



Reward Plus

Terms & Conditions

The Reward Plus mobile application provides discount offers and '2 for 1' offers at participating retailers. The offers are managed by a third party, TravellerPass LLC. Reward Plus can only be used for offer redemption by bank cardholders. Bank card customers must use the Reward Plus app and a valid bank card to avail of the offers. The bank assumes no liability or responsibility for the products or services provided by any partners in the program.

Reward Plus lists a catalogue of preferred partners and their offers, available to card customers. Reward Plus terms and conditions apply to all users. Customers will register by entering their name, mobile number, email ID, and membership number. Once the registration process is completed with Reward Plus, the customer will have access to all offers.

Reward Plus privileges may be revoked at any time at the sole discretion of the bank, with or without notification.

Preferred Partners

Preferred partners are those retailers or partners in the UAE where the offers can be redeemed using an applicable bank card. The preferred partners and their respective offers are listed in Reward Plus. Offers and the countries where they are allowed are subject to change from time to time. Offers may be modified or discontinued at any time without notice.

For the 2 for 1 offer, the partner merchant may apply either as a deduction of the cost of one least expensive main course or main menu item (when two or more main courses or main menu items are ordered) or as a discount on the bill for the offers.

Offer Redemption

Offers can be redeemed at preferred partners only when the purchase is made using an applicable bank card. To avail of the offer, the card customer will have to:

1. Present the Reward Plus mobile voucher to the preferred partner before requesting the bill.

2. Pay the remaining balance for the service/meal using bank cards.

All bank cards terms and conditions apply.

1. A valid bank card must be presented for payment of the offer.
2. Card customers will receive the offers at preferred partners for the total amount of the bill minus any tax or service charges.
3. Offers can only be claimed against purchases made at preferred partners and cannot be paid in cash, using any other payment or loyalty card, by combining with any other promotion or offer.
4. The Reward Plus mobile app must be presented at the point of purchase to redeem the offer. A preferred partner has the right to deny the discount if the mobile app is not presented while requesting the bill.
5. The use of offers within the mobile app in conjunction with any other officially announced promotions or reductions is at the discretion of preferred partners. Offers will not be valid on festival days or as per the terms and conditions offered by the preferred partner. The terms and conditions of each offer are updated on the mobile app for each preferred partner. Card customers need to take note of the offer validity dates and special offer terms and conditions that will be mentioned along with the offer.

Reward Plus validity

The bank has the right to terminate Reward Plus at any time without reason or notice and will not be liable for any loss or damage that may arise from any suspension or termination.

The bank reserves the right to withdraw the privileges of Reward Plus if any card customer is in breach of the terms and conditions of Reward Plus.

Disputes on Discount

If a preferred partner does not honor a valid offer, the instance can be reported by the customer within 2 working days by contacting support through Reward Plus (Every day from 12 PM – 10 PM) or emailing concierge@travellerpass.com. The customer must provide complete details to TravellerPass about the merchant's name and location, date of purchase, discount denied, and purchase information. TravellerPass will make reasonable efforts to resolve the dispute.

Additional Terms and Conditions

(a) Offers are subject to the prescribed bank terms and conditions and those of TravellerPass. The bank reserves the right to amend these terms and conditions at any time or withdraw this offer without prior notice. By accepting the offer, the customer accepts and agrees to be bound by the terms and conditions **(b)** The bank assumes no responsibility for the services provided by the service partner (TravellerPass). **(c)** The customer understands and acknowledges that Reward Plus is a service offered by the bank and performed by TravellerPass. TravellerPass and the bank are independent contractors to each other, and the bank will have no liability to the customer for any claims that the customer may have against TravellerPass for services rendered. **(d)** The bank will not be liable for any errors, omissions, delays, or disruptions in the operation of Reward Plus. **(e)** The bank or TravellerPass may amend the offers or add or remove preferred partners from the program at any time. **(f)** Preferred partners may exclude products or services from being eligible for the offers without prior consent or notice. At certain preferred partners, offers may be subject to availability and may be altered or withdrawn without notice. **(g)** The bank is not responsible if a preferred partner changes its discount due to new ownership or acquisition. **(h)** The bank will not be liable if any participating preferred partner fails to provide the offer on any product. The bank does not accept any liability in connection with the failure or refusal of any participating preferred partner to provide products. The bank does not accept any liability or responsibility for the quality or suitability of products offered by preferred partners. **(i)** No preferred partner has any authority, express or implied, to make a representation, warranty, or statement on behalf of the bank or in relation to Reward Plus, and the bank accepts no liability in respect of any representation, warranty, or statement made by any preferred partner. **(j)** The bank does not give any guarantee, undertaking, or warranty concerning the products or services supplied or the performance of any participating preferred partner. All conditions and warranties, whether express or implied and whether arising under statute or otherwise, as to the condition, suitability, quality, fitness, or safety of any goods or services supplied by any preferred partner are expressly excluded. **(k)** Reward Plus may be amended, withdrawn, or replaced at any time without notice. **(l)** The bank is not liable for any dissatisfaction with the delivery, service, or quality of Reward Plus. **(m)** The bank and TravellerPass's interpretation of these terms and conditions is final and binding.

Reward Plus Mobile App Terms and Conditions

1. The mobile app will only work on compatible devices and operating systems, and certain functionalities will only work if your device is connected to the internet. Some features may also only be available with certain operating systems.
2. You may be charged by your service provider for downloading and/or accessing the mobile app on your mobile phone (the device). These may include data roaming charges if you do this outside your home territory. All these charges are solely your responsibility.
3. Certain functionalities of the mobile app may require access to your device and the information stored on it so that it works properly. By using the mobile app, you consent to this.
4. TravellerPass reserves the right to make changes to the app.
5. You must not use the mobile app for any of the following purposes: **(a)** anything unlawful or illegal or which is fraudulent or malicious or which promotes any criminal activity or provides information about the same; **(b)** anything which is defamatory, harassing, or threatening or which otherwise infringes or violates the rights of others. This includes any information that you may add or upload to the mobile app; **(c)** interfering in any way with any other user of the mobile app; and/or **(d)** knowingly introducing viruses or other malicious or harmful material or using it in connection with unsolicited communications. The mobile app and all copyright, database rights, trademarks, and other intellectual property rights related to it belong to us or our licensors.
6. Access to the mobile app may be suspended temporarily from time to time without notice in the case of system failure, maintenance, or repair, or for any reason beyond our control or if we deem it necessary. For the avoidance of doubt, we shall not be liable for any loss or liability that may be suffered or incurred by you as a result of any suspension or interruption to the operation of the mobile app.
7. The mobile app, including all content on or available through the mobile app, is provided on an 'as is' basis, and we do not make any representation or give any warranty in respect of the mobile app or any of its content. In particular, but without limitation, we do not give any warranty as to the accuracy, suitability, reliability, completeness, performance, fitness, freedom from viruses, or timeliness of the content contained on the app.
8. Bank/TravellerPass does not accept any responsibility for:

(a) malfunctions in communication facilities that cannot reasonably be considered to be under our control and that may affect the accuracy or timeliness of messages you send or the material you access via the mobile app; (b) any losses or delays in transmission of messages or material you access arising out of the use of any internet access service provider or mobile network service provider or caused by any browser or other software that is not under our control; (c) viruses that may infect your computer equipment or other property on account of your access to or use of the mobile app or you accessing any materials on the mobile app; (d) any unauthorized use or interception of any message or information before it reaches the mobile app or our servers from the mobile app; (e) any unauthorized use of or access to data relating to you or your transactions that is held by us (unless such use or access is caused by our negligence, fraud, or failure to comply with laws relating to the protection of your data), to the extent permitted by local law; (f) any content provided by third parties.

In addition, Bank/TravellerPass and its officers, directors, employees, shareholders, or agents exclude all liability and responsibility for any amount or kind of loss or damage that may result to you or a third party (including without limitation, any direct, indirect, punitive, or consequential loss or damages, or any loss of income, profits, goodwill, data, contracts, use of money, or loss or damages arising from or connected in any way to business interruption, and whether in tort (including without limitation negligence), contract, or otherwise) in any way or in connection with:

(a) the mobile app and your use, delay in use, or inability to use the app, or if it does not work as you expect or would like, or if it contains any defects or errors, and whether or not we correct any of those defects or errors; (b) your access to and use of any material on the mobile app or material linked to or referred to on the mobile app; and/or (c) any loss or damage to your device or any other hardware or software you use in connection with the mobile app, including in connection with any viruses that may affect the same on account of your downloading and use of the mobile app.

You acknowledge that use of the mobile app is dependent on third parties, including your own network providers, and that we are not liable for any acts or omissions of those third parties. These mobile app terms and conditions and any dispute or claim arising out of or in connection with them or their subject matter (including any non-contractual disputes or claims) will be governed by the law of the United Arab Emirates ("UAE"), and the parties agree that the

courts of the UAE will have exclusive jurisdiction to settle any such disputes or claims.