioned above or due to a wrong number or email id being provided by the Member for any reason whatsoever.
27. Jet Privilege Private Limited is not responsible for any errors, omissions or representations on any of its pages or on any links or on any of the linked website pages or on any of the pop-ups that appear on the Website (including pop-up for the

payment gateway). Intermiles does not endorse any advertiser on its web pages in any manner. The Members are requested to verify the accuracy of all information on their own before undertaking any reliance on such information.

28. The linked sites or pop-ups of other sites are not under the control of Intermiles and Intermiles is not responsible for the contents of any linked site or pop-ups.
29. The Member understands and agrees that any material and/or data downloaded or otherwise obtained through the use of the Service is done entirely at their own discretion and risk and they will be solely responsible for any damage to their computer systems or loss of data that results from the download of such material and/or data.
30. Intermiles does not warrant that the functions contained in this Website will be uninterrupted or error free, that defects will be corrected, or that this Website or the servers that make it available are free of viruses or other harmful components, but shall endeavour to ensure Member's fullest satisfaction.
31. Intermiles generates promotion codes from time to time which may be availed on the Website as a discount coupon. Members are advised that the promotional offer can be availed only if correct and full details (of the promotional code) are filled in at the time of making the booking. In case if the Member fails to enter the promo code before making the booking, Intermiles shall not be liable to give any credit to the Member after the booking has been made.
32. Considering there are multiple promotional offers running on the site, Member can avail the benefit of only one offer at a time. No two promotional codes can be combined at the time of making a booking.
33. The maximum liability on part of Intermiles arising under any circumstances, in respect of any Services offered on the site, shall be limited to the refund of total amount received from the Member for availing the Services less any convenience fee, cancellation, refund or others charges, as may be applicable. In no case the liability shall include any loss, damage or additional expense whatsoever beyond the amount charged by Intermiles for its services.
34. The Member agrees to indemnify, defend and hold harmless Intermiles and/or its affiliates, their websites and their respective lawful successors and assigns from and against any and all losses, liabilities, claims, damages, costs and expenses (including reasonable legal fees and disbursements in connection therewith and interest chargeable thereon) asserted against or incurred by Intermiles and/or its affiliates, partner websites and their respective lawful successors and assigns that arise out of, result from, or may be payable by virtue of, any breach or non- performance of any representation, warranty, covenant or agreement made or obligation to be performed by the Member pursuant to this agreement.
35. The Member shall be solely and exclusively liable for any breach of any country specific rules and regulations or general code of conduct and Intermiles cannot be held responsible for the same.
36. The Member expressly undertakes to provide to Intermiles only correct and valid information while requesting for any Services under this agreement, and not to make any misrepresentation of facts at all. Any default on part of the Member would vitiate this agreement and shall disentitle the Member from availing the Services from Intermiles.
37. In case Intermiles discovers or has reasons to believe at any time during or after receiving a request for Services from the Member that the request for Services is either unauthorized or the information provided by the Member or any of them is not correct or that any fact has been misrepresented by him, Intermiles in its sole discretion shall have the unrestricted right to take any steps against the Member(s), including

cancellation of the bookings, etc. without any prior intimation to the Member. In such an event, Intermiles or by its partner Easemytrip shall not be responsible or liable for any loss or damage that may be caused to the Member or any of them as a consequence of such cancellation of booking or services.

38. The Member unequivocally indemnifies Intermiles of any such claim or liability and shall not hold Intermiles or its partner Easemytrip responsible for any loss or damage arising out of measures taken by Intermiles for safeguarding its own interest and that of its genuine Members. This would also include Intermiles denying/cancelling any bookings on account of suspected fraud transactions.
39. The service is for consumer use only. Any travel agent/tour operator/consolidator/aggregator should not use this site for individual/group bookings. In the event of bookings by any travel agent/tour operator/consolidator/aggregator through the Site are detected, Intermiles reserves the right, including without limitation, to cancel such bookings immediately without any notice to such travel agent/tour operator/aggregator/consolidator and/or to withhold payments/commissions thereto.
40. Intermiles reserves the right to change the terms, conditions, and notices under which its Services, including but not limited to the charges. The Member is responsible for regularly reviewing these terms and conditions.
41. The Member expressly agrees that use of the Services is at their sole risk. To the extent Intermiles acts only as a booking agent on behalf of third party service providers, it shall not have any liability whatsoever for any aspect of the standards of services provided by the Airlines. In no circumstances shall Intermiles or its partner Easemytrip be liable for the services provided by the Airlines. The services are provided on an "as is" and "as available" basis.
42. Intermiles requests the Member to consult the local authorities and evaluate travel prohibitions, warnings, announcements, and advisories issued by them before booking travel to certain international destinations.
43. By offering for sale travel to particular destinations, Intermiles or its partner Easemytrip does not represent or warrant that travel to such point is advisable or without risk. Company does not accept liability for damages, losses, or delays that may result from improper documents for entry, exit, length of stay, or from travel to such destinations.
44. Intermiles may change the features or functionality of the Services at any time, in their sole discretion, without notice. Intermiles expressly disclaims all warranties of any kind, whether express or implied, including, but not limited to the implied warranties of merchantability, fitness for a particular purpose and non - infringement. No advice or information, whether oral or written, which the Member obtains from Intermiles or through the Services shall create any warranty not expressly made herein or in the terms and conditions of the Services.
45. Intermiles reserves the right, in its sole discretion, to terminate the access to any or all Intermiles Website at any time, without notice, for general maintenance or any reason what so ever.
46. The credit for GST charged by the airline and included in the airfare, would be available against a separate GST invoice/e-ticket issued by the airline. Please reach out to the airline directly for any queries regarding this
47. In case of any issue/concern/dispute raised, Intermiles's decision would be final.
48. If the Member does not agree with any of the terms above, they are advised not to avail the Services.

Redemption of InterMiles for Award Flights

1. InterMiles Members can redeem their InterMiles online for an Award Flights or Airline Partner flights after they become eligible for redemption, which is upon completion of one activity with the programme. It is necessary for Members to ensure that their InterMiles Membership account has passed through the mobile and email verification process.
2. To redeem InterMiles for Award Flights, Members can book only through www.intermiles.com or flights.intermiles.com. Redemptions for Award Flights will not be available through any other channel.
3. Members can choose from flights/airlines under multiple InterMiles value buckets in Economy and Business class cabins in addition to flights available for Standard Flights in each cabin (available on Airline Partners). Standard Flights redemption option will not be available on other airlines with whom there is no Frequent Flyer Programme partnership.
4. Miles displayed against each InterMiles value bucket will be inclusive of taxes and all other charges & levies from Intermiles/airlines/airport operators/Government as applicable for the Awarded ticket. Additional convenience will apply per passenger per segment for InterMiles Award Flights. Certain airports/airlines/Government bodies may apply Airport Departure Tax or Upgrade Tax or other levies including without limitation, airport departure tax, customs fines, immigration fees, airport charges, customer user fees, agricultural inspection fees, security and insurance surcharge or other incidental fees or taxes charged by any person or relevant authority or body and the same will be payable by Members at the time of ticketing the booking or at the respective airport before checking-in for the flight, as the case may be. With effect from 15th April 2019, convenience fee will vary basis sector, class of booking and time of flight. Convenience Fee is non-refundable under any circumstances.
5. To redeem InterMiles for Award Flights, Members need to have a minimum balance of 1000 InterMiles and the balance amount can be paid in cash for the Awarded flight itinerary.
6. To complete the booking, Members need to login using their InterMiles number.
7. InterMiles requirement for the flight Awardion is an indicative value in the non-logged in state. Upon log-in, InterMiles requirement could get refreshed based on availability of seat at the value Awarded at the time of flight search, and the revised InterMiles will be applicable to complete the booking.
8. The value InterMiles and other charges required for redemption for Award Flights will be the same for an adult, child or an infant.
9. An infant or a child cannot be booked without an accompanying adult.
10. Members shall also be responsible for all other expenses, and any other charges, claims or liabilities arising in relation to the use of tickets.
11. InterMiles requirement and associated taxes/levies/surcharges are applicable to all InterMiles Members, irrespective of the Tier status.
12. For Members based out of India, their issuer may charge an "International Transaction Fee" if they complete the transaction through a non-Indian card.
13. Award Flights:

- Platinum Tier benefit of '50% Cancellation waiver on Award Flights' cannot be availed through online cancellation. Please contact InterMiles Service Centre for availing this Tier benefit.

- In case of non-refundable tickets, members forfeit all InterMiles, taxes, surcharges, levies and any other additional charges paid on these tickets

- Convenience Fee will be non-refundable

14. All other General Conditions for Redemption as per the InterMiles T&Cs apply. T&Cs applicable specifically for Award Flights supersede General T&Cs of Redemptions.
15. InterMiles will not be responsible for any changes to flight schedules including but not limited to date change, flight number change, routing change, cancellation, re-accommodation on other airlines, by airlines on which Members have booked their travel. InterMiles will also not be responsible for compensations or any additional charges to be incurred by Member/passengers in such scenarios. InterMiles will endeavour on best effort basis to notify Members/passengers of changes. Members/passengers are requested to reconfirm their travel with their respective airlines sufficiently in advance of the commencement of their travel.
16. Only in cases of cancellation of flight/s by an airline where the Member/passenger could not be re-accommodated by the airline on other available alternates and has thus offered a full refund to the Member/passenger, in such situations Members can contact InterMiles by sending a mail to redemptions@intermiles.com with a copy of the ticket and PNR, and a confirmation from the airline that the travel is eligible for a complete refund. In such cases, InterMiles will refund the associated InterMiles and other charges levied on the ticket excluding Convenience Fee.
17. Members/passengers will be responsible for deciding for documents and fulfil other statutory requirements pertaining to their travel before the commencement of their journey. InterMiles will not be responsible for any inadequacies in such circumstances.

Redemption of Intermiles via Save With InterMiles for Flights:

Eligibility:

1. InterMiles Red, Silver, Gold and Platinum tier members are eligible for redeeming their InterMiles via Save With InterMiles option and full redemption across all available platforms on InterMiles.
2. Intermiles Base members are eligible for redeeming their InterMiles via Save With InterMiles option on all platforms on InterMiles. However, the option of full redemption is available only on Flights and Hotels.

Cancellation Policy:

1. In case of full cancellation of booking made via Save With InterMiles, discount amount will be adjusted from the refund value and miles will be reversed to members account post recovery of airline and IM cancellation penalty charges. For eg. If member has paid Rs. 4750 cash (towards ticket fare excl. Convenience Fee / ancillary purchase etc.) and redeemed 660 miles to avail a Rs. 250 discount via Save With InterMiles on ticket fare of Rs. 5000, upon cancellation refund amount will be Rs. [Segment Cost in INR – Rs. 250 (Save With InterMiles discount) – Airline cancellation charges in INR – IM cancellation charges]
2. In case of partial cancellation of a multi segment booking, discount amount will be adjusted from the refund value during the 1st cancellation itself and miles will be reversed to members account post recovery of airline and IM cancellation charges. For example, if member has paid Rs. 9750 cash (towards ticket fare excl. Convenience Fee / ancillary purchase etc.) and redeemed 660 miles to avail a Rs. 250 discount via Save With InterMiles on return ticket fare of Rs. 10000, upon cancellation on any segment,

refund amount will be Rs. [Segment Cost in INR – Rs. 250 (Save With InterMiles discount) – Airline cancellation charges in INR – IM cancellation charges]

General TnCs:

1. All other General Conditions for Redemption as per the InterMiles T&Cs apply.
2. No miles will be accrued to members account for bookings made via SAVE WITH INTERMILES
3. T&Cs applicable to flights, supersede General T&Cs of Redemptions
4. These Terms & Conditions are final and binding on all Participants. If any matters or disputes or differences arise in relation to these Terms & Conditions, they shall be determined solely by JPPL.
5. This Offer is further subject to the terms and conditions specified on InterMiles.com.
6. The Offer and these Terms and Conditions are governed by the laws of India. The participants agree that the courts in Mumbai shall have jurisdiction over all matters arising from or relating to this Campaign.

Update History :

- 15th July '21 (Update has been made w.r.t Free Cancellation on Domestic Flights as a Tier Benefit)
- 30th April '21 (Update has been made w.r.t Complimentary Seat Select on Domestic Flights, Discount on Flight Booking on UBA, Hotel Booking Discount Vouchers and Discount on Dine Payment as a Tier Benefit)
- 4th March '21 (Update has been made w.r.t DigiStores)

InterMiles Tier Structure

- On signing up for the InterMiles programme, an individual will be enrolled as an InterMiles Member and will not be allocated into any specific Tier.
- Achievement of any InterMiles Tier depends on accrual of InterMiles against Eligible Activities within each applicable Tier Review Period as per the rules of the Dynamic Tier Review (DTR)
- **Dynamic Tier Review** refers to the review of a Member's Tier status on a daily basis for an upgrade where the Member's accrual of InterMiles in the preceding 365 days is calculated and if the Member has accrued the required InterMiles for the next higher Tier, the Member is upgraded to such higher Tier on that day itself with a new Tier Validity Period of 13 months from the date of the upgrade.

Similarly, for retaining an existing Tier level, at the end of the Tier Validity Period (i.e. 13 months from the date of attainment of the existing Tier), the system will initiate a review of the Tier status. Our Dynamic Tier Review (DTR) system will review the InterMiles accrued for Qualifying Activities in the Member's Account during the 12-month period from the attainment of the existing Tier or for an additional 6 months period preceding the date of Tier attainment i.e for a total of 18 months. So long as the InterMiles accrued meet the Tier requirement under either of the 2 periods of evaluation (12 months / 18 months), the Member's Tier will be retained for an additional 13 months.

- **Tier Upgrade Criteria:** The member needs to achieve the InterMiles threshold as mentioned below to either attain a higher Tier:

Minimum InterMiles Requirement			
No.	Tier Level	Minimum InterMiles Requirement 12 Months Tier Review Period	
Minimum InterMiles Requirement for Platinum	No. 1	Tier Level Platinum	Minimum InterMiles Requirement 12 Months Tier Review Period 80,000
Minimum InterMiles Requirement for Gold	No. 2	Tier Level Gold	Minimum InterMiles Requirement 12 Months Tier Review Period 40,000
Minimum InterMiles Requirement for Silver	No. 3	Tier Level Silver	Minimum InterMiles Requirement 12 Months Tier Review Period 15,000
Minimum InterMiles Requirement for Red	No. 4	Tier Level Red	Minimum InterMiles Requirement 12 Months Tier Review Period 10,000

Minimum InterMiles Requirement			
No.	Tier Level	Minimum InterMiles Requirement 12 Months Tier Review Period	Minimum InterMiles Requirement 12 Months Tier Review Period On Enrolment
Minimum InterMiles Requirement for InterMiles Member	No. 5	Tier Level InterMiles Member	Minimum InterMiles Requirement 12 Months Tier Review Period On Enrolment

- Upgrade Review & Management
 - Effective 14th November 2019, all Members will be reviewed for upgrade basis the new criteria mentioned above
 - Every day, each Member is reviewed for upgrade to the next Tier
 - If a Member becomes eligible for an upgrade basis the specific upgrade eligibility criterion of each Tier, he/she gets upgraded

- **Upgrade Scenarios:**
 - a. Multi-tier upgrade in a single review transaction -
 - If a Member, in a single transaction earns InterMiles that qualify a multi-Tier jump, then the benefits (Pre-selected Benefits and Variable Benefits) will be accorded as per the highest Tier only

Illustration:

Minimum InterMiles Requirement				
Tier as on 14th November 2019	Tier Validity	Upgraded Tier on 20th February 2020	Tier Validity	Tier Benefit Credited to Account
		Silver	Skipped	NA
Red	13th December 2020	Gold	20th March 2021	Yes (Valid up to 20th March 2021)

- b. Multi-tier upgrade in different review transactions within the Tier Validity Period -
 - A Member earns InterMiles that qualify for a multi-tier upgrade at different points in time within the validity of their existing Tier; in such instances, Member will be accorded the Benefits for each upgraded tier with the benefits being valid for the same period as the validity period of that Tier.

Illustration:

Minimum InterMiles Requirement					
Tier as on 14th November 2019	Tier Validity	Upgraded Tier	Tier Validity	Tier Benefit Credited to Account	
Minimum InterMiles Requirement for Gold	Tier as on 14th November 2019 Red	Tier Validity 13th December 2020	Upgraded Tier Silver (upgraded on 20th February 2020)	Tier Validity 19th March 2021	Tier Benefit Credited to Account Yes (Valid up to 19th March 2021)
Minimum InterMiles Requirement for Gold	Tier as on 14th November 2019	Tier Validity	Upgraded Tier Gold (upgraded on 25th May 2020)	Tier Validity 24th June 2021	Tier Benefit Credited to Account Yes (Valid up to 24th June 2021)

In case the Member has been upgraded due to wrong credit of InterMiles, the InterMiles will get reversed.

- **Tier Retention Criteria:** At the end of each Tier Review Period, the Member needs to achieve the InterMiles threshold as mentioned below to retain their Tier level:

Minimum InterMiles Requirement				
No.	Tier Level	Minimum InterMiles Requirement 12 Months Tier Review Period	Minimum InterMiles Requirement 18 Months Tier Review Period	
Minimum InterMiles Requirement for Platinum	No. 1	Tier Level Platinum	Minimum InterMiles Requirement 12 Months Tier Review Period 80,000	Minimum InterMiles Requirement 18 Months Tier Review Period 1,10,000
Minimum InterMiles Requirement for Gold	No. 2	Tier Level Gold	Minimum InterMiles Requirement 12 Months Tier Review Period 40,000	Minimum InterMiles Requirement 18 Months Tier Review Period 55,000
Minimum InterMiles Requirement for Silver	No. 3	Tier Level Gold	Minimum InterMiles Requirement 12 Months Tier Review Period 15,000	Minimum InterMiles Requirement 18 Months Tier Review Period 20,000
Minimum InterMiles Requirement for Red	No. 4	Tier Level Gold	Minimum InterMiles Requirement 12 Months Tier Review Period 10,000	Minimum InterMiles Requirement 18 Months Tier Review Period 13,000
Minimum InterMiles Requirement for InterMiles Member	No. 5	Tier Level InterMiles Member	Minimum InterMiles Requirement 12 Months Tier Review Period NA	Minimum InterMiles Requirement 18 Months Tier Review Period NA

- Tier Review Period: Is a period of 12 months from the attainment of the Tier or an additional 6 months period preceding the date of Tier attainment i.e a total of 18 months
- Tier Validity Period: 13 months from the date of attainment of the Tier
- If the Member is unable to fulfill the retention criteria for the current Tier, then the Member will be moved down to the Tier level corresponding to the value

of InterMiles accrued on Qualifying Activities during the Tier Review Period. Tier Benefits associated to the new Tier level will apply.

12 Month Tier Review Period and 13 Month Tier Validity Period

Mileage credit under InterMiles can happen instantly on the date the Accrual Activity or a later date post the completion of the actual Accrual Activity. ‘Activity Date’ is the date when the Member performs the Accrual Activity and ‘Transaction Posting Date’ is the date on which the InterMiles for such Accrual Activity are credited into the Member’s Account.

Tier is reviewed for InterMiles accrued for Accrual Activities undertaken for Activity Dates only within the Tier Review Period and credited prior to the end of the Tier Validity Period.

The Tier Validity Period is a month longer than the Tier Review Period to allow for credit of InterMiles for Qualifying Activities undertaken on Programme Partners by the Members during the Tier Review Period as some of the Programme Partners have a longer mileage credit cycle.

It must be noted that InterMiles earned by Members for Qualifying Activities where the actual Activity Date falls during this additional one month will not be counted towards the Tier review.

Migration of existing JetPrivilege Members into InterMiles Programme:

- Tier levels held in the JetPrivilege Programme as on 14th November 2019 (Cut-over Date) will be retained in the new InterMiles Tier structure as per the following:

Migration of existing JetPrivilege Members into InterMiles Programme

Tier Status in JetPrivilege Programme	Tier Status in InterMiles Programme
Migration of existing JetPrivilege Members into InterMiles Programme	Tier Status in JetPrivilege Programme Platinum Tier Status in InterMiles Programme Platinum
Migration of existing JetPrivilege Members into InterMiles Programme	Tier Status in JetPrivilege Programme Gold Tier Status in InterMiles Programme Gold
Migration of existing JetPrivilege Members into InterMiles Programme	Tier Status in JetPrivilege Programme Silver Tier Status in InterMiles Programme Silver
Migration of existing JetPrivilege Members into InterMiles Programme	Tier Status in JetPrivilege Programme BluePlus Members with 10,000 or more JPMiles accrued in the 12 months preceding the Migration Date Red Tier and eligible for associated Tier Benefit Tier Status in InterMiles Programme Red Tier and eligible for associated Tier Benefit
Migration of existing JetPrivilege Members into InterMiles Programme	Tier Status in JetPrivilege Programme BluePlus Members with less than 10,000 JPMiles accrued in the 12 months preceding the Migration Date Tier Status in InterMiles Programme InterMiles Member

Migration of existing JetPrivilege Members into InterMiles Programme

Tier Status in JetPrivilege Programme	Tier Status in InterMiles Programme
Migration of existing JetPrivilege Members into InterMiles Programme	Tier Status in InterMiles Programme InterMiles Member
Tier Status in JetPrivilege Programme Blue	

- On the Cut-over Date, the Programme will also review the Member's Account for InterMiles accrued against Qualifying Activities and if the InterMiles earned in the prior 12-month period meets the new Tier Upgrade Criteria, the Member's Tier Status will be upgraded to such higher Tier Status
- Upon cut-over to the new InterMiles Programme, Members will receive Tier Benefits as per the their new InterMiles Tier Status
- Post the cut-over, you are entitled to only the benefits associated with your new InterMiles Tier. All other benefits associated with the earlier JetPrivilege Tier & Programme cease to exist.
- Tier Benefits will be valid for use within the Tier Validity Period of the Tier for which such benefits were granted
- If the InterMiles Member is a child (as per the Programme Terms and Conditions) and is migrated as an InterMiles Red, Silver, Gold or Platinum Member as per the Tier Upgrade Criteria then the Tier Benefits of such a child will be credited to the InterMiles Account of the parent/guardian and can be utilized through their respective InterMile Account

Membership Card issuance

- Members whose InterMiles Tier Status is Platinum, Gold or Silver will be sent a new complimentary Membership Card alongwith the welcome kit
- All Members can also download a digital image of their Membership Card through the logged in section of their Account
- Any subsequent card requests will attract a processing fee of 750 InterMiles. Members can place the request for a physical card through the logged in section of their Account

Tier Benefits:

- On attainment of each Tier, the Programme will make available ('Credit') to the Member certain additional bonuses, discounts and complimentary services as Tier Benefits. Each Tier level will be accorded a different number of Credit of the Benefits. Each Credit is the number of times a Benefit can be used by the Member within its validity.
- Tier Benefits and the number of instances Credited to a Member's Account are as detailed below.

Complimentary Seat Select benefit

- This is a variable benefit under the Intermiles Tier benefit program and has to be voluntarily selected by member under the "My benefits" section before use.
- Benefit once selected cannot be swapped or cancelled during the validity of the Tier

- Complimentary Seat Select means a waiver on seat select charge when booking either a Revenue Flights or an Award flight on www.intermiles.com
- On selection of this benefit, Members will be issued with benefit credits as per their Tier entitlement
- Members need to be logged-in into their InterMiles Account to utilize this benefit while booking their flights on www.intermiles.com. Benefits cannot be utilized through the 'Manage My Booking' section of the website
- This benefit can be utilized by the Member for any passenger (self or any other passenger not necessarily an InterMiles Member). However, the benefit cannot be transferred to the Account of another Member
- If a Member is making a booking for another passenger who is also a Member and chooses this benefit; the credits will be utilized from the Account of the Member who is logged in and not from the Account of the Member who is travelling. Benefits from 2 separate Accounts cannot be utilized for the same booking
- Members with more than one instance of this benefit available can use their credits on a single or across multiple bookings depending on number of passengers / segments in a booking
- Each credit of this benefit can be utilized only for flights within India and on a per passenger per segment basis; In case of a booking with both international and domestic segments, the benefit can be utilized on the domestic segment
 - E.g.: If a Member is booking a flight for Bhopal to Abu Dhabi via Mumbai the benefit can be utilized for Bhopal-Mumbai segment only. The benefit cannot be utilized for the Mumbai-Abu Dhabi segment
- This benefit will be credited to the Member's Account immediately on attainment of the tier and will remain available for utilization for a period of 13 months from the date of credit of the benefit to the Account and cannot be extended
- If a Member gets upgraded to a higher Tier during the ongoing validity of the existing entitlement, the validity of unutilized selected credits already available in the account will continue to remain valid till the old Tier expiry date. For the upgraded new Tier, fresh selection of benefits out of the given choice of variable benefits will have to be done. The new benefit basis the selection for the new upgraded Tier will be valid till the expiry of the new Tier
 - E.g.: Member's current Tier (as on 14th November 2019) is Silver. Member has selected and has been issued 1 credit of benefit. Validity of this credit is for 13 months up to 13th December 2020 (old Tier expiry date). However, on 20th December 2019, Member is upgraded to Gold and is issued 2 additional credits. Validity of these new credits will be up to 19th January 2021 (new Tier expiry date)
- This benefit must be utilized on bookings with travel date within the validity of the benefit
 - E.g.: If 1 Complimentary Seat Select credit is issued to the Member on 1st January 2020 with validity till 31st January 2021 then the Member can only use it for bookings with travel (outbound / return) date between 1st January 2020 to 31st January 2021
- If the Member cancels the flight on which the credit was utilized, the benefit will be treated as used and will not be redeposited into the Member's Account
- In an event of the airline cancelling / combining the flight due to which the credit could not be utilized, the Member will need to contact InterMiles Service Centre and provide adequate proof (including but not limited to an acknowledgement from the airline) of such flight cancellation / combination resulting in unavailability of the said benefit and on appropriate verification InterMiles will redeposit the credit into the

Member's Account with same validity as at the time of issuance. Credits will be redeposited to the Account so long as they are within the validity of the same

- E.g.: If 1 Complimentary Seat Select is issued to the Member on 1st January 2020 with validity till 31st January 2021 and the Member uses the benefit on a booking done on 25th February 2020 with travel date of 30th March 2020. In case the airline cancels the flight on 15th March 2020, the benefit will be credited back to the Member's Account with validity till 31st January 2021
- In case of multiple credits of this benefit, the system will automatically utilize the credit with the earliest expiry first
- No InterMiles will be accrued on utilization of the Complimentary Seat Select benefit.
- Effective 1st May 2021, benefit of complimentary seat select will be removed for Red Tier members who have not utilized the benefit before 1st May 2021.

Complimentary Meals on Flights

- This is a variable benefit under the Intermiles Tier benefit program and has to be voluntarily selected by member under the "My benefits" section before use.
- Benefit once selected cannot be swapped or cancelled during the validity of the Tier.
- Complimentary Meals means waiver on Meal charge when booking either a Revenue Flights or an Award flight on www.intermiles.com
- On selection of this benefit, Members will be issued with benefit credits as per their Tier entitlement
- Members need to be logged-in into their InterMiles Account to utilize this benefit while booking their flights on www.intermiles.com. Benefits cannot be utilized through the 'Manage My Booking' section of the website
- This benefit can be utilized by the Member for any passenger (self or any other passenger not necessarily an InterMiles Member). However, the benefit cannot be transferred to the Account of another Member
- If a Member is making a booking for another passenger who is also a Member and chooses this benefit; the credits will be utilized from the Account of the Member who is logged in and not from the Account of the Member who is travelling. Benefits from 2 separate Accounts cannot be utilized for the same booking
- Members with more than one instance of this benefit available can use their credits on a single or across multiple bookings depending on number of passengers / segments in a booking
- Each credit of this benefit can be utilized only for flights within India and on a per passenger per segment basis; In case of a booking with both international and domestic segments, the benefit can only be utilized on the domestic segment
 - E.g.: If a Member is booking a flight for Bhopal to Abu Dhabi via Mumbai the benefit can be utilized for Bhopal-Mumbai segment only. The benefit cannot be utilized for the Mumbai-Abu Dhabi segment
- This benefit will be credited to the Member's Account on selection of the benefit and will remain available for utilization until the expiry of the Tier and cannot be extended
- If a Member gets upgraded to a higher Tier during the ongoing validity of the existing entitlement, the validity of unutilized selected credits already available in the account will continue to remain valid till the old Tier expiry date. For the upgraded new Tier, fresh selection of benefits out of the given choice of variable benefits will have to be done. The new benefit basis the selection for the new upgraded Tier will be valid till the expiry of the new Tier
 - E.g.: Member's current Tier (as on 14th November 2019) is Silver. Member has selected and has been issued 1 credit of benefit. Validity of this credit is for 13

months up to 13th December 2020 (old Tier expiry date). However, on 20th December 2019, Member is upgraded to Gold and is issued 2 additional credits. Validity of these new credits will be up to 19th January 2021 (new Tier expiry date)

- This benefit must be utilized on bookings with travel date within the validity of the benefit
 - E.g.: If 1 Complimentary Meal benefit credit is issued to the Member on 1st January 2020 with validity till 31st January 2021 then the Member can only use it for bookings with travel (outbound / return) date between 1st January 2020 to 31st January 2021
- If the Member cancels the flight on which the credit was utilized, the benefit will be treated as used and will not be redeposited into the Member's Account
- In an event of the airline cancelling / combining the flight due to which the credit could not be utilized, the Member will need to contact InterMiles Service Centre and provide adequate proof (including but not limited to an acknowledgement from the airline) of such flight cancellation / combination resulting in unavailability of the said benefit and on appropriate verification InterMiles will redeposit the credit into the Member's Account with same validity as at the time of issuance. Credits will be redeposited to the Account so long as they are within the validity of the same
 - E.g.: If 1 Complimentary Meal benefit is issued to the Member on 1st January 2020 with validity till 31st January 2021 and the Member uses the benefit on a booking done on 25th February 2020 with travel date of 30th March 2020. In case the airline cancels the flight on 15th March 2020, the benefit will be credited back to the Member's Account with validity till 31st January 2021
- In case of multiple credits of this benefit, the system will automatically utilize the credit with the earliest expiry first
- No InterMiles will be accrued on utilization of the Complimentary Meal benefit

Elite Tier Bonus InterMiles

- This is a pre-selected benefit under the InterMiles Tier benefit program and will be added to member's account on the attainment of the Tier.
- Benefit once selected cannot be swapped or cancelled during the validity of the Tier.
- Elite Tier Bonus InterMiles are additional InterMiles which are credited as a percentage of the Base InterMiles accrued by a Member
- Accrual Activities on which Elite Tier Bonus InterMiles will be earned are –
 - Revenue Flights, Hotel stay, Shopping, restaurant table reservations and tours and activities booked through www.intermiles.com
- Elite Tier Bonus InterMiles earnings are as below:
 - Platinum Tier – 75% of the Base InterMiles earned
 - Gold Tier – 50% of the Base InterMiles earned
 - Silver Tier – 25% of the Base InterMiles earned
- Elite Tier Bonus InterMiles will be credited alongwith the credit of the Base InterMiles only upon completion of the relevant Accrual Activity
- The Elite Tier Bonus InterMiles will be calculated as per the Tier Status of the Member on the date on which the Accrual Activity was undertaken and not, either on the date of booking the Accrual Activity or the date on which the Accrual Activity was posted to the Member's Account
 - E.g.: A Silver Tier Member books a flight on www.intermiles.com on 1st December 2019 for travel on 15th December 2019 and Base InterMiles are credited to the Member's Account on 16th December 2019. If the Member is

upgraded to Gold on 12th December 2019, the Elite Tier Bonus InterMiles that will be credited to the Member's Account will be the Gold Tier Bonus InterMiles

Discount on Excess Baggage

- This is a variable benefit under the InterMiles Tier benefit program and has to be voluntarily selected by member under the “My benefits” section before use.
- Benefit once selected cannot be swapped or cancelled during the validity of the Tier.
- Benefit once selected cannot be swapped or cancelled during the validity of the Tier.
- On selection of this benefit, Members will be issued with benefit credits as per their Tier entitlement
- Discount on Excess Baggage means waiver/discount on Excess baggage charge when booking either a Revenue Flights or an Award flight on www.intermiles.com
- This is a variable benefit and is made available for selection immediately on attainment/retention of the Tier
- The benefit must be selected by the Member before the same can be credited into the Member's Account for use
- Member can select the variable benefits at any time after attaining / retaining the tier till before the Tier expiry date. Irrespective of the date on which the variable benefit is selected, the validity of this benefit will only be till the Tier expiry date
 - E.g.: If the benefit becomes available to the Member in his Account on tier upgrade/retention on 1st January 2020, however the Member selects the benefit for use only on 29th January 2021, the validity of this benefit will remain 31st January 2021
- Once selected, this benefit cannot be reversed or changed during its validity
- The benefit will be credited to the Member's Account immediately on selection of the benefit and will be valid for utilization upto the Tier Validity Period
- The benefit will lapse on the expiry date of the Tier for which this benefit was made available and cannot be extended
- Members need to be logged-in into their InterMiles Account to utilize this benefit while booking their flights on www.intermiles.com. Benefits cannot be utilized through the ‘Manage My Booking’ section of the website
- This benefit can be utilized by the Member for any passenger (self or any other passenger not necessarily an InterMiles Member). However, the benefit cannot be transferred to the Account of another Member
- If a Member is making a booking for another passenger who is also a Member and chooses this benefit; the credits will be utilized from the Account of the Member who is logged in and not from the Account of the Member who is travelling. Benefits from 2 separate Accounts cannot be utilized for the same booking
- Members with more than one instance of this benefit available can use their credits on a single or across multiple bookings depending on number of passengers / segments in a booking
- If a Member gets upgraded to a higher Tier during the ongoing validity of the existing entitlement, the validity of unutilized selected credits already available in the account will continue to remain valid till the old Tier expiry date. For the upgraded new Tier, fresh selection of benefits out of the given choice of variable benefits will have to be done. The new benefit basis the selection for the new upgraded Tier will be valid till the expiry of the new Tier
 - E.g.: Member's current Tier (as on 14th November 2019) is Silver. Member has selected and has been issued 1 credit of benefit. Validity of this credit is for 13

months up to 13th December 2020 (old Tier expiry date). However, on 20th December 2019, Member is upgraded to Gold and is issued 2 additional credits. Validity of these new credits will be up to 19th January 2021 (new Tier expiry date)

- This benefit must be utilized on bookings with travel date within the validity of the benefit
 - E.g.: If 1 credit of Discount on Excess Baggage of INR 375 is issued to the Member on 1st January 2020 with validity till 31st January 2021 then the Member can only use it for bookings with travel (outbound / return) date between 1st January 2020 to 31st January 2021
- If the Member cancels the flight on which the credit was utilized, the benefit will be treated as used and will not be redeposited into the Member's Account
- In an event of the airline cancelling / combining the flight due to which the credit could not be utilized, the Member will need to contact InterMiles Service Centre and provide adequate proof (including but not limited to an acknowledgement from the airline) of such flight cancellation / combination resulting in unavailability of the said benefit and on appropriate verification InterMiles will redeposit the credit into the Member's Account with same validity as at the time of issuance. Credits will be redeposited to the Account so long as they are within the validity of the same
 - E.g.: If 1 credit of Discount of Excess baggage of INR 375 is issued to the Member on 1st January 2020 with validity till 31st January 2021 and the Member uses the benefit on a booking done on 25th February 2020 with travel date of 30th March 2020. In case the airline cancels the flight on 15th March 2020, the benefit will be credited back to the Member's Account with validity till 31st January 2021
- In case of multiple credits of this benefit, the system will automatically utilize the credit with the earliest expiry first
- No InterMiles will be accrued on utilization of the Discount of Excess Baggage benefit

100% refund on Refundable Domestic flights:

- This is a variable benefit under the InterMiles Tier benefit program and has to be voluntarily selected by member under the "My benefits" section before use.
- Benefit once selected cannot be swapped or cancelled during the validity of the Tier.
- On selection of this benefit, Members will be issued with benefit credits as per their Tier entitlement.
- 100% refund on Refundable Domestic flights means a full redeposit of the airline cancellation fee for a domestic flight booked through www.intermiles.com. Additional coverage of accidental death of Rs 10,000 also applicable.
- Full refund made irrespective of payment mode i.e paid by cash/ paid by miles.
- The airline cancellation fee will be refunded in the original mode of payment.
- Each credit of this benefit can be utilized only for flights within India and on a booking basis.
- Member must cancel the booking at least 24 hours prior to departure by contacting the InterMiles Service Centre from either your registered e-mail id or contact number.
- Upon verification and successful cancellation of the booking, full airline cancellation penalty will be deposited into the Member's Account within 7-10 working days.
- This benefit can be utilized by the Member for booking of any passenger (self or any other passenger not necessarily an InterMiles Member). However, the benefit cannot be transferred to the Account of another Member.

- The cancellation and redeposit of airline cancellation penalty and corresponding use of this benefit can only be requested by the Member from whose Account the cash payment was made or InterMiles were initially redeemed. Benefits from 2 separate Accounts cannot be utilized for the same booking.
- This benefit will be credited to the Member's Account on selection of the benefit and will remain available for utilization until the expiry of the Tier and cannot be extended.
- This benefit must be utilized on bookings with booking date within the validity of the benefit.
 - E.g.: If 1 credit of 100% refund on Refundable Domestic flights benefit is issued to the Member on 1st January 2022 with validity till 31st January 2023 then the Member can only use it for bookings with booking date between 1st January 2022 to 31st January 2023.
- This benefit can only be used on flights which are refundable.
- Free Cancellation Product cost, Service Fee, Convenience Fee, and ancillary amount will not be refunded to the Member on utilization of Free Cancellation on Domestic Flights benefit.
- For Accidental policy claim, the customer will settle directly with Edelweiss Travel Insurance.
- Edelweiss will pay INR 10,000 to the Nominee or legal representative, if during the Trip an Insured Person sustains Bodily Injury which results in Death.

Discount on Hotel Booking

- This is a variable benefit under the InterMiles Tier benefit program and has to be voluntarily selected by member under the "My benefits" section before use.
- Benefit once selected cannot be swapped or cancelled during the validity of the Tier.
- On selection of this benefit, Members will be issued with benefit credits as per their Tier entitlement.
- Discount on Hotel Bookings means discount codes being provided to the Member for use when booking Hotel stays via InterBook on www.intermiles.com.
- Discount on Hotel Booking has been made available for Platinum Tier and Gold Tier members as a benefit from 1st December and for Silver Tier and Red Tier members as a benefit from 1st May 2021.
- Member can select the variable benefits at any time after attaining / retaining the Tier till before the Tier expiry date. Irrespective of the date on which the variable benefit is selected, the validity of this benefit will only be till the Tier expiry date.
 - E.g.: If the benefit becomes available to the Member in his Account on Tier upgrade/retention on 1st January 2020, however the Member selects the benefit for use only on 29th January 2021, the validity of this benefit will remain 31st January 2021.
- The benefit will be credited to the Member's Account immediately on selection of the benefit and will be valid for utilization up to the Tier Validity Period.
- The benefit will lapse on the expiry date of the Tier for which this benefit was made available and cannot be extended.
- More than 1 discount code cannot be applied on the same booking.
- Each voucher will enable a Red Tier Member to enjoy a discount of INR 250 on a minimum spend of INR 5000, Silver Tier Member to enjoy a discount of INR 500 on a minimum spend of INR 5000, a Gold Tier Member to enjoy a discount of INR 1000 on a minimum spend of INR 8000 and a Platinum Tier Member to enjoy a discount of INR 2000 on a minimum spend of INR 12000.

- This benefit can be utilized by the Member for any guest (self or any other guest not necessarily an InterMiles Member). However, the benefit cannot be transferred to the Account of another Member
- This benefit is only available for hotel bookings made on InterBook via www.intermiles.com.
- If a Member gets upgraded to a higher Tier during the ongoing validity of the existing entitlement, the validity of unutilized selected credits already available in the account will continue to remain valid till the old Tier expiry date. For the upgraded new Tier, fresh selection of benefits out of the given choice of variable benefits will have to be done. The new benefit basis the selection for the new upgraded Tier will be valid till the expiry of the new Tier.
 - E.g.: Member's current Tier (as on 1st July 2021) is Silver. Member has selected and has been issued 1 credit of benefit. Validity of this credit is for 13 months up to 13th August 2022 (old Tier expiry date). However, on 20th August 2021, Member is upgraded to Gold and is issued 2 additional credits. Validity of these new credits will be up to 19th September 2022 (new Tier expiry date).
- This benefit must be utilized on bookings with stay date within the validity of the benefit.
 - E.g.: If Discount Voucher is issued to the Member on 1st January 2022 with validity till 31st January 2023 then the Member can only use it for hotel stay (check-in / check-out) between 1st January 2022 to 31st January 2023.
- If the Member cancels the stay for which the discount voucher was utilized, the benefit will be treated as used and will not be redeposited into the Member's Account.
- In an event of the hotel cancelling the stay due to which the benefit could not be utilized, the Member will need to contact InterMiles Service Centre and provide adequate proof (including but not limited to an acknowledgement from the hotel) of such cancellation and on appropriate verification InterMiles will redeposit the voucher into the Member's Account with same validity as at the time of issuance. Vouchers will be redeposited to the Account so long as they are within the validity of the same.
 - E.g.: If a discount voucher is issued to the Member on 1st January 2022 with validity till 31st January 2023 and the Member uses the benefit on a booking done on 25th February 2022 with check-in date of 30th March 2022. In case the hotel cancels the stay on 15th March 2022, the voucher will be credited back to the Member's Account with validity till 31st January 2023.
- InterMiles accrual for hotel stays where such vouchers have been used will be as per the final amount paid and will be governed by the general Hotels terms & conditions mentioned

Discount on Digi Stores Purchase

- This is a variable benefit under the InterMiles Tier benefit program and has to be voluntarily selected by member under the "My benefits" section before use.
- Benefit once selected cannot be swapped or cancelled during the validity of the Tier.
- On selection of this benefit, Members will be issued with discount code credits as per their Tier entitlement.
- Discount on Digi Stores Purchase means discount codes being provided to the Member for use when purchasing Gift Voucher via cash through digistores.intermiles.com.
- Discount on Digi Stores Purchase will be available as a benefit from 1st May 2021.

- Member can select the variable benefits at any time after attaining / retaining the Tier till before the Tier expiry date. Irrespective of the date on which the variable benefit is selected, the validity of this benefit will only be till the Tier expiry date.
 - E.g.: If the benefit becomes available to the Member in his Account on Tier upgrade/retention on 1st July 2021, however the Member selects the benefit for use only on 29th July 2022, the validity of this benefit will remain 31st July 2022.
- The benefit will be credited to the Member's Account immediately on selection of the benefit and will be valid for utilization upto the Tier Validity Period.
- The benefit will lapse on the expiry date of the Tier for which this benefit was made available and cannot be extended.
- More than 1 discount code cannot be applied on the same transaction.
- Each discount code will enable a Red Tier Member to enjoy a discount of INR 50, Silver Tier Member to enjoy a discount of INR 100, a Gold Tier Member to enjoy a discount of INR 150 and a Platinum Tier Member to enjoy a discount of INR 200.
- All Members are entitled to a total of 5 discount codes for Discount on Digi Stores Purchase.
- This benefit can be utilized by the Member for any guest (self or any other guest not necessarily an InterMiles Member). However, the benefit cannot be transferred to the Account of another Member.
- This benefit is only available for hotel bookings made on www.intermiles.com through DigiStores.
- If a Member gets upgraded to a higher Tier during the ongoing validity of the existing entitlement, the validity of unutilized selected credits already available in the account will continue to remain valid till the old Tier expiry date. For the upgraded new Tier, fresh selection of benefits out of the given choice of variable benefits will have to be done. The new benefit basis the selection for the new upgraded Tier will be valid till the expiry of the new Tier.
 - Example: Member's current Tier (as on 1st July 2021) is Silver. Member has selected and has been issued 1 credit of benefit. Validity of this credit is for 13 months up to 13th August 2022 (old Tier expiry date). However, on 20th August 2021, Member is upgraded to Gold and is issued 2 additional credits. Validity of these new credits will be up to 19th September 2022 (new Tier expiry date).
- InterMiles accrual for DigiStores where such vouchers have been used will be as per the final amount paid and will be governed by the general DigiStores terms & conditions mentioned here.

Discount on Flight Booking on UBA

- This is a variable benefit under the InterMiles Tier benefit program and has to be voluntarily selected by member under the "My benefits" section before use.
- Benefit once selected cannot be swapped or cancelled during the validity of the Tier.
- On selection of this benefit, Members will be issued with benefit credits as per their Tier entitlement.
- Discount on Flight Booking on UBA means discount codes being provided to the Member for use when completing flight booking via cash through Flights on www.intermiles.com/flights.
- Discount on Flight Booking on UBA will be available as a benefit from 1st May 2021.

- Member can select the variable benefits at any time after attaining / retaining the Tier till before the Tier expiry date. Irrespective of the date on which the variable benefit is selected, the validity of this benefit will only be till the Tier expiry date.
 - E.g.: If the benefit becomes available to the Member in his Account on Tier upgrade/retention on 1st July 2021, however the Member selects the benefit for use only on 29th July 2022, the validity of this benefit will remain 31st July 2022.
- The benefit will be credited to the Member's Account immediately on selection of the benefit and will be valid for utilization up to the Tier Validity Period.
- The benefit will lapse on the expiry date of the Tier for which this benefit was made available and cannot be extended.
- Each voucher will enable a Red Tier Member to enjoy a discount of INR 250.
- Red Tier Members are entitled to a total of 1 voucher for Discount on Flight Booking on UBA.
- This benefit can be utilized by the Member for any passenger (self or any other passenger not necessarily an InterMiles Member). However, the benefit cannot be transferred to the Account of another Member.
- This benefit is only available for hotel bookings made for booking on www.intermiles.com/flights.
- If a Member gets upgraded to a higher Tier during the ongoing validity of the existing entitlement, the validity of unutilized selected credits already available in the account will continue to remain valid till the old Tier expiry date. For the upgraded new Tier, fresh selection of benefits out of the given choice of variable benefits will have to be done. The new benefit basis the selection for the new upgraded Tier will be valid till the expiry of the new Tier.
 - Eg.: Member's current Tier (as on 1st July 2021) is Silver. Member has selected and has been issued 1 credit of benefit. Validity of this credit is for 13 months up to 13th August 2022 (old Tier expiry date). However, on 20th August 2021, Member is upgraded to Gold and is issued 2 additional credits. Validity of these new credits will be up to 19th September 2022 (new Tier expiry date)
- InterMiles accrual for Flights where such vouchers have been used will be as per the final amount paid and will be governed by the general Flights terms & conditions mentioned here.

Big Basket gift card

- This is a variable benefit under the InterMiles Tier benefit program and has to be voluntarily selected by member under the "My benefits" section before use.
- Benefit once selected cannot be swapped or cancelled during the validity of the Tier.
- InterMiles elite Tier members will get Big basket gift cards facilitated with coupon codes.
- Coupon codes will be issued for an amount of Rs 1500 or Rs 750 depending on the Tier of the member.
 - Three coupon codes of denomination Rs 500/Rs 250 will be issued to each member. On successful application of the coupon code, the amount will be added to the BigBasket wallet.
- Partner terms and conditions apply.
- This benefit will be available for selection immediately after the attainment of the Tier. The benefit can be selected before the Tier expiry and will be available for utilization basis the expiry date mentioned corresponding to each unlocked coupon

code under the “My Benefits “ tab in the “My account “ section. Benefit will not be available for utilization post Tier expiry.

- The coupon once issued will not be reinstated or reissued if member fails to utilize them before the Expiry period.
- The coupon code can be utilized by either the member or their friends/relatives on the partner site. The coupon however cannot be transferred from one IM member to another member.
- This gift card can only be redeemed at Big basket website / App only
- The coupon code will be valid only in Ahmedabad, Bangalore, Chennai, Delhi, Noida, Gurgaon, Hyderabad, Kolkata, Mumbai, Pune, Bhopal, Chandigarh, Coimbatore, Indore, Jaipur, Jalandhar, Lucknow, Kochi, Kanpur, Ludhiana, Mysore, Nagpur, Patna, Surat, Vadodara, Vijayawada, Guntur and Visakhapatnam.
- Entire gift card amount will be redeemed to the bb wallet and can be used across multiple orders. The coupon code should be applied before the designated expiry date and the credited amount can be utilised anytime for future orders.
- Any dispute should be referred to bigbasket and the decision of bigbasket shall be final.
- If Gift Card is purchased in a city not mentioned above, the amount will not be reimbursed/refunded
- In case of Tier upgrade, the member will be eligible to select new benefits from the list of available Variable benefits and the old Tier benefits will continue to exist.
- In case the child benefit is mapped to the parent account and has the same Tier as the parent, the coupons will be issued for child(s) as well post selection for the parent account For example- If the parent (Platinum Tier) has 1 child account mapped to it, then on selection of BigBasket benefit , 6 coupons will be issued instead of just 3 coupons for that Tier. No separate selection will be available for the child account in case the Tier for both parent and child are same.

Shop.intermiles.com

- This is a variable benefit under the Intermiles Tier benefit program and has to be voluntarily selected by member under the “My benefits” section before use.
- Benefit once selected cannot be swapped or cancelled during the validity of the Tier.
- Intermiles elite Tier members will be rewarded with bonus miles on each transaction done on shop.intermiles.com/IM App
- Members will earn 5000,2000 or 1000 bonus miles on their successful transactions on the shop platform.
- The bonus miles will be credited in a denomination of 500 miles on every transaction. This means, Platinum members will be rewarded with bonus miles for 10 successful transactions completed before the expiry of the Tier. The count will be 4 and 2 for Gold and Silver members
- Bonus miles will be credited along with the base miles for the successfully completed transaction on shop.intermiles.com. This period will vary depending on the credit cycle of shopping partner.
- Bonus miles will not be credited for cancelled/partially cancelled orders.
- This benefit will be available for selection immediately after the attainment of the Tier. The benefit can be selected and utilized before the Tier expiry date only.
- Only the completed transactions before the Tier expiry will be eligible for credit of bonus miles.
- Bonus miles will be credited for transactions on shop.intermiles.com or the IM App and not for the offline partners mentioned on the platform

- Member must mention their IM number on the redirection pop-up on the shop platform before redirecting to the partner site to claim the eligible miles bonus.
- Bonus miles will be credited to the member only. In case, a different IM number is mentioned on the pop-up before redirection to partner site, the bonus miles will not be credited to either account.
- The terms and conditions of the shop.intermiles.com will apply for credit of Tier benefit miles as well.
- The expiry of the benefit cannot be extended beyond the Tier expiry date.
- In case of Tier upgrade, the member will be eligible to select new benefits from the list of available Variable benefits and the old Tier benefits will continue to exist.
- In case the child benefit is mapped to the parent account and has the same Tier as the parent, the benefit will be auto-selected for child(s) as well post selection for the parent account For example- If the parent has 1 child account mapped to it, then on selection of Shop bonus miles benefit , both parent and child IM number will be eligible for 5000 bonus miles each.

Cure.fit

- This is a variable benefit under the Intermiles Tier benefit program and has to be voluntarily selected by member under the “My benefits” section before use.
- Benefit once selected cannot be swapped or cancelled during the validity of the Tier.
- This benefit will be available for member to select immediately after attainment of Tier. The selection must happen before the expiry of Tier.
- Upon selection, coupon code will be generated for this benefit and will have its own validity period. Such validity period can be before the expiry of the Tier. The benefit expiry date will be mentioned corresponding to coupon codes under ‘My Benefits’ tab in ‘My account’ section. These coupons will not be valid after expiry of such period
- The coupon once issued will not be reinstated or reissued if member fails to utilize them before the Expiry period.
- The coupon code can be utilized by either the member or their friends/relatives on the partner site. The coupon however cannot be transferred from one IM member to another member.
- Voucher can only be redeemed at www.cure.fit/me/vouchers
- Member will be required to Login in with their email ID or phone number in Cure.fit account in order to utilize the benefit.
- Voucher unlocks access on only "cure.fit Live / live.fit" memberships and is not applicable on other products on cure.fit app/website
- The products are available under the "LIVE" tab only.
- Each voucher can be redeemed only once per user.
- The voucher is applicable to be used in India only.
- This pass does not allow user to pause the membership.
- Only one voucher can be used at a time and cannot be combined with other offers.
- The voucher is not transferable and should not be resold or redeemed for cash.
- If the product purchased using a promotional voucher is returned, the refund value will not include the value of the voucher code.
- Usage of the voucher shall be subject to acceptance of terms and conditions by the member available on cure.fit app/web.
- cure.fit reserves the right to modify or revoke the voucher / offer at any point in time
- The voucher shall be limited for redemption only on products / services sold by Curefit Services Private Limited on cure.fit website and mobile app

Miles credit benefit

- This is a variable benefit under the Intermiles Tier benefit program and has to be voluntarily selected by member under the “My benefits” section before use.
- Benefit once selected cannot be swapped or cancelled during the validity of the Tier.
- Intermiles elite Tier members will be rewarded with credit of miles in their account under this benefit.
- Members will receive a credit of 6000,2000 miles in their account as per their Tier. These miles can be redeemed on any Intermiles online platform including flights, hotels, Digi store, etc.
- This benefit will be available for selection immediately after the attainment of the Tier. The benefit can be selected and utilized before the Tier expiry date only.
- The bonus miles will be credited immediately post selection of the benefit.
- The miles will be credited to the IM member account only and the benefit cannot be transferred to another member.
- The expiry of the benefit cannot be extended beyond the Tier expiry date.
- In case of Tier upgrade, the member will be eligible to select new benefits from the list of available Variable benefits and the old Tier benefits will continue to exist.
- In case the child benefit is mapped to the parent account and has the same Tier as the parent, the benefit will be auto-selected for child(s) as well post selection for the parent account
 - For example- If the parent (Platinum Tier) has 1 child account mapped to it, then on selection of Miles credit benefit , 12000 miles will be credited to the parent account instead of 6000 miles.

Benefits Utilization Process:

Complimentary Cure.Fit live subscription

1. Log in to your InterMiles account
2. Go to 'My Benefits' under 'My Account/InterMiles Balance' section and select 'Complimentary cure.fit live membership' from the list of variable benefits available
3. On confirming the selection, the benefit will be added under My Benefits section
4. To utilise this benefit, click on How to Utilise link
5. A pop up with voucher code will be displayed
6. On clicking 'Utilise', you will be redirected to cure.fit to make your purchase with that particular voucher code
7. In case of locked vouchers, you will first have to click on unlock, then click on Utilise and proceed to Cure. Fit to make your purchase with the unlocked voucher/s
8. On proceeding to Cure.Fit, either login or signup
9. Alternatively, you can also go to the “Home” section on Cure.Fit app
10. Click on the profile icon on the top right & visit the “Redeem Voucher” section
11. Paste the voucher code to start your access period
12. Your “cure.fit live / live.fit” access will start from the date of activation of the voucher code.
13. Once redeemed, you can book classes from both Cure.Fit app and website. The classes are available under “LIVE” tab

BigBasket Vouchers

1. Log in to your InterMiles account
2. Go to 'My Benefits' under 'My Account/InterMiles Balance' section and select 'Complimentary BigBasket Vouchers' from the list of variable benefits available
3. On confirming the selection, the benefit will be added under My Benefits section
4. To utilise this benefit, click on How to Utilise link
5. A pop up with a gift card code & gift card pin will be displayed
6. On clicking 'Utilise', you will be redirected to BigBasket website to make your purchase with that particular code & pin
7. In case of locked gift card coupons and pins, you will first have to click on unlock, then click on Utilise and proceed to BigBasket website to make your purchase with the unlocked coupon/s and pin/s
8. Alternatively, you can also go to the BigBasket app and click on the icon on top right and choose, 'My Gift Cards'
9. Enter gift card code and gift card PIN
10. On entering the above details, the entire gift card amount will be credited to BigBasket wallet
11. Proceed to add products to the basket and complete the payment by choosing BigBasket wallet payment option

Complimentary Miles for Redemption

1. Log in to your InterMiles account
2. Go to 'My Benefits' under 'My Account/InterMiles Balance' section and select 'Complimentary Credit of InterMiles' from the list of variable benefits available
3. On confirming the selection, the benefit will be added under My Benefits section
4. To utilise this benefit, click on How to Utilise link
5. A pop up with 'Start Redeeming' button will open.
6. On clicking the button, you will be redirected to InterMiles Home Page to start redemption with the credited miles on flights, hotel, Digi store and fuel
7. At the time of Redemption, InterMiles credited for this benefit will be redeemed first before any other accrued InterMiles are utilised in the course of the entire redemption process
8. In case of multiple credits of this benefit, the system will first utilise the credit with the earliest/nearest expiry
9. For more details, refer to the terms and conditions of this benefit

Bonus miles on InterMiles Shop

1. Log in to your InterMiles account
2. Go to 'My Benefits' under 'My Account/InterMiles Balance' section and select 'Bonus Miles on InterMiles Shop' from the list of variable benefits available
3. On confirming the selection, the benefit will be added under My Benefits section
4. To utilise this benefit, click on How to Utilise link
5. A pop up with 'Shop Now' button will open

6. On clicking 'Shop Now', you will be redirected to the shop section of InterMiles
7. On completing a successful transaction, bonus miles will be credited to the members account depending on the partner terms and conditions

Complimentary Seat Select on Domestic Flights

1. Log in to your InterMiles account
2. Go to 'My Benefits' under 'My Account/InterMiles Balance' section and select 'Complimentary Seat Select on Domestic Flights' from the list of variable benefits available. In case of Red Tier, this benefit will be pre-selected in the 'My Benefits' Section
3. On confirming the selection, the benefit will be added to your membership account
4. To utilise the selected benefit, click on How to Utilise in the 'Complimentary Seat Select on Domestic Flights' section
5. On clicking 'Book a Flight', you will be redirected to InterMiles HomePage to book a flight where you want to utilise this benefit. If the benefit is already utilised, then the 'Complimentary Seat Select' section will not be displayed. You can view utilisation of benefits under the 'View Benefits History' section
6. On the 'Review your booking' page, opt for the 'Seat Select' under the 'Add-ons' section and enter the number of credits to be utilised for the flight. If Seat Select benefit is utilised, then the 'Complimentary Seat Select' section will not be displayed. However, there will be an option to purchase seats
7. On selecting the number of credits to be used, block specific seats for each passenger, each segment mentioned in the booking
8. Upon selecting the seats, the benefit will automatically get applied to the selection
9. Select other Add-ons if required and click on 'Continue' in the 'Fare Details' section to complete your payment for the flight booking
10. On successful completion of payment, you will receive the ticket which will reflect the benefits utilised and a separate e-mail as well on the benefits utilised
11. In case of any issues faced while utilising this benefit, please refer to the Terms and Conditions of Complimentary Seat Select on Domestic Flights

Complimentary Inflight Meals on domestic Flights

1. Log in to your InterMiles account
2. Go to 'My Benefits' under 'My Account/InterMiles Balance' section and select 'Complimentary Inflight Meal on Domestic Flights' from the list of variable benefits available
3. On confirming the selection, the benefit will be added to your membership account
4. To utilise the selected benefit, click on How to Utilise in the 'Complimentary Inflight Meal on Domestic Flights' section
5. On clicking 'Book a Flight', you will be redirected to InterMiles HomePage to book a flight where you want to utilise this benefit

6. If the benefit is already utilised, then the 'Complimentary Inflight Meal' section will not be displayed; You can view utilisation of benefits under the 'View Benefits History' section
7. On the 'Review your booking' page, opt for 'Meals' under the 'Add-ons' section and enter the number of credits to be utilised for the flight. If the benefit is already utilised, then the 'Complimentary Meal' section will not be displayed. You will however have the option to purchase meals
8. After selecting the number of credits to be used, book specific meals for each passenger, each segment mentioned in the booking
9. Upon selecting the meals, the benefit will automatically get applied to the selection
10. Select other Add-ons if required and click on 'Continue' in the 'Fare Details' section to complete your payment
11. On successful completion of payment, you will receive the ticket which will reflect the benefits utilised and a separate e-mail as well on the benefits utilised
12. In case of any issues faced while utilising this benefit, please refer to the Terms and Conditions of Complimentary Inflight Meal on Domestic Flights

Additional InterMiles as Elite Tier Bonus

1. Elite Tier Bonus InterMiles are additional InterMiles which are credited as a percentage of the Base InterMiles accrued by a Member
2. Accrual Activities on which Elite Tier Bonus InterMiles will be earned are -On Etihad marketed and operated flights booked through any booking channel
 - Revenue Flights, Hotel stay, Shopping, restaurant table reservations and tours and activities booked through www.intermiles.com/InterMilesApp
3. Elite Tier Bonus InterMiles earnings are as below:
 - Platinum Tier– 75% of the Base InterMiles earned
 - Gold Tier – 50% of the Base InterMiles earned
 - Silver Tier – 25% of the Base InterMiles earned
4. Elite Tier Bonus InterMiles will be credited alongwith the credit of the Base InterMiles only upon completion of the relevant Accrual Activity
5. The Elite Tier Bonus InterMiles will be calculated as per the Tier Status of the Member on the date on which the Accrual Activity was undertaken and not on the date of booking the Accrual Activity or the date on which the Accrual Activity was posted to the Member's Account
 - E.g.: A Silver Tier Member books a flight on www.intermiles.com/InterMilesApp on 1st December 2019 for travel on 15th December 2019 and Base InterMiles are credited to the Member's Account on 16th December 2019. If the Member is upgraded to Gold on 12th December 2019, the Elite Tier Bonus InterMiles that will be credited to the Member's Account will be the Gold Tier Bonus InterMiles

Excess Baggage Discount

1. Log in to your InterMiles account
2. Go to 'My Benefits' under 'My Account/InterMiles Balance' section and select 'Excess Baggage Discount' from the list of variable benefits available
3. On confirming the selection, the benefit will be added to your membership account
4. To utilise the selected benefit, click on How to Utilise in the 'Excess Baggage Discount' section
5. On clicking 'Book a Flight', you will be redirected to InterMiles HomePage to book a flight where you want to utilise this benefit. If the benefit is already utilised, then the 'Excess Baggage Discount' section will not be displayed. You can view utilisation of benefits under the 'View Benefits History' section
6. On the 'Review your booking' page, opt for the 'Excess Baggage' under the 'Add-ons' section and enter the number of credits to be utilised for the flight. If Excess Baggage benefit is utilised, then the 'Excess Baggage Discount' section will not be displayed. However, there will be an option to purchase excess baggage
7. On selecting the number of credits to be used, block specific excess baggage for each passenger, each segment mentioned in the booking
8. Upon selecting the excess baggage, the benefit will automatically get applied to the selection
9. Select other Add-ons if required and click on 'Continue' in the 'Fare Details' section to complete your payment for the flight booking
10. On successful completion of payment, you will receive the ticket which will reflect the benefits utilised and a separate e-mail as well on the benefits utilised
11. In case of any issues faced while utilising this benefit, please refer to the Terms and Conditions of Excess Baggage Discount

Fee Waiver on InterMiles cobrand credit card

1. Log in to your InterMiles account
2. Go to 'My Benefits' under 'My Account/InterMiles Balance' section. The benefit of Fee waiver on InterMiles co-brand credit cards will be pre-selected in the 'My Benefits' Section
3. To utilise the pre-selected benefit, click on How to Utilise in the 'Fee Waiver on InterMiles co-brand credit cards' section
4. On clicking 'Apply Now', you will be redirected to InterMiles Cards Page to apply for a co-brand card
5. You can view utilisation of benefits under the 'View Benefits History' section
6. InterMiles Platinum Tier members will enjoy a waiver of First Year Fees until they maintain their InterMiles Platinum tier
7. InterMiles Platinum tier members will enjoy a waiver of Renewal Year Fees until they maintain their InterMiles Platinum tier
8. Eligibility of a member to get the Co-brand card will be at respective Bank's discretion

Hotel Booking Discount Vouchers

1. Log in to your InterMiles account
2. Go to 'My Benefits' under 'My Account/InterMiles Balance' section and select 'Hotel Booking Discount Vouchers' from the list of variable benefits available
3. On confirming the selection, the benefit will be added to your membership account
4. To utilise the selected benefit, click on How to Utilise in the 'Hotel Booking Discount Vouchers' section
5. On clicking 'Book Now', you will be redirected to 'InterBook' on intermiles.com to make your purchase with the discount voucher

Terms and Conditions (“T&Cs”) governing the InterBook Platform:

InterBook is the new member exclusive hotel stay offering platform by InterMiles Programme (“Interbook Platform”). These T&Cs form the basis of Interbook Platform and apply to the relationship between the customer (hereinafter referred as “User” or “you” or “your”) (being a Member (or prospective Member) of the InterMiles Programme, and Jet Privilege Private Limited (hereinafter referred as “Company” or “us” or “we”) and are intended to protect both User and the Company.

The terms of the general T&Cs governing the InterMiles Programme (“T&C InterMiles Programme”) provided at [InterMiles terms and conditions](#) shall form an integral part of the T&Cs of this InterBook Platform. Those provisions /definitions not specifically defined/used under this T&Cs, shall have the meaning assigned to them under the T&C InterMiles Programme.

Membership Agreement

It is the responsibility of the User to read and understand them before quoting your InterMiles Account number to any Programme Partner. They contain very important information about your rights and obligations, as well as limitations and exclusions that may apply. Some of the clauses may be related to other clauses, and therefore we recommend that no clause be read in isolation. Quoting your InterMiles Account number to any Programme Partner is considered as an acceptance of these T&Cs. These T&Cs are effective as at the date of their publication and may be changed / modified by us at any time. Further, the user shall read the terms and conditions of the service providers of JPPL at [Supplier Terms and conditions](#)

These T&Cs set out the contractual relationship between the Company and each individual Member of the InterMiles Programme.

1. ROLE OF INTERMILES AND LIABILITY

1.1 Through the website: www.interbook.intermiles.com (“Website”), the Company merely acts as a facilitator and merely provides an online platform to the User in the form of Interbook Platform to select and book a particular hotel which in this context includes all categories of accommodations such as hotels, home-stays, bed and breakfast stays, farm-houses and any other alternate accommodations (“hotel”).

All the information pertaining to the hotel including the category of the hotel, images, room type, amenities and facilities available at the hotel are as per the information provided by the service provider to the Company (“Service Provider”). This information is for reference only. This entity/person providing the hotels shall be referred to as “Hotel Provider”. Hotel Provider provides the information pertaining to the hotels to the Service Providers. Interbook platform is not liable for any issues/concerns or any discrepancy in relation to the pictures on the Website and actual settings of the hotel The Company will have no liability with respect to the acts, omissions, errors, discrepancies, representations, warranties, breaches or negligence on part of the Service Provider.

1.2 The liability of the Company is limited to providing the User with a confirmed booking as selected by the User (subject to the provision of paragraph 2.3 below).

Unless explicitly committed by the Company through our InterBook Platform, as a part of any service:

- The Company assumes no liability for the standard of services as provided by the respective Service Provider/Hotel Provider.
- The Company provides no guarantee with regard to their quality or fitness as represented
- The Company doesn't guarantee the availability of any services as listed by a Service Provider/Hotel Provider.

By making a booking, User understands that the Company merely provides a technology platform for booking of services and the ultimate liability rests on the respective Service Provider and not on the Company. Thus the ultimate contract of service is between the User and Hotel Provider.

1.3 We reserve the right not to accept the bookings made by the User (or in exceptional cases to cancel confirmed ones) at our discretion and for whatever (legal) reason as deemed fit by us, without the need to justify such refusal.

Typical reasons for rejecting the User's booking request(s)/cancelling the confirmed booking include, but are not limited to: reselling of hotels booked through the Website on an individual or mass basis without our prior written approval ("Reselling"), breach of the T&C, force majeure events, trade or economic sanctions, embargoes, legal restrictions, (suspicions of) fraud or theft, suspected criminal activity, suspicious bookings, submission by the User of misleading or erroneous information, payment instrument problems, inappropriate behaviour, threats, insults, violence, refusal to supply information, practical obstacles, communication problems, obvious errors (see below), history, etc. In case a booking is rejected or cancelled by the User and a payment has already been made, the User will receive the applicable refund of the total booking value, except in the case of unauthorized reselling, or in any other appropriate case that we determine in our sole and absolute discretion where we reserve the right not to refund the total booking value or any part thereof. Refunds will not be issued in the event of unauthorized reselling due to many negative factors including: (i) the disadvantage such practices impose on our authorized and contracted Service Provider who provides the Company with inventory on a contracted and trusted basis; and (ii) the loss and negative brand impact caused to the Company due to unauthorized resellers attempting to undercut the Company business which may include placing the resold inventory on Website run by competitors of the Company without our knowledge. We also reserve the right to bar ("Blacklist") Users from the Website, on a permanent or temporary basis, at our discretion. Any such blacklisted User must not attempt to use the Website under any other name or through any other user.

In rare cases, we may also have to cancel or reject a booking or make adjustments due to "obvious errors", independent of the origin of such errors. For clarity, an obvious error is a mistake on the Website (e.g. in terms of price, conditions, points) which a reasonable person would not consider to be normal. The booking or awarded points will be adjusted, or, where relevant, the amount charged will be reimbursed without charge. In such cases whether to cancel or reject a booking for this reason is in the Company's sole discretion.

1.4 Intermiles reserves the right to charge member value pack fees for hotel booking the Service, cancelling the booking and modification of the booking in addition to the fares, fees

and taxes Intermiles further reserves the right to alter any and all fees from time to time, without notice.

1.5 Member Value Pack Fees will not be refunded in case of booking cancellation.

2. BOOKING AND ACCOMODATION AT HOTEL

2.1 To confirm a booking, User must be authorized to make the booking by all persons named on the booking and their parent or guardian for all party members who are under 18 when the booking is made. Therefore, to confirm a booking it is necessary that all rooms have at least the name of one customer. By making the booking, User is confirming that all persons named on the booking accept the T&Cs and that the User will inform the other persons named on the booking of the confirmation details and any other appropriate information.

2.2 User shall carefully check the dates, the price, the destination and the hotel details before completing any booking. Information relating to the cancellations policy, costs and details applicable to the booking will also be displayed during this process.

2.3 Users are only permitted to book up to 5 rooms per stay for an individual booking. Should you submit a booking of 6 or more rooms per stay, either in one or several individual bookings, then this will be considered a “Group Booking”. Group Bookings will be subject to confirmation by the hotel and may result in modification or cancellation of such booking or booking terms at the Service Provider’s discretion.

2.4 The Company will confirm the booking to the User by sharing a confirmation e-mail containing a booking voucher and booking confirmation number with the User.

2.5 User shall be liable for obtaining the documentation required at destination (such as visas, ID’s, passport, medical documents etc.) and the Company shall not be liable for any circumstance or expense incurred due to lack of documentation or non-compliance with any requirements.

2.6 Hotel services

2.6.1 Children: Special conditions for children are agreed upon with each Hotel Provider and are not based on any one criteria; therefore, and given that each hotel applies its own special conditions or discounts, User shall enquire about this point when making their booking. Such discounts or special conditions must be understood as applicable only when children share a room with 2 adults.

2.6.2 Cots/cribs and its availability is subject to the Hotel Provider’s confirmation. In the event that this service is required, please indicate this when making the booking, as some hotels have a limited availability of such items. This extra service can be paid by you directly at the hotel, if required.

2.6.3 Third Person in accommodation services: Almost all hotels will treat a booking for a third person as a double room with an extra bed. The User shall consult the supplement and/or discount applicable for an extra bed to be occupied by an adult, as this varies depending on the hotel. There are hotels with very few available extra beds, so it is imperative that User ensures their availability when making their booking. Failure to do this may result in non-

availability of the extra bed at the hotel, with no right to claim any service provision or amount whatsoever.

2.7 Additional Payments

2.7.1 In some countries, there is a local tax known as "visitors' tax", "city tax" "tourist tax" (or similar) and other fees including (but not limited to) resort fees or service charges, which shall be paid directly by the User at the hotel and/or at the airport. The Company shall use reasonable endeavors to provide, at the time of booking, an estimation of the applicable fees and/or local tax(es) attributable to each individual booking and payable at the time of booking and/or locally on arrival ("Local Tax/Fee Estimation"). Notwithstanding the foregoing, the Company does not warrant that the Local Tax/Fee Estimations shall be accurate and User acknowledges and agrees that the Local Tax/Fee Estimations are provided as estimates only. User further acknowledges that Local Taxes and Fee Estimations, may change from time to time. As a result, the Company cannot be held liable for any loss, costs or damages incurred as a result of the provision of such Local Taxes/Fee Estimations. Confirmation of and the accuracy of the Local Taxes/or Fee Estimations is ultimately your responsibility.

2.8 Important Disclaimers

2.8.1 Throughout the year, some hotels may change name or trade name, which shall not be construed as a change of hotel or modification of the booking.

2.8.2 The categories of the hotels have been provided by the Service Provider themselves and are in accordance with specific regulations applicable in each country. A hotel in one country, therefore, may not be similar in terms of services and quality to a hotel in another, despite belonging to the same category.

2.8.3 The Company provides the information supplied by the Service Provider regarding the existence of works of refurbishment or renovation of the hotel, as well as duration thereof. The Company shall not accept claims for works about which it has not been informed or which extend beyond the planned date of conclusion thereof.

2.8.4 In some countries the legal adult age may differ depending on the relevant local legislation. It will be the sole responsibility of the User to ensure that he/she is at least of legal age in order to check-in to the hotel.

2.8.5 The booking amount paid by the User is only for stay at the hotel. Most hotels may request a holding deposit on credit or debit card from the User upon arrival at the hotel for incidental charges incurred during the User's stay, including but not limited to, breakfast and/or meals as confirmed at the time of booking, long distance telephone charges, room service, resort fees, in-room movies, damage or theft of property belonging to the hotel, mini bar usage and other such amenities.

3. INFORMATION FROM THE HOTEL AND THE TERMS OF THE HOTEL

3.1 The hotel booking voucher which the Company issues to the User is solely based on the information provided or updated by the Service Provider on behalf of the Hotel Provider regarding the inventory availability. In no circumstances can the Company be held liable for failure on part of a Service provider or Hotel Provider to accommodate the User with a confirmed booking, the standard of service or any insufficiency in the services, or any other

service related issues at the hotel. The liability of the Company in case of denial of check-in by a hotel for any reason whatsoever including over-booking, system or technical errors, or unavailability of rooms etc., will be limited to refunding the booking amount to the extent possible to the User. Company however assures its Users that it shall assist all such users in best possible manner when this situation arises.

3.2 Service Provider reserves the sole right of admission and the Company has no say whatsoever in admission or denial of admission by the Service Provider. Unmarried or unrelated couples may not be allowed to check-in by some hotels as per their policies. Similarly, accommodation at the hotel may be denied to guests posing as a couple if suitable proof of identification is not presented at the time of check-in. Some hotels may also not allow local residents to check-in as guests. The Company will not be responsible for any check-in denied by the hotel due to the aforesaid reasons or any other reason not under the control of the Company. No refund would be applicable in case the hotel denies check-in under such circumstances.

4. RESPONSIBILITIES OF THE USER

4.1 User would be liable to make good any damage(s) caused by any act of the User or their accompanying guests (willful/negligent) to the property of the hotel in any manner whatsoever. The extent and the amount of the damage so caused would be determined by the concerned Hotel Provider and the Company would not, in any way, intervene in the same.

4.1.1 The primary guest must be at least 18 years old to be able to check-in into the hotel.

4.1.2 User has to be in possession of a valid identity proof and address proof, at the time of check-in. The hotel shall be within its rights to deny check-in to the User if a valid identity proof is not presented at the time of check-in.

4.1.3 Check-in time, check-out time, and any changes in those timings, will be as per hotel policy & terms. Early check-in or late check-out request is subject to availability and the hotel may charge an additional fee for providing such services.

4.2 Prices for Accommodations -

4.2.1 Hotels may charge a mandatory meal surcharge on festive periods like Christmas, New Year's Eve or other festivals as decided by them. All additional charges (including mandatory meal surcharges) need to be cleared directly at the hotel and the Company will have no control over waiving the same.

4.2.2 Booking of a hotel can either be "Prepaid", or "Pay at hotel" as per the options made available by a hotel on the Website.

- In "Prepaid" model, the total booking amount is paid by the User at the time of booking itself.
- In "Pay at hotel" model, the total booking amount is paid by the User on arrival at the hotel.

Such total booking amount includes the hotel reservation rate, taxes, and service fees as may be charged on behalf of the Service Provider. In addition to the cost of booking as charged by the Service Provider, the Company reserves the right to charge certain fees in the nature of

convenience fees or service fees. The Company further reserves the right to alter any and all fees from time to time. Any such additional fees, including fees towards any modifications thereof, will be displayed to the User before confirming the booking or collecting the payment from such User.

4.2.3 At the Service Provider, Hotel Provider or the Company's sole discretion on case to case basis, the User may also be provided with an option to make a part payment to the Company at the time of confirmation of a booking. The balance booking amount shall be paid as per the terms of the bookings. For security purposes, the User must provide the Company with correct credit or debit card details. The Company may cancel the booking at our sole discretion in case such bank or credit card details as provided by the User are found incorrect.

4.2.4 In the rare circumstance of a booking not getting confirmed for any reason whatsoever, the Company will process the refund of the booking amount paid by the User and intimate the User about the same. The Company is not under any obligation to provide an alternate booking in lieu of or to compensate or replace the unconfirmed booking. Company however assures Users that it shall on a best effort basis assist Users to secure a equivalent or better accommodation by working closely with its Service Providers. All subsequent bookings will be treated as new transactions. Any applicable refund will be processed as per the defined policies of the Service Provider as the case may be.

4.2.5 Payment can be made either in INR or any other foreign exchange/currency as specified at the time of booking.

4.2.6 Some banks and card issuing companies charge their account holders a transaction fee when the card issuer and the merchant location (as defined by the card brand, e.g. Visa, MasterCard, American Express) are in different countries. If the User has any questions about the fees or any exchange rate applied, they may contact their bank or the card issuing company through which payment was made.

4.2.7 Some Hotel Provider may require the User and/or the other persons, on behalf of whom the booking is made, to present a credit card or cash deposit upon check-in to cover additional expenses that may be incurred during their stay. Such deposit is unrelated to any payment received by the Company and solely at the behest of the Hotel Provider.

4.2.8 In case of international bookings, the payment will be charged in local currency or in any other currency, as decided by the Hotel Provider.

4.2.9 Any increase in the price charged by the Company on account of change in rate of taxes or imposition of new taxes or levies by Government shall have to be borne by the User. Such imposition of taxes or levies may be without prior notice and could also be retrospective but will always be as per applicable law. The User agrees and understands that all payments shall only be made to bank accounts of the Company.

4.2.10 The Company shall not be held liable for any costs/expenses/claims etc. for any charges/rates provided by the Service Provider in respect to the hotel bookings.

5. BOOKING CONDITIONS - CANCELLATIONS, MODIFICATIONS, NO-SHOWS, EARLY DEPARTURE AND LATE CHECK-OUT – SPECIFIC HOTEL POLICIES - SPECIAL NEEDS – ADDITIONAL SERVICES

5.1 By making a hotel reservation on our Website, the User accepts and agrees to the relevant hotel booking conditions, including cancellation and no-show policies applicable to that booking, and to any additional (delivery) terms and conditions of the Hotel Provider that may apply to their reservation or during their stay, including for services rendered by the Hotel Provider (the delivery terms and conditions of the Hotel Provider can be obtained with the relevant Service Provider). The general cancellation and no-show policy of each Hotel Provider is made available on the Website at the Hotel Provider information pages or under “Important Information”, “Cancellation Policies” or the like, and in the confirmation email and voucher. Please note that the User may be charged for the cancellation in accordance with the Hotel Provider’s cancellation and no-show policy, in some cases for the entire stay or the first night.

5.2 We recommend that the User read the cancellation and no-show policy of the hotel carefully prior to making their reservation. If you fail to check-in to the hotel on time on the day of your reservation and do not alert the Hotel Provider, the remaining portion of the reservation may be cancelled and you may not be entitled to a refund, depending on the terms and conditions of the applicable hotel. For no-shows or early check-outs, the Hotel Provider may charge the full amount of the original booking, in which case reimbursement shall not apply. Regardless of the hotel’s cancellation policy, the Company reserves the right to charge a cancellation fee, this will be indicated on the Website. Please carefully check the details thoroughly for any such conditions prior to making the reservation. Some Service Providers will charge extra for early or late check-outs. Also, in the event of any external hazards, it will be sole discretion of the Company to decide whether to refund fully or partially to the bookings made.

5.3 Unless expressly authorised, User shall not be allowed to reduce the reserved period of stay or requested service, nor change the names of the User once booking has been confirmed. Any such changes shall be deemed to be a cancellation of the booking. Modifications to extend the reserved period shall be subject to availability, in the event of an extension, the price shall be modified accordingly.

5.4 Refunds, if any, on cancelled/modified/failed bookings will always be processed to the respective account or the banking instrument (credit card, wallet etc.) from which payment was made for that booking.

5.5 If the User wishes to review, adjust or cancel their reservation, please revert to the confirmation email and follow the instructions therein, use our self-service by logging in to Intermiles account and clicking on “My Bookings “section or contact customer service.

5.6 Claims for reimbursement by the User leaving the hotel before the reserved departure date (early check-out), must be addressed to us within 10 days of the effective date of departure, together with written confirmation from the hotel of time and date of departure. The decision pertaining to refund amount shall be solely of Company. Company upon its internal audits and checks shall process the applicable refund to the guest.

5.7 Many hotels have specific policies around children, accompanying travellers and/or traveling with pets. As indicated above, the Users are strongly advised to check with customer service, the Hotel Provider itself or to verify the hotel policies.

5.8 Special Needs

If the User has special needs (e.g., wheelchair accessible room, room with a window, cake for someone, Champagne etc.) they must contact customer service or the Hotel Provider directly and verify that special needs can be met. Please note that all special requests are subject to availability and cannot be guaranteed by the Company. Depending on the policy of the applicable hotel, the reservation will be refunded, cancelled or modified if special needs cannot be met of the User. If available, the request made by the User will be confirmed upon arrival.

5.9 Travel Advisory – Visa Requirements

Although most travel is completed without incident, travel to certain destinations may involve greater risk than others. We urge passengers to review travel prohibitions, warnings, announcements and advisories issued by their governments prior to booking travel, particularly when travelling to international destinations.

By displaying the hotel in particular destinations, the Company does not represent or warrant that travel to such points is advisable or risk-free and the Company can never be held liable for damages or losses that may result from travel to such destinations. The Company can under no circumstances be held liable for any incidents occurring during the stay of a User at the hotel. Users are strongly advised to check the relevant travel advisories issued by the relevant government of the country they are visiting and to take the necessary precautions. Users are also advised to take personal travel insurance.

The Company cannot be held liable for any loss incurred in the event of failure on the part of User to hold the necessary passports, visas and documentation for their journey. Users are advised to check with the relevant embassies, consulates and/or visa departments of the countries they wish to visit. It is the responsibility of the User to obtain whatever travel documents are required.

Please note that some countries have strict rules and regulations on the import of restricted or prohibited goods, items or substances. These can include but are not necessarily limited to alcohol, tobacco, perfumes, drugs, medication, books, movies, DVDs, adult entertainment materials, food stuffs, plants, animal parts, etc. It is the responsibility of the User to verify and comply with applicable regulations. Non-compliance can lead to severe penalties.

6. PRIVACY POLICY AND DATA LEGALITIES

6.1 ALL CONTENT, INCLUDING SOFTWARE, PRODUCTS, SERVICES, INFORMATION, TEXT AND RELATED GRAPHICS CONTAINED WITHIN OR AVAILABLE THROUGH THE WEBSITE ARE PROVIDED TO THE USER ON AN "AS IS," "AS AVAILABLE" BASIS. COMPANY MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, AS TO THE OPERATION OF THIS WEBSITE OR THE INFORMATION, CONTENT OR MATERIALS INCLUDED ON THIS WEBSITE AND TO THE FULLEST EXTENT PERMISSIBLE PURSUANT TO APPLICABLE LAW, THE COMPANY DISCLAIMS ALL REPRESENTATIONS, CONDITIONS AND WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED CONDITIONS OR WARRANTIES OF MERCHANTABILITY OR SATISFACTORY WORKMANLIKE EFFORT, INFORMATIONAL CONTENT, TITLE, OR NON-INFRINGEMENT OF THE RIGHTS OF THIRD PARTIES. COMPANY DOES NOT WARRANT OR MAKE ANY REPRESENTATIONS THAT THE WEBSITE WILL

OPERATE ERROR-FREE OR UNINTERRUPTED, THAT DEFECTS WILL BE CORRECTED, OR THAT THE WEBSITE AND/OR ITS SERVERS WILL BE FREE OF VIRUSES AND/OR OTHER HARMFUL COMPONENTS. COMPANY DOES NOT WARRANT OR MAKE ANY REPRESENTATIONS REGARDING SUITABILITY, AVAILABILITY, ACCURACY, RELIABILITY, COMPLETENESS, OR TIMELINESS OF ANY MATERIAL OF ANY KIND CONTAINED WITHIN THE WEBSITE FOR ANY PURPOSE, INCLUDING SOFTWARE, PRODUCTS, SERVICES, INFORMATION, TEXT AND RELATED GRAPHICS CONTENT.

6.2 UNLESS THE COMPANY IS AT FAULT FOR INTENTIONAL OR WILFUL MISCONDUCT, OR GROSS NEGLIGENCE, THE COMPANY CANNOT BE HELD LIABLE FOR ANY FAILURES CAUSED BY SERVER ERRORS, MISDIRECTED OR REDIRECTED TRANSMISSIONS, FAILED INTERNET CONNECTIONS, INTERRUPTIONS IN THE TRANSMISSION OR RECEIPT OF RESERVATIONS OR, ANY COMPUTER VIRUSES OR OTHER TECHNICAL DEFECTS, WHETHER HUMAN OR TECHNICAL IN NATURE.

6.3 LIMITATION OF OR EXEMPTION FROM THE AFOREMENTIONED LIABILITY MAY NOT BE PERMITTED PURSUANT TO THE RELEVANT APPLICABLE LAWS. IN SUCH CASE, THE COMPANY SHALL BEAR THE LIABILITY TO THE EXTENT SET FORTH IN THE RELEVANT LAWS.

6.4 TO THE EXTENT PERMITTED BY LAW, IN NO EVENT SHALL THE COMPANY AND RELATED COMPANIES, INCLUDING ITS RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, REPRESENTATIVES, SUBSIDIARIES, AFFILIATES, DISTRIBUTORS, SUPPLIERS, LICENSORS, AGENTS OR OTHERS INVOLVED IN CREATING, SPONSORING, PROMOTING, OR OTHERWISE MAKING AVAILABLE THE WEBSITE AND ITS CONTENTS (COLLECTIVELY THE "COVERED PARTIES"), BE LIABLE TO ANY PERSON OR ENTITY WHATSOEVER FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, COMPENSATORY, CONSEQUENTIAL, OR PUNITIVE DAMAGES OR ANY DAMAGES OR LOSSES WHATSOEVER, INCLUDING BUT NOT LIMITED TO (WHERE RELEVANT, CAUSED BY): (I) LOSS OF PRODUCTION, LOSS OF PROFIT, LOSS OF REVENUE, LOSS OF CONTRACT, LOSS OF OR DAMAGE TO GOODWILL OR REPUTATION, INCONVENIENCE, STRESS, DISTRESS, LOSS OF CLAIM, BUSINESS INTERRUPTION, DATA OR OTHER INTANGIBLE LOSSES; (II) USER'S INABILITY TO USE, UNAUTHORIZED USE OF, DELAY, PERFORMANCE OR NON-PERFORMANCE OF THE WEBSITE; (III) UNAUTHORIZED ACCESS TO OR TAMPERING WITH USER'S PERSONAL INFORMATION OR TRANSMISSIONS; (V) ERRORS OR INACCURACIES CONTAINED ON THE WEBSITE OR ANY INFORMATION (INCLUDING BUT NOT LIMITED TO THE (DESCRIPTIVE) INFORMATION (INCLUDING RATES, AVAILABILITY AND RATINGS) OF THE HOTEL PROVIDED BY THE SERVICE PROVIDER OR HOTEL PROVIDER AS MADE AVAILABLE ON THE WEBSITE), SOFTWARE, PRODUCTS, SERVICES, AND RELATED GRAPHICS OBTAINED THROUGH THE WEBSITE; (VI) ANY TRANSACTIONS ENTERED INTO THROUGH THE WEBSITE; (VII) ANY PROPERTY DAMAGE INCLUDING DAMAGE TO THE COMPUTER OR COMPUTER SYSTEM CAUSED BY VIRUSES OR OTHER HARMFUL COMPONENTS, DURING OR ON ACCOUNT OF ACCESS TO OR USE OF THE WEBSITE OR ANY WEBSITE TO WHICH IT PROVIDES HYPERLINKS; OR (VIII) DAMAGES OTHERWISE ARISING OUT OF THE USE OF THE WEBSITE, ANY USE, DELAY OR INABILITY TO USE THE

WEBSITE, OR ANY INFORMATION, PRODUCTS, OR SERVICES OBTAINED THROUGH THE WEBSITE; OR (IX) ANY (PERSONAL) INJURY, DEATH, PROPERTY DAMAGE, OR OTHER DAMAGES ATTRIBUTABLE TO THE SERVICE PROVIDER (ITS EMPLOYEES, DIRECTORS, OFFICERS, AGENTS, REPRESENTATIVES OR AFFILIATED COMPANIES) (X) ANY DAMAGES CAUSED BY A FORCE MAJEURE EVENT. THE LIMITATIONS OF LIABILITY SHALL APPLY REGARDLESS OF THE FORM OF ACTION, WHETHER BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, EVEN IF A COVERED PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF DAMAGES.

7. MISCELLANEOUS

7.1 User agrees to indemnify, defend and hold harmless the Company, our subsidiaries and other affiliates, and their partners, Service Provider and other applicable third parties from and against any liability, damage or loss including legal fees and expenses that are incurred or suffered as a result of (i) any breach or non-compliance by the User of any law or any term of these T&Cs, (ii) any action, inaction or omission by the User, or (iii) any dispute or litigation caused by the actions, inactions or omissions of the User. If the User uses the Website for or on behalf of a third-party ("Third-party"), such as a family member or a traveling companion, User shall be responsible for any error in the accuracy of information provided in connection with such use. Each User using the Website for or on behalf of a third-party agrees to indemnify and hold the Company and all companies affiliated with the Company harmless from and against any and all liabilities, losses, damages, suits and claims (including the costs of defense), relating to the third-party's or the failure on the part of the User to fulfill any of its obligations as described above.

7.2 The T&Cs shall be deemed severable. In the event that any provision is determined to be unenforceable or invalid, such provision shall nonetheless be enforced to the fullest extent permitted by applicable law and such determination shall not affect the validity and enforceability of any other remaining provisions. The severed provisions shall be replaced by a provision approximating as much as possible the original wording and intent.

7.3 The Company reserves the right, in its sole discretion, to the extent permissible under relevant law to temporarily or permanently modify, suspend, or terminate the Website and/or any portion thereof, including any service available through the Website, or any portion thereof. In the event of termination of the Website, the reservations made via the Company will still be honored unless the User receives a notification. User will still be bound by the obligations under the T&Cs, including the warranties made by them, and by the disclaimers and limitations of liability. Additionally, the Company shall not be liable to the User or any third-party for any termination of access to the Website. The Company reserves the right to amend or repeal the T&Cs (or parts thereof) as it deem appropriate. Service Provider have the right to change their offerings and this is outside the Company's control.

7.4 Failure by the Company to enforce any right does not result in waiver of such right. Company reserves the right to freely assign the T&Cs and the rights and obligations hereunder. The Company may amend the T&Cs at any time by posting a variation on the Website.

Terms & Conditions For Amazon

- Please ensure that the cart is empty before you start shopping on the partner website.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Please check the updated category list eligible for Miles earning on website/App before partner redirection

Terms & Conditions For Flipkart

- Please ensure that the cart is empty before you start shopping on the partner website.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- All mobile phones are excluded from InterMiles earnings.
- Shop Terms & Conditions Apply

Terms & Conditions For Myntra

- Please ensure that the cart is empty before you start shopping on the partner website.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Condition apply

Terms & Conditions For Ajio

- Please ensure that the cart is empty before you start shopping on the partner website.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website
- A member can earn maximum of 500 InterMiles per transaction.
- 'Jewellery' is an excluded category and there will be 'No Miles Earning' on the same.

Terms & Conditions For Tata Cliq

- Please ensure that the cart is empty before you start shopping on the partner website.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Condition Apply

Terms & Conditions For Firstcry

- Please ensure that the cart is empty before you start shopping.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website..
- Shop Terms & Conditions

Terms & Conditions For Biba

- Please ensure that the cart is empty before you start shopping on the partner website.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Condition Apply

Terms & Conditions For Jockey

- Please ensure that the cart is empty before you start shopping on the partner website.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Condition Apply

Terms & Conditions For Bata

- Please ensure that the cart is empty before you start shopping on the partner website.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Condition apply

Terms & Conditions For The Body Shop

- Please ensure that the cart is empty before you start shopping.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- A maximum of 250 InterMiles can be earned for each transaction.
- Shop Terms & Conditions Apply

Terms & Conditions For Reebok

- Please ensure that the cart is empty before you start shopping.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Conditions Apply"

Terms & Conditions For Decathlon

- Please ensure that the cart is empty before you start shopping.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Conditions Apply

Terms & Conditions For Ferns & Petals

- Please ensure that the cart is empty before you start shopping.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Conditions Apply

Terms & Conditions For Seniority

- Please ensure that the cart is empty before you start shopping.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Conditions Apply

Terms & Conditions For Beardo

- Please ensure that the cart is empty before you start shopping.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Conditions Apply

Terms & Conditions For Vero Moda

- Please ensure that the cart is empty before you start shopping.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Conditions Apply

Terms & Conditions For LimeRoad

- Please ensure that the cart is empty before you start shopping.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Conditions Apply

Terms & Conditions For FlowerAura

- Please ensure that the cart is empty before you start shopping.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Conditions Apply

Terms & Conditions For Udemy

- Please ensure that the cart is empty before you start shopping.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Conditions Apply

Terms & Conditions For Domino's

- Please ensure that the cart is empty before you start shopping.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Conditions Apply

Terms & Conditions For Norton

- Please ensure that the cart is empty before you start shopping.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Conditions Apply

Terms & Conditions For Zivame

- Please ensure that the cart is empty before you start shopping.

- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- A maximum of 500 InterMiles can be earned on every transaction.
- Shop Terms & Conditions

Terms & Conditions For Eduonix

- Please ensure that the cart is empty before you start shopping.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Conditions

Terms & Conditions For TimesPrime

- Please ensure that the cart is empty before you start shopping.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Use code TP026 and get INR 400 Off. Transactions done using any other coupon codes are not eligible for Miles earnings.
- Shop Terms & Conditions"

Terms & Conditions For Woohoo

- Please ensure that the cart is empty before you start shopping on the partner website.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Conditions

Terms & Conditions For Pepperfry

- If you are opening this site on mobile, ensure you purchase on the partner's mobile website and not the app.
- Please ensure that the cart is empty before you start shopping on the partner website.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- A maximum of 1800 InterMiles can be earned for each transaction.
- Shop Terms & Conditions

Terms & Conditions For Swiggy

- Please ensure that the cart is empty before you start shopping.
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Conditions

Terms & Conditions For Docubay

- Get 20% discount on one tribe Membership of 12 months and Earn 400 InterMiles
- Get 20% discount on premium Membership of 3 months and Earn 133 InterMiles
- Shop Terms & Conditions Apply
- Docubay Terms & Conditions Apply

Terms & Conditions For Epicon

- Copy & Paste Promo code on Partner website at time of Payment to avail InterMiles
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website
- Review the Miles Offer details carefully
- Get 25% discount on EpicOn 12 month premium membership and earn 125 Intermiles
- Epicon Terms & Conditions Apply
- Shop Terms & Conditions Apply

Terms & Conditions For EyewearLabs

- If you are opening this site on mobile, ensure you purchase on the partner's mobile website and not the app.
- Earn 500 InterMiles on minimum spends of Rs 1499
- Copy & Paste Promo code on Partner website at time of Payment to avail InterMiles
- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Shop Terms & Conditions Apply
- Eyewear Terms & Conditions Apply.

Terms & Conditions For Medibuddy

- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website.
- Earn 800 Miles for MediBuddy Gold Subscription.
- Earn 75 Miles on single consult via MediBuddy.
- Earn 20 Miles for every Rs 100 Spent on Lab Tests via MediBuddy.
- Earn 26 Miles for every Rs 100 Spent on Health Checkups via MediBuddy
- Medibuddy Terms & Conditions Apply
- Shop Terms & Conditions Apply

Terms & Conditions For DocsApp

- Please make sure you complete the transaction on the partner website without closing the window or visiting any other website
- Earn 687 Miles for buying DOcsApp Gold Subscription
- Earn Flat 65 Miles on Consultation on DocsApp
- Earn 13 Miles for every 100 INR spent on Lab Tests via Docs App
- Earn 20 Miles for every Rs 100 Spent on health Checkups via DocsApp
- Earn 21 Miles for every Rs 100 Spent on Meds order
- DocsApp Terms & Conditions Apply
- Shop Terms & Conditions Apply

Terms and Conditions for Shop.intermiles.com:

The terms and conditions set out below (“Terms of Use”) is a legal document which governs the use of Shop.intermiles.com and any sites or pages redirected from this site. The site is owned and operated by InterMiles Private Limited (“JPPL”), a company incorporated under the Companies Act 1956, and having its registered office at Jet Privilege Private Limited., Unit No – 2, Second Floor, A-Wing, Time Square, Andheri Kurla Road, Opp. Mittal Estate,

Andheri (E), Mumbai – 400059 Maharashtra India. These Terms of Use shall apply to the relationship between you (being a user of this site, and terms such as ‘you’ and ‘your(s)’ shall be construed accordingly) and JPPL, and are intended to protect both you and JPPL. These Terms of Use are effective as on the date of their publication and may be changed / modified by JPPL at any time.

1. Acceptance

1.1. By clicking on "Proceed to Affiliate Partner’s site" you hereby certify that:

(a) You are competent to enter into a legally binding and enforceable contract and have the authority to enter into the same; and

(b) You agree to be bound by all terms and conditions of these Terms of Use and any other documents incorporated by reference herein.

1.2. By proceeding to Affiliate Partner’s site, you are deemed to have executed this document electronically effective on the date of such action. Such action constitutes an acknowledgement that you are able to electronically receive, download, and print these Terms of Use, and any amendments hereto.

2. Definitions

For the purpose of this document, unless the context specifies otherwise, the following terms shall have the meanings defined as under:

“Affiliate Partner” means any entity which has partnered with JPPL for offer of sale of products or services to Members on its respective site.

“InterMiles Member Account” means the membership account of the Member which contains details of Member’s transaction through InterMiles.

“JetPrivilege” or “InterMiles Programme” means the loyalty and rewards programme owned, managed and operated by JPPL offering benefits, facilities or arrangements to Members by reason of their membership into the programme.

“InterMiles Membership Number” means the membership number granted to the Member in pursuance of the InterMiles Programme.

“InterMiles” means the reward currency owned and managed by Jet Privilege Private Limited.

“Member” means a member of the InterMiles Programme.

“Partner InterMiles” means the InterMiles accumulated by a Member into his InterMiles membership account upon purchase of products and/or services and separately appearing on a statement issued by JPPL to its Members.

“Third Party” means any person other than you and JPPL.

3. Scope of Services

3.1. JPPL seeks to provide you an opportunity to earn Partner InterMiles on making purchases from Affiliate Partners whose logos and/or products are listed on this site. You shall carry out the transaction in the site operated by the respective Affiliate Partner upon being redirected from this site.

3.2. All transactions for purchase of products and/or services entered into by you shall be with the Affiliate Partner. JPPL shall not be involved, whether as a party or otherwise, in such transactions.

3.3. JPPL merely redirects you to the Affiliate Partner's site and is free from any liability or such other legal obligations attached to sellers of goods and services.

3.4. JPPL's role shall be limited to crediting accumulated Partner InterMiles to the InterMiles Member Account as and when communicated to JPPL by the Affiliate Partner.

3.5. JPPL's role shall not extend to and, in any case, JPPL shall not bear responsibility of any kind in respect of the following activities:

(a) Take possession, of any of the products or services offered by the Affiliate Partner, in the course of a transaction entered into by the parties or hold any right, title or interest over the products and/or services offered by the Affiliate Partner or incur any obligations or liabilities in respect of such contract.

(b) Provide any online payment gateway or such other facilities, through itself or its service providers, for collection, processing, facilitation and remission of payment against the purchase of products and/or services.

(c) Undertake any guarantee that the Affiliate Partner will perform any transaction concluded on its site without breach of any terms thereof.

(d) Mediate, resolve or arbitrate any dispute or disagreement between you and Affiliate Partner as regards the transaction.

4. Eligibility to Use

The services offered in this site or any pages thereof can be availed only by such users who are competent to enter into a legally binding and enforceable contract and have the authority to enter into the same. JPPL reserves the right to refuse access to use the services offered in the site to users at any time for inspection, investigation and prevention of fraudulent activities or for such other reasons it may deem fit.

5. Mode of Access

5.1. You shall be redirected to the Affiliate Partner's site upon entering Shop.intermiles.com and clicking on:

(a) Any logos or brand names posted by the Affiliate Partner; or

(b) Any listing of product/service posted by the Affiliate Partner.

5.2. Thereafter, you may proceed through either of the following channels:

(a) Member Login

You may login by entering your InterMiles Number and such other credentials as sought in the respective fields. Even though you are not initially logged in to your InterMiles Member Account, you may avail of another chance to login by entering your InterMiles Number and such other credentials when prompted by a pop-up before being redirected to the Affiliate Partner's site. It is the sole responsibility of Members to ensure that they login with their correct InterMiles Number. Any disputes surrounding a credit of Partner InterMiles to incorrectly mentioned InterMiles Number shall not be entertained by JPPL.

(b) Guest User

You are also permitted to continue as a guest user without entering any InterMiles Number. In this event, you shall not earn any Partner InterMiles upon transacting on the Affiliate Partner's site.

6. Earning Partner InterMiles

6.1. Determination of Maximum Partner InterMiles

(a) JPPL shall determine, from time to time at its discretion, those transactions which are eligible for credit of Partner InterMiles and the maximum number of such Partner InterMiles which the Member shall earn upon completion of the transaction.

(b) The above particulars shall be clearly displayed on this site or page wherefrom you shall be redirected to the Affiliate Partner's site

(c) The above particulars shall also be clearly displayed on this site or page wherefrom you shall be redirected to the Affiliate Partner's site.

(d) Notwithstanding anything in above clauses (a) and (b), it is clarified that the indicated number of Partner InterMiles provides for a maximum cap and that you shall not be entitled to the full number. The actual Partner InterMiles earned by you may be lesser than the indicated number, depending on the net amount paid by way of the transaction with the Affiliate Partner. The number of Partner InterMiles that you earn may also vary due to any change in policy by the Affiliate Partner over which JPPL has no control.

6.2. Credit of Partner InterMiles

(a) You shall earn Partner InterMiles only on genuine transactions which are successfully tracked and verified by the Affiliate Partners. To ensure a successful credit of Partner InterMiles, you should perform the following activities:

(i) You should clear your browsers cookies/cache before logging into your InterMiles Member Account;

(ii) You should enable Cookies in your browser settings;

(iii) You should ensure that you start shopping with an empty cart;

(iv) You should ensure that you do not transact directly from the partner's site but should transact via shop.intermiles.com;

(v) You should ensure that you are not using incognito or private browsing mode; and

(vi) You should not open any other coupon or price comparison sites in the same browser after being redirected from this site to the Affiliate Partner's site.

(b) JPPL shall credit any earned Partner InterMiles to the respective InterMiles Member Account, upon being intimated by the Affiliate Partner of the event of a genuine transaction. The credit shall take effect within a period of 75 days from the date of completion of transaction with the Affiliate Partner.

(c) Any transaction deemed as non-genuine or invalid by the Affiliate Partner shall not qualify for credit of Partner InterMiles. The transaction may be deemed as non-genuine or invalid for any reasons, including but not limited, to the following:

(i) You did not wholly complete the transaction on the Affiliated Partner's site;

(ii) You cancelled the transaction, modified the terms thereof or performed an activity (i.e. fully/partially returned the purchased product/service) which had the effect of altering the terms of the transaction;

(iii) You did not clear your cookies before you completed your transaction as a result of which you ultimately get redirected to the Affiliated Partner site from a site operated by a Third Party.

(iv) You did not comply with such terms and conditions stipulated by the Affiliate Partner for transacting on its site; or

(v) You used a coupon, gift voucher, gift card, gift certificate, store credit or a similar prepaid instrument to complete the transaction.

(d) In case a transaction is subsequently discovered to be non-genuine or is otherwise cancelled, the Partner InterMiles credited to the InterMiles Member Account as a result of such transaction shall be deducted from the accrued balance in the InterMiles Member Account.

(e) In case you made a genuine transaction, after ensuring strict compliance with the conditions prescribed in Clause 6.2 (a), and still has not received the corresponding credit of Partner InterMiles, you may make a claim by contacting JPPL and adducing sufficient proof of the same. JPPL shall use reasonable efforts on its part to recover such Partner InterMiles.

(f) InterMiles will be rounded down to the nearest value. Those members who are eligible for 1 InterMile or more will be credited the same

(g) Products & Category of products excluded from InterMiles earning will be mentioned in the redirection popup of the partner.

(h) Member will not earn InterMiles if at the time of redirection, member opens the mobile app of any of the affiliate partner, unless specified on the website while redirection.

(i) Member will earn InterMiles on the desktop and mobile website at the time of redirection to the affiliate partners when redirected from shop.intermiles.com

(j) Member will earn InterMiles on the app, desktop and mobile website at the time of redirection for Flipkart.

(k) Qualifying Revenues: mean amounts received from customers' Qualifying Purchases, excluding shipping, handling, and gift-wrapping fees, taxes, and service charges, and less any rebates, credit card processing fees, returns, and bad debt.

7. Intellectual Property & Copyright

All copyrights, trademarks and intellectual property rights pertaining to the site and pages thereof, their contents and their arrangement, are owned by JPPL, unless otherwise indicated. No one may copy, reproduce or distribute any part of this site or any page thereof with or without modification or any data contained within the site without prior written consent of JPPL. You shall not commercially exploit the identity, logo or services of JPPL. JPPL reserves the right to seek injunctive and other similar remedies before the appropriate forum or court of law so as to prevent any such instances of infringement.

8. Third Party Content

8.1. All kinds of text, graphics, trademarks, brands, logos, product listings and specifications and such other advertisements related to the products offered by Affiliate Partners as well as other data from external sources are made available on this site ("Third Party Content").

8.2. Such Third-Party Content is provided on an 'As Is' basis. JPPL does not own / have the rights and title to any such Third Party Content, or provide any guarantee with respect to the accuracy, title, merchantability, non-infringement or fitness for a particular purpose of any Third Party Content and shall not be held liable for any loss suffered by you based on his reliance on or use of such Third Party Content.

9. Use of Information and Materials

The information and materials contained in the site and pages thereof, and the terms, conditions, and descriptions that appear, are subject to change without prior notification. Not all products and services are available in all geographic areas. Your eligibility for particular products and services is subject to final determination and acceptance by Affiliate Partners.

10. No Warranty

JPPL does not and shall not make any warranty or representation as regards the following:

(a) Accuracy, adequacy or completeness of the information and materials displayed on this site or any pages redirected from this site. JPPL expressly disclaims liability for errors or omissions in this information and materials; and

(b) Specifics (including but not limited to quality, value, saleability, non-infringement of Third-party rights, title, merchantability and fitness for a particular purpose) of the products and services sold by Affiliate Partners.

(c) Timely and satisfactory performance of the contract of sale entered into between you and Affiliate Partners.

11. Unauthorized Use of Site

11.1. The following instances shall amount to unauthorised use of site:

(a) Making or attempting to make any transaction with any Affiliate Partner by providing incorrect or false information with a view to fraudulently earn Partner InterMiles;

(b) Posting of or uploading content which infringes any patent, trademark, copyright or other proprietary rights;

(c) Posting of or uploading content which contains software viruses, or any other computer code, files or programs designed to interrupt destroy or limit the functionality of any computer resource;

(d) Posting of or uploading content which deceives or misleads the addressee about the origin of such messages or communicates any information which is grossly offensive or menacing in nature;

(e) Engaging in tampering of the site including modification of URLs, distributing unauthorised URLs, email cloaking, running automated scripts or pages being speared and such other activity that interferes with or disrupts access to the site or the services performed through it; and

(f) Undertaking such other activity in violation of these Terms of Use.

11.2. In the event of such unauthorised use, JPPL reserves the right to revoke, suspend or terminate your InterMiles Member Account and forfeit any InterMiles or Partner InterMiles that have accrued in your account. You agree and acknowledge that JPPL shall further not be held liable for any loss or liabilities incurred by you or any Third Party as a consequence of such unauthorized use.

12. Indemnification

You shall indemnify and hold harmless JPPL, its owner, licensee, affiliates, subsidiaries, group companies and their respective officers, directors, agents, and employees, from any claim or demand, or actions including reasonable attorneys' fees, made by any Third Party or penalty imposed in relation to or connection with the following events:

(a) Any breach of these Terms of Use, Privacy Policy and such other Policies;

(b) Any incidents arising out of, or in connection with the use of this site; and

(c) Infringement and any other kinds of misuse of rights of a Third Party, including any intellectual property rights.

13. Disclaimer of liability

13.1. In no event shall JPPL be held liable for any damages, direct or indirect, special, incidental, or consequential damages, losses or expenses arising in connection with the use of this site or any pages redirected from this site.

13.2. Without prejudice to the generality of the above disclaimer, JPPL shall not be held liable in respect of occurrence of the following events:

(a) Delay or inability to use this site or related pages or the provision of or failure to provide any information, software, products, and related graphics obtained through the site, or otherwise arising out of the use of the site, whether based on contract, tort, negligence, strict liability or otherwise;

(b) Non-availability of the site during periodic maintenance operations or any unplanned suspension of access to the site that may occur due to technical reasons or for any reason beyond JPPL's control;

(c) Any damage to your computer systems or loss of data that results from the download of such material or data; and

(d) Any errors or omissions, with respect to any information provided to you whether on behalf of itself or third parties.

14. Privacy Policy

14.1. JPPL may collect certain personal data and information in the course of providing services to you. The storage, use, disclosure and sharing of such personal information shall be governed by JPPL's privacy policy, which is available at intermiles.com ("Privacy Policy").

14.2. This Privacy Policy forms a part of these Terms of Use, and by agreeing to the same you shall be deemed to have given us consent to handle your information as per the terms of such policy.

14.3. If you have objections to the terms of the Privacy Policy, you may not avail of services provided by this site or pages thereof.

15. Modification

15.1. JPPL may, at any time, make any change, add to or modify these Terms of Use without giving notice to you.

15.2. In the event JPPL makes any changes to these Terms of Use, you will be taken to have received notice upon JPPL posting details of such changes in InterMiles site.

16. Choice of Law & Jurisdiction

These Terms of Use shall be governed by and interpreted and construed in accordance with the laws of India. You and JPPL shall submit all disputes arising out of or in relation to these Terms of Use to the exclusive jurisdiction of the courts in Mumbai.

17. Miscellaneous

17.1. Entire Terms of Use

17.1.1. These Terms of Use, together with any other legal notices or additional policies published by JPPL on the site, shall constitute the entire agreement between you and JPPL.

17.1.2. These Terms of Use shall not preclude the applicability of any other terms and conditions which shall govern your relationship with the Affiliated Partner in relation to the use of the latter's site.

17.2. Assignment

JPPL shall have the right to assign its rights, obligations and licenses under these Terms of Use to any other person or entity, at its own sole discretion. You shall however not be entitled to assign your rights, obligations or licenses granted to you under these Terms of Use without the prior written consent of JPPL.

17.3. Communication

All notices to JPPL intended to have a legal effect must be in writing and delivered either (a) in person; (b) by a means evidenced by a delivery receipt, to the following address: Jet Privilege Private Limited. Kanakia Wall Street, 7, 703, Kanakia Wall Street, Andheri Kurla Road, Andheri East, Mumbai 400099, Mumbai Suburban, Maharashtra India; or (c) in writing via email to "memberservices@intermiles.com". All such notices are deemed effective upon receipt by JPPL

17.4. Severability

If, for any reason, a court of competent jurisdiction finds any provision of these Terms of Use, or portion thereof, to be unenforceable, that provision shall be enforced to the maximum extent permissible so as to give effect to the intent of the parties as reflected by that provision, and the remainder shall continue in full force and effect. JPPL may amend in a reasonable manner such provision to make it enforceable and such amendment will be given effect in accordance with such amended Terms of Use.

17.5. Waiver

Any failure or delay by JPPL to enforce or exercise any provision of these Terms of Use, or any related right, shall not constitute a waiver of that provision or right. Any waiver by JPPL shall only be made in writing and executed by a duly authorized officer of JPPL.

17.6. Grievance Officer

17.6.1. In pursuance of the Information Technology Act, 2000 and the rules made thereunder, the Grievance Officer of JPPL for the purpose of the services rendered under these Terms of Use shall be with email address: grievance.officer@intermiles.com.

17.6.2. JPPL may modify the aforesaid details from time to time in accordance with the provisions of Clause 15

IM Referral – App only

Refer your family and friends to become an InterMiles Members

To Refer:

- Refer your friends through your customized referral link from the InterMiles Mobile App
- In the Profile section, go to the 'Refer A Friend' and share your unique referral link with your friends on WhatsApp, Email, SMS, Facebook, and other social mediums
- A person (referee) needs to be an InterMiles member
- A person needs to have the latest version of the InterMiles mobile app installed
- A person needs to be signed into his / her InterMiles membership account on the mobile application
- Referred Successfully means your friend has installed and signed-up for the first time on the InterMiles Mobile App using your referral link.

Book worry-free. No airline cancellation charge when your plans change!

Worried about high cancellation charges? With Free Cancellation, get a full refund on your airline cancellation fee.

Why Get Free Cancellation?

No Cancellation Fee

Get a full refund of the airline cancellation fee - whether you pay in cash or miles.

Additional Coverage

Get an accidental death cover of ₹ 10,000

Hassle-Free

We'll do all the work. Just cancel your ticket and sit back.

How It Works

Book with Free Cancellation

Choose your preferred flight. Add free cancellation and complete your booking.

Cancel Your Booking

If your plans change, cancel your booking [online](#). We'll raise a claim for your refund.

Get Your Refund

The airline cancellation fee will be refunded in the original mode of payment.

Key Exclusions

- The customer should cancel their flight booking at least 24 hours before the departure of their flight.
- Any flight cancellation caused by a strike or industrial action known to exist or was anticipated at the time of the flight booking
- Any claim arising out of financial default i.e. a complete suspension of operations by the airline due to financial circumstances whether a bankruptcy petition is filed.
- During Pandemics, Epidemics, Lockdown or Quarantine period as declared by the respective Authority from time to time and/or when the Airline is grounded off or not operating, the cover of 'Free Cancellation' is not payable by the Company

FAQ

1. Why buy Free Cancellation for flight bookings?

Free Cancellation allows you to get full refund on airline cancellation penalty and gives you complete flexibility to book flight tickets.

2. What happens if the airline cancels my flight due to unforeseen circumstances?

You will get a full refund of the airline fare, either full amount or in form of credit shell decided by the Airline Refund process. However, the Free Cancellation benefits do not apply in case of airline cancellations.

3. What is Free Cancellation Refund Process?

The customer raises a request for cancellation of booking where the Free Cancellation is bought. The customer will receive full airline cancellation penalty within 7-10 working days.

4. What will be my refund amount?

a. For Cash Bookings the refund amount:

-For Bookings without Free Cancellation Product

The final refund amount will be Total amount paid by the customer less Airline Cancellation Charges, Service Fee, Convenience Fee, ancillary amount

-For Bookings with Free Cancellation Product The final refund amount will be Total amount paid by the customer less Free Cancellation Product cost, Service Fee, Convenience Fee, ancillary amount.

b. For Award Bookings the refund amount will be:

-For Bookings without Free Cancellation Product

The final refund of miles will be Total amount paid and miles redeemed by the customer less Airline Cancellation Charges, Service Fee, Convenience Fee, ancillary amount.

-For Bookings with Free Cancellation Product

The final refund of miles will be Total amount paid and miles redeemed by the customer less Free Cancellation Product cost, Service Fee, Convenience Fee, ancillary amount.

Accidental Death

- For Accidental policy claim, the customer will settle directly with Edelweiss Travel Insurance.
- Edelweiss will pay INR 10,000 to the Nominee or legal representative, if during the Trip an Insured Person sustains Bodily Injury which results in Death.

Intermiles - General Terms & Conditions

A. These Terms & Conditions are final and binding on all Participants. If any matters or disputes or differences arise in relation to these Terms & Conditions, they shall be determined solely by JPPL.

B. This Offer is further subject to the terms and conditions specified on InterMiles.com.

C. If any Participant who is eligible has not received his/her respective credit of Bonus InterMiles, he/she may contact JPPL within a period of 6 months from the date of the transaction to resolve the matter. JPPL shall use reasonable efforts on its part to recover such Bonus InterMiles. The decision of JPPL shall be final and binding and no further disputes shall be entertained in this regard.

D. JPPL shall not be liable for any loss or damage or personal injury whatsoever that may be suffered by the Participants, whether directly or indirectly, by use or non-use of products/services booked from InterMiles.com under this Offer.

E. The Offer and these Terms and Conditions are governed by the laws of India. The participants agree that the courts in Mumbai shall have jurisdiction over all matters arising from or relating to this Campaign.

Edelweiss Group Domestic Travel Insurance

To view detailed Terms and conditions for Edelweiss Group, please [click here](#).

- Offer under this promotion is only available to those Members who are converting on <https://www.intermiles.com/earn-intermiles/programme-partners/convert> and between 1st November 23 to 30th November 2023, both the dates included.
- The offer is only applicable for the Banks mentioned: HDFC Bank, IndusInd Bank
- Bonus will be awarded to members as per the below bonus slabs:
- Exclusive Offer: 1st November 23 to 30th November 2023.
- Bonus will be awarded to members as per the below bonus slab
 - a. If a Member converts between 0 to 9999 will be eligible to earn 20% Bonus Miles
 - b. If a Member converts between 10000 to 200000 will earn 50% Bonus Miles
 - c. If a Member converts 200000 & Above then earn 2X Bonus Miles max cap 600000
 - d. Top 30 Customers to get Amazon Vouchers worth INR 1000 Each. Flat 2X Miles on All Cards, Limited period offer for 5 days from 18th Nov 23 to 22nd Nov 23 without any minimum transaction value
- Offer: - Members who will convert between 0 to 9999 will be eligible to earn 20% Bonus miles and Members who will convert between 10000 to 200000 will earn 50% Bonus Miles, Members who will convert between 200000 & above will earn 2X Bonus Miles max cap will be 600000.
- To view a complete list of partners you can convert with, please visit <https://www.intermiles.com/earn-intermiles/programme-partners/convert>
- Bonus InterMiles earned under this promotion will reflect in the member's InterMiles account latest by 20th December 2023, post the Base InterMiles have been credited into the InterMiles account of the member.
- Bonus InterMiles awarded under this promotion will be basis the transaction date which is shared by the participating partner with InterMiles.
- If a InterMiles member holds credit cards of different banks and converts the rewards points to InterMiles under this promotion, then the individual Bonus InterMiles he/she will earn will reflect in the member's account.
- The above promotion construct is valid only for all conversion partners which fall under the Rewards Conversion programme and governed by the conversion ratios and minimum thresholds applicable for these respective partners.
- Bonus InterMiles will not be calculated on retroactive basis under any circumstances i.e. loyalty points converted to InterMiles and posted into the membership account outside the promotion period will not qualify for the bonus miles promotion.
- InterMiles member will be checking the correctness and the validity of his/her InterMiles number provided to the participating conversion partners for the conversion activity.
- Terms and conditions governing the existing conversion programme and InterMiles programme Terms and Conditions will apply.
- Jet Privilege Private Limited reserves the right to change, amend, withdraw and/or alter any of the terms and conditions of this promotion at any time without prior notice of giving any reasons.
- This offer cannot be clubbed with any other conversion offer that InterMiles is running.
- Member must exercise due diligence in understanding specific terms that may be applicable to such promotion.
- Participation under this promotion is purely voluntary for the members.
- The decision of Jet Privilege Private Limited will be final and binding under this promotion and no disputes will be entertained in this regard.
- InterMiles once credited basis a conversion transaction will not be reversed.
- InterMiles accumulated under this offer will be governed by rules and regulations of InterMiles programme.

- Any dispute under this promotion will be subject to the laws of India and shall be subject to the exclusive jurisdiction of the courts of Mumbai.
- This promotion is subject to the applicable rules and regulations as may be in force in the respective jurisdictions. JPPL shall not be liable for any loss or damage whatsoever that may be suffered or for any personal injury that may be suffered to the Members directly or indirectly, by use or non-use of products/services under this promotion.

Eligibility Criteria for TWID - Redemption

- All InterMiles members are eligible to redeem Miles via TWID.
- All other General Conditions for Redemption of Miles as per the InterMiles T&Cs apply. T&Cs applicable specifically for Redemption of Miles on TWID supersede General T&Cs of Redemptions.

TWID Accrual Terms & Conditions

Eligibility Criteria for TWID - Accrual

- All InterMiles members are eligible to earn Miles on TWID.
- All other General Conditions for Accrual of Miles as per the InterMiles T&Cs apply.
- T&Cs applicable specifically for Accrual of Miles on TWID supersede General T&Cs of Accruals.

Shipping & Cancellation

- Product will be sent to the member as per the registered email address and/or mobile number on External Partner's end. For any queries / complaint around shipping please reach out to the respective partner directly.
- Any Miles obtained on completion of successful external partner transaction will be credited to the respective InterMiles account of member within 4 hours and it will also reflect in Miles balance of member's account.
- Once cancellation or return of External Partner product purchased has been processed successfully by External Partner, the miles credited will be reversed from the member's account. For queries wrt cash refund, please reach out directly to the corresponding partner. Similarly, Once cancellation or return of product purchased has been processed by External Partner, the miles used for the product will be refunded back to the registered InterMiles account within 4 days.

General TnCs:

1. All other General Conditions for Redemption and Accrual of Intermiles as per the InterMiles T&Cs apply.
2. T&Cs applicable to TWID – Redemption and Accrual supersede General T&Cs of Redemptions and Accrual.
3. These Terms & Conditions are final and binding on all Participants. If any matters or disputes or differences arise in relation to these Terms & Conditions, they shall be determined solely by JPPL.
4. Intermiles reserves the right to add / remove partners under this offers and will not be liable for any product / service / any other non miles issues occurring at the partner's end
5. This Offer is further subject to the terms and conditions specified on InterMiles.com.
6. The Offer and these Terms and Conditions are governed by the laws of India. The participants agree that the courts in Mumbai shall have jurisdiction over all matters arising from or relating to this Campaign.

General Terms and Conditions (T&C's) governing the InterMiles Programme are also applicable.

What is Grow Trees?

Grow-Trees is a social enterprise that allows anyone to plant trees with a few clicks and gift them out as tree-dedication e-certificates. In its 13 years of operations so far, it has planted over 17+ million trees in 23 states on public lands (Trees for Rivers, Trees for Tribals, Trees for Tigers, etc). It has created more than 1.4+ Million workdays of jobs for rural/tribal communities, including women; these trees will absorb 348+ million kgs of CO2 per year when mature.

What is the initiative of Grow Trees?

Grow-Trees aims to fight the current climate crisis by planting trees which is in line with the Sustainable Development Goals laid down by the United Nations. Alongside it provides an opportunity to enhance the livelihood of rural communities by providing them with employment opportunities, to enhance the wildlife and biodiversity of the area along with offsetting your carbon footprint.

Why to choose Grow Trees?

Projects initiated by Grow-Trees creates seasonal jobs, especially women, for the villagers locally and aids in increasing the household income of the families. Further, it ensures sustainable income in the form of fruits, fodder and NTFPs. Trees planted by Grow-Trees is one of the biggest and cheapest ways of absorbing CO2 from the atmosphere to mitigate climate crisis. In addition to the above, it improves the habitats of the wildlife, reduces man-animal conflict, and enhances the biodiversity of the area.

PROJECT SITE

Intermiles has selected the below project for tree plantation for its users -Trees for Tigers™ - Sundarbans National Park, West Bengal, India (We can improve this part)

CONTRIBUTIONS TO GROW-TREES

By submitting ideas, suggestions, documents, and/or proposals ("Contributions") to Grow-Trees through its suggestion or feedback webpages, you acknowledge and agree that:

- (a) Your Contributions do not contain confidential or proprietary information.
- (b) Grow-Trees is not under any obligation of confidentiality, express or implied, with respect to the Contributions.
- (c) Grow-Trees shall be entitled to use or disclose (or choose not to use or disclose) such Contributions for any purpose, in any way, in any media worldwide.
- (d) Grow-Trees may have something similar to the Contributions already under consideration or in development.
- (e) Your Contributions automatically become the property of Grow-Trees without any obligation of Grow-Trees to you. and

(f) You are not entitled to any compensation or reimbursement of any kind from Grow-Trees under any circumstances.

NO RESALE OF PRODUCT

You agree not to reproduce, duplicate, copy, sell, trade, resell or exploit for any commercial purposes, any portion of the Product (including your Grow-Trees ID), use of the Product, or access to the Product.

NO REFUND OF VIRTUAL GIFTS

You understand that the Product includes real world actions where reversal would harm the environment. You understand that all sales are final. There is no refund on trees.

GENERAL PRACTICES REGARDING USE AND STORAGE

You acknowledge that Grow-Trees may establish general practices and limits concerning use of the Product, including, the maximum number of messages that may be sent from or received by an account on the Product, the maximum size of any message that may be sent from or received by an account on the Product, the maximum disk space that will be allotted on Grow-Trees's servers on your behalf, and the maximum number of times (and the maximum duration for which) you may access the Product in a given period of time. You agree that Grow-Trees has no responsibility or liability for the deletion or failure to store any messages and other communications or other Content maintained or transmitted by the Product. You acknowledge that Grow-Trees reserves the right to log off accounts that are inactive for an extended period of time. You further acknowledge that Grow-Trees reserves the right to modify these general practices and limits from time to time.

MODIFICATIONS TO PRODUCT

Grow-Trees reserves the right at any time and from time to time to modify or discontinue, temporarily or permanently, the Product (or any part thereof) with or without notice. You agree that Grow-Trees shall not be liable to you or to any third party for any modification, suspension, or discontinuance of the Product.

For All Terms and Condition of Grow Trees please click on below link <https://www.grow-trees.com/terms-n-conditions.php>

This is a Prestige Insta Gift Voucher/Gift Card (GV/GC) and would be accepted on <https://www.intermiles.com/my-account/claim-voucher> and its app.

The person having the GV/GC is deemed to be the beneficiary.

GV/GC cannot be revalidated once expired and cannot be canceled under any circumstances.

InterMiles/Vouchagram are not responsible for lost, damaged, or stolen GV/GCs.

GV/GCs are non-refundable, may not be exchanged, transferred, or resold, and may not be redeemed for cash.

Beneficiary can apply the code on InterMiles app or Website and add the gift card balance in his/her InterMiles account. There is no cap on the number of gift cards that can be added to an account.

Users can redeem upto 50% of their Miles per transaction.

InterMiles are redeemable across all products on Intermiles on Flights, Hotels, Vouchers, Raffles, Digistores, Fuels & Pay with Rewards powered by Twid, etc.

InterMiles must be used only towards the purchase of eligible products on InterMiles website & app.

For any queries/issues related to GV/GC, raise a request at www.gvhelpdesk.com.