

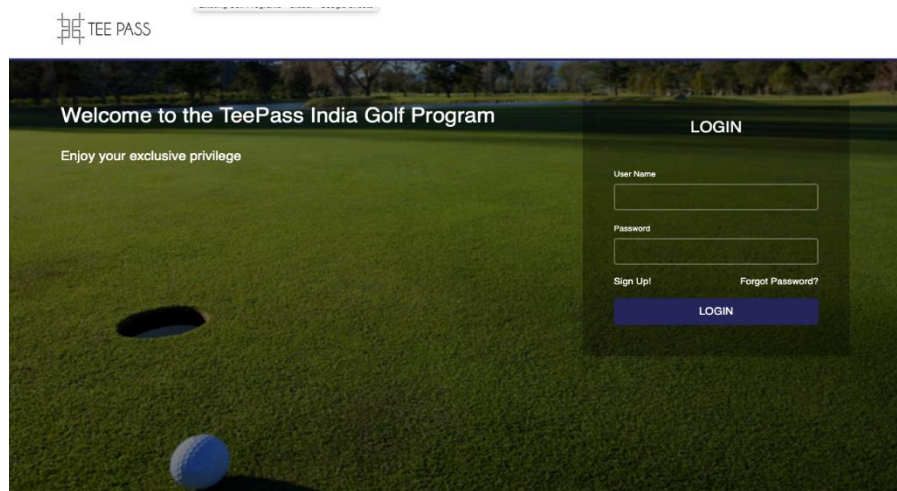


Bank of Baroda
Credit Card

REDEMPTION VIA MICROSITE: <https://teepassindia.thriwe.com>

Registration Process:

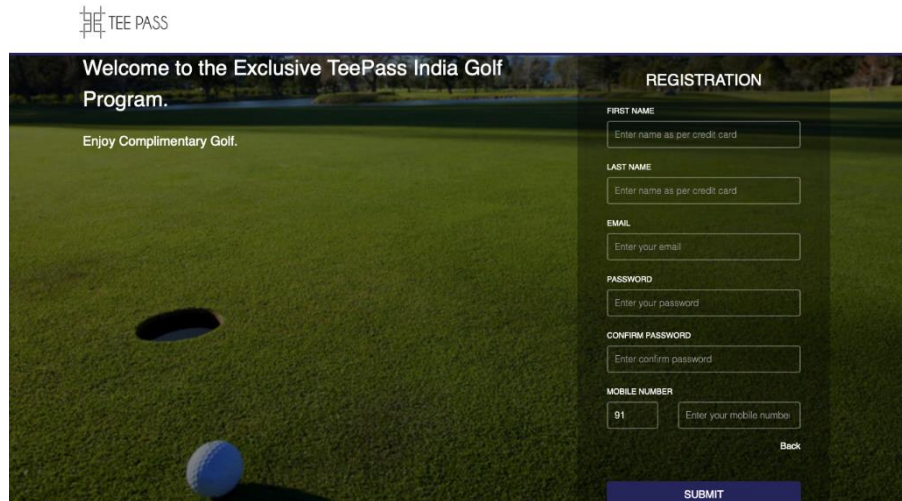
- 1) First-time customers to login on <https://teepassindia.thriwe.com> or be redirected to this link via the URL mentioned on the Visa website.




- 2) Once the customer has landed on the visa golf platform, there are two paths:
 - a. New User – The new user will register itself by clicking on the register option and provide the following details:
 - i. First & Last Name
 - ii. Mobile Number
 - iii. Email Address
 - iv. Bin range for verification

After providing these details, the account will have to get activated by doing a pre-auth of INR 1, which will be refunded back to the customer within 24 hours of the transaction. This is done primarily to ensure that the user is a qualifying cardholder using the BIN Range identification only.

- b. Repeat User: The user will enter his username & password to login to the platform to avail the benefits.





Welcome to the Exclusive TeePass India Golf Program.
 Enjoy Complimentary Golf.

REGISTRATION

FIRST NAME
 Enter name as per credit card

LAST NAME
 Enter name as per credit card

EMAIL
 Enter your email

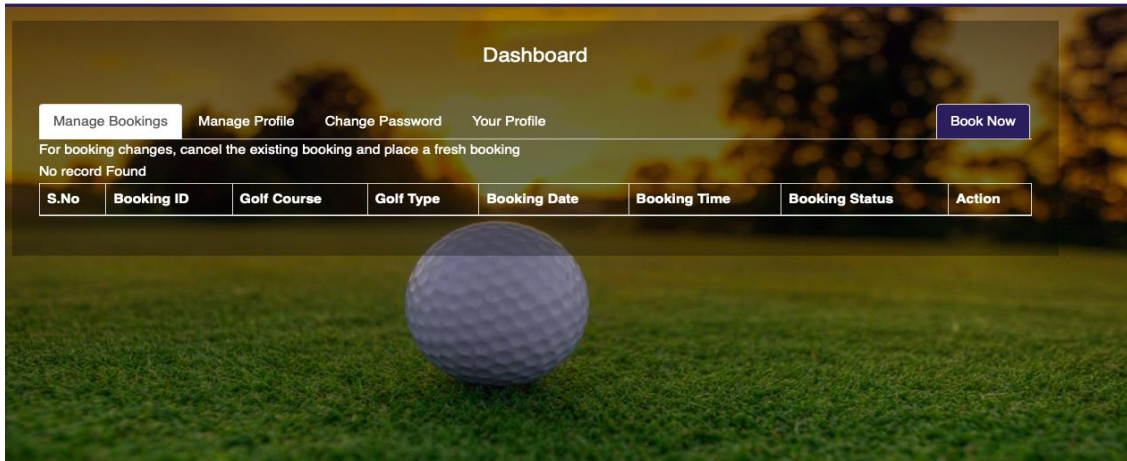
PASSWORD
 Enter your password

CONFIRM PASSWORD
 Enter confirm password

MOBILE NUMBER
 Enter your mobile number

[Back](#)

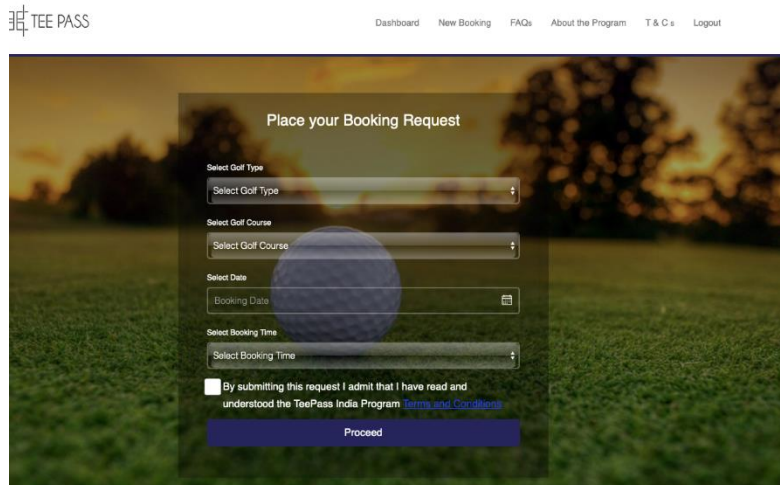
- 3) Once the user has registered on the website and created the password, user will get the username on his email. Customer can then login to view his dashboard and account details. In order to place a booking, customer will have to click on 'Book Now' button.



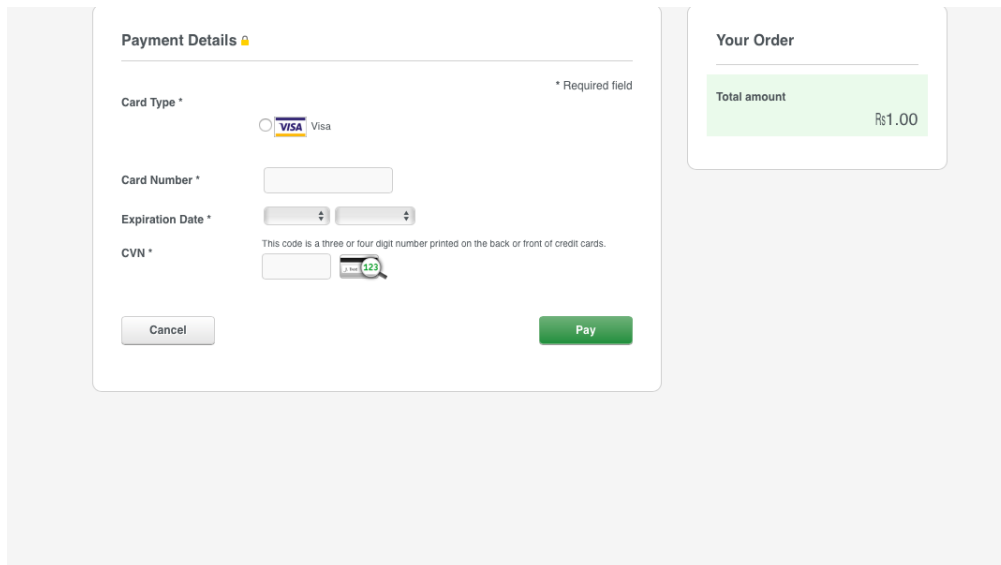
Booking Process

A. Complimentary Access

- 1) After clicking on to the “Book Now” button select the golf course, date and time of play basis the offered program.



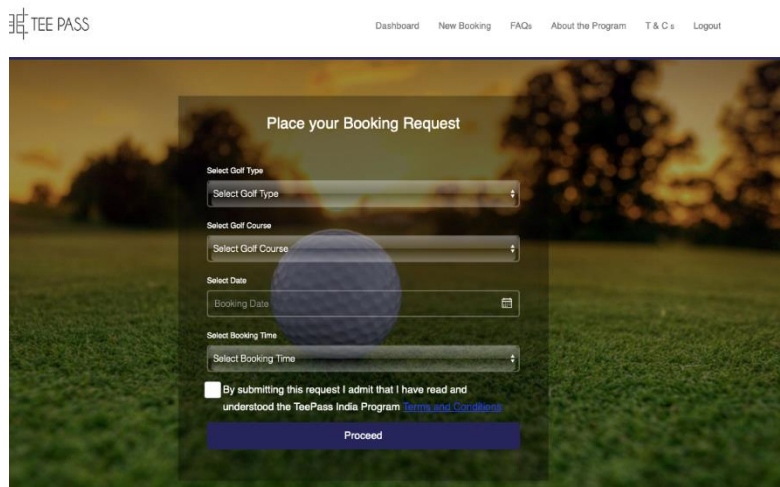
- 2) On the last step of placing a complimentary booking, the customer will have to make a transaction of INR 1 or a pre-auth again of INR 1 to ensure that the card is still active and qualified for the program.



- 3) Once the customer submits the request, an email will go to his/ her registered email address. This email will be treated as the booking acknowledgement email.

B. Discounted Access

- 1) After clicking on to the “Book Now” button select the golf course, date and time of play basis the offered program.



- 2) On the last step of placing a discounted booking, the customer will have to make a transaction of the discounted amount being shown him/her to complete the booking process. The customer can only use their registered Visa card to make the transaction.

- 3) Once the customer submits the request, an email will go to his/ her registered email address. This email will be treated as the booking acknowledgement email.

A. ESCALATION MATRIX:

For booking related query, find below the contact points:

Levels	Name	Mobile Number	Email Address
Level 1	Mr. Nishul Khirbat	9811411458	Nishul.Khirbat@thriwe.com
Level 2	Mr. Atul John	9999416776	atul.john@thriwe.com
Level 3	Ms. Neha Sharma	9953335125	neha.sharma@thriwe.com

B. Program Standard Terms & Conditions:

1. The program offers complimentary/Discounted golf rounds to the qualifying cardholder
2. The cardholder needs to meet the qualifying criteria required by Visa in order to redeem the offering.
3. Complimentary/Discounted Golf Program is being provided by Visa to its Infinite, Signature and Platinum Debit card members and in no-way should be construed as a complimentary/discounted from the respective Golf Providers or the Service Provider.
4. This facility/benefit is being facilitated to Visa cardmembers through “Thriwe Consulting Pvt Ltd” (Thriwe) who represents as a Service Provider.
5. Complimentary/Discounted Golf is subject to availability of slots with Partner Golf Course Facilities.
6. Only the Green Fees booked in advance by the cardholder are complimentary/Discounted. The Cardmember needs to pay for any additional service availed during the round as charges may be.

7. Golf booking has to be made 5 clear days in advance from the date of play.
8. No cancellation or rescheduling requests will be considered within 3 clear days from the date of play.
9. All bookings on Public Holidays would be charged as per the weekend rates.
10. If cancellation would be done within 3 clear days from the date of play the card member would be fully charged and the amount would not be refunded.
11. Golf Course facility rules & local rules apply and subscribers to this program should adhere to the same including but not limited to dress code, rules of the facility, producing identity proof as required. Partner faculties reserve the right to reject/restrict service in event of not fulfilling these requirements
 - The Golf Course partners will not entertain any correspondence/inquiries and/or attempts for bookings directly from the participating cardmembers and the partner will not respond directly to any such inquiries
 - Access to the partner golf course facilities are only limited to the services mentioned in the program and the card members participating in this program or their guests may not have access to the other facilities such as restaurants, swimming pools, gymnasium, etc.
12. Visa or the Service Provider is not responsible in any way for the quality and availability of the service provided by the partner golf courses.
13. Visa or the Service Provider is not responsible for or liable for any action, claims, demands, losses, damages, cost, charges, and expenses which the client may suffer, sustain or incur including but not limited to changes or cancellations of the services provided under this program.

14. Visa or the Service Provider shall not be considered liable or in default of providing the golf round or lesson services if such performance is prevented by adverse conditions, which is beyond its control.
 15. Visa & their partners and agents, employees, directors, officers, representatives, shareholders, Golf Courses and other suppliers of goods and services accept no liability from any and all claims for damages for death, personal injury, or property damage which the cardmember, his/her personal representatives, heirs, next-of-kin assigns and insurers may have, or which may hereafter accrue, as a result of using the services provided in this program.
 16. The following golf course/coaching partners are included in the program with respect to their weekday/weekend policies.
 17. The golf Program is completely non-transferrable hence benefit will be liable only to the cardholders.
- The program offers complimentary/Discounted golf rounds to the qualifying cardholder:
 - **Infinite Debit Cardholders with Bin Number -416233, 463969 are eligible for :**
 - 4 complimentary rounds of green fees per calendar year (not more than 1 round in a single calendar month)

Golf course list:-

Sr No	Golf Course	City	Closed Day
1	Gulmohar Greens Golf & Country Club (Indian)	Ahmedabad	Open Every Day
2	Gulmohar Greens Golf & Country Club (Foreign)	Ahmedabad	Open Every Day
3	Kalhar Blues & Greens	Ahmedabad	Open Every Day
4	Kensville Golf Club	Ahmedabad	Open Every Day
5	Glade One	Ahmedabad	Monday
6	Clover Greens	Bangalore	Open Every Day
7	Zion Hills (Champions Reef)	Bangalore	Open Every Day
8	Prestige Golfshire	Bangalore	Monday
9	Panchkula Golf club	Chandigarh	Tuesday
10	Golden Greens Golf Resort	Gurgaon	Monday
11	Karma Lakeland	Gurgaon	Open Every Day
12	Classic Golf & Country Club	Gurgaon	Monday
13	Boulder Hills Golf Club	Hyderabad	Open Every Day
14	9 Aces Golf Greens & Academy	Mumbai	Open Every Day
15	Jaypee Greens Golf Club	Noida	Monday
16	Jaypee Greens Golf Club (Expat)	Noida	Monday

Sr No	Golf Course	City	Closed Day
17	Jaypee Wishtown Golf Club	Noida	Tuesday
18	Poona Golf Club	Pune	Monday
19	Pinewoods Golf Club	Pune	Open Every Day
20	The Belvedere Golf & Country Club	Ahmedabad	Monday
21	Premium Golf Course - Kolkata	Kolkata	Monday
22	Oxford Golf Course	Pune	Monday-Friday

○ Golf Courses (Learn)

S No	Facility	(mins)	City
1	Gulmohar Greens Golf & Country club	30	Ahmedabad
2	Golden Swan Golf academy	30	Mumbai
3	Prestige Golfshire	30	Bangalore
4	AKDR	30	Chennai
5	Boulder Hills Golf & Country Club	30	Hyderabad
6	ProTouch Golf Academy	30	Kolkata
7	Poona Golf Club	30	Pune
8	Qutub Golf Club, Delhi	30	New Delhi
9	Karma Lakelands	30	Gurgaon
10	Siri Fort	30	New Delhi
11	Kalhaar Blues & Greens Golf club	30	Ahmedabad
12	CGA Golf Academy	30	Chandigarh

S No	Facility	(mins)	City
13	Noida Golf Club	30	Noida
14	Jaypee Greens Golf Club	30	Noida
15	Kensville Golf And Country Club	30	Ahmedabad
16	Panchkula Golf Club	30	Chandigarh
17	Let's Golf	30	Mumbai
18	Jaypee Wishtown	30	Noida
19	Hamoni	30	Gurgaon
20	Pinewoods Golf Club	30	Pune
21	The Belvedere Golf & Country Club	30	Ahmedabad
22	Golden Greens Golf & Country Club	30	Gurgaon

Note: All pricing is in INR and exclusive of taxes

- The golf course/coaching partners may be added or removed basis the availability of the course. Any change in the list of golf courses will be notified atleast 14 days in advance.

C. FAQs:

1. How many days/hours in advance do I need to book for a green fee slot or a golf lesson?

A. You need to book a golf session or a golf game minimum 5 clear days (Excluding the date of play and date of placing the booking) in advance & a maximum of 21 clear days in advance.

2. What is the procedure for cancelling a booking?

A. Cancellations will be accepted for 3 clear days in advance, which doesn't include date of cancellations and date of play. Cancellations can be made via microsite itself from the Manage my bookings section.

3. Definition of clear days:

A. Clear days means full days not accounting for the date of play and the date of booking. For example, you can make a booking on 1st Feb for 7th Feb onwards. Clear days in this case would be 2nd, 3rd, 4th, 5th, and 6th Feb.

4. How can I know if my booking has been confirmed?

A. You will normally be contacted within 24-48 hours via your registered email id. At times, due to closure of golf courses on certain dates or for reasons beyond our control, it may take longer than 48 hours, in these cases you will receive a call on our registered mobile number to update you on the status.

5. What do I need to carry at the golf course to gain entry?

A. The golf course will recognize you by your name or you may need to show booking confirmation email received from service provider, as mentioned during reservation. Certain golf courses may require a handicap certificate; the same will be intimated to you at the time of booking/confirmation.

6. Whom should I contact in case I face any difficulty in gaining entry at the golf course?

A. We shall ensure that your booking details are confirmed and shared with the golf course before your expected time of arrival. In case of any difficulty in gaining entry at the golf course you can write to us at customer.care@thriwe.com or call us on **1800 208 7899** (Mon to Friday, 9 AM to 7 PM IST).

7. Do golf courses have dress codes?

A. Most golf courses have universally acceptable golfing dress codes. In general, collared shirt and trousers is acceptable. Golf courses do not allow denim trousers. Golf Shorts of knee length are allowed. At some golf courses, it is required to keep your shirt tucked in. Also, please ensure to wear proper golf shoes with soft spikes for all golfing sessions.

8. Can I contact the golf course directly or walk into any of the clubs part of the program and get a booking?

A. No. Under this program you are not allowed to contact the golf clubs/golf courses directly. At all times, please ensure that you have placed a booking with us in advance to avail the benefits of this program. If the procedure is not followed, you may be asked to leave the club premises and may not be entertained

9. Can a non-golfing member of my family accompany me for my game or lesson?

A. No, golf clubs generally do not permit non-golfers to be present in any golfing areas.

10. How do I change the registered email ID and mobile number?

A. In order to change the registered email ID or mobile number, you can make the changes from “my accounts” section by clicking on the edit profile option. (Request you to kindly get this checked from the backend as it’s not working.

11. I haven’t received the refund of my pre-auth transaction amount of INR 1 in my account even after 48 hours?

A. The pre-auth amount will be refunded back to your account within 24 hours. In case you have not received this amount, request you to kindly write to us at customer.care@thriwe.com or call us on **1800 208 7899** (Mon to Friday, 9 AM to 7 PM IST) so that we can get this looked at and resolve the concern at the earliest.

12. I have been charged different rates for my pre-auth transactions, why is that?

A. The pre-auth rates are fluctuating and not fixed, these are operated based on RBI guidelines and the exchange rates. Hence you may be charged different rates at different times while doing the pre-auth transaction.

13. If I cancel a booking, do I lose my available complimentary slot for the month?

- A. If you have received a booking confirmation from us and you cancel the booking the before 3 clear days from the date of play. Then the booking will be cancelled and not be accounted against your available complimentary slots for the month.
- B. If you have received a booking confirmation from us and you cancel the booking under 3 clear days from the date of play. Then the booking will be cancelled and but will be deducted against your available complimentary slots for the month.
- C. If you have not received a booking confirmation from us and you cancel the booking prior to the date of play, then the booking will be cancelled and not be accounted for against your available complimentary slots for the month.

14. I have made a booking but haven't received any email confirmation?

- A. In case you have not received the booking confirmation email, request you to kindly contact us at customer.care@thriwe.com or call us on **1800 208 7899** (Mon to Friday, 9 AM to 7 PM IST) so that we can get this looked at and resolve the concern at the earliest.

15. Can I add other golfers while making the golf booking:

- A. Yes, you can add other golfers while making a booking. For your guests, you will have to pay for the green fees while making the booking online using your Visa card. In case you are joining any particular customer or golf course member at the course, you can mention their details in the comments section on the booking confirmation page.