

## Zero Convenience Charges Terms and Conditions

### I. Definitions

- "IRCTC/Alliance Partner" shall mean Indian Railways Catering and Tourism Corporation
- "Agent" shall mean ICICI Bank Limited ("ICICI Bank").
- "Customer/s" for the purpose of this Offer shall mean value banking, privilege banking or wealth banking customers of ICICI Bank who have received communication from ICICI Bank in the form of SMS, notification or email about this Offer.
- "Offer" shall mean such discount(s) /benefit(s) provided by the Agent to Customers on booking rail tickets using Agent's channels/platforms, during the Offer Period.
- "Offer Period" shall mean the period commencing from July 2, 2019 to August 31, 2019, both days inclusive.
- "Convenience fee" shall mean service charges levied by the Agent. Rs 20 (Twenty) (for Non-ac) and Rs 40 (Forty) (for ac) on each booked ticket.
- "Primary Terms and Conditions" shall mean the terms and conditions applicable to the ICICI Bank's app banking facility/service. Available at: <https://www.icicibank.com/terms-condition/terms-and-conditions.page?>
- "Ticket" shall mean the rail ticket booking service offered by the Agent.
- "Void Transaction" shall mean any transaction wherein the transaction has taken place but has been cancelled /rejected /unsuccessful by the Agent.
- "Channel" shall mean ICICI Bank iMobile app/Website.

All capitalized terms used but not defined herein shall have the respective meanings prescribed to them in the Primary Terms and Conditions. These terms ("Terms") shall be in addition to and not in derogation of the Primary Terms and Conditions. To the extent of any inconsistency between these Terms and Primary Terms and Conditions, these Terms shall prevail.

### II. Offer Construct:

- All Customers booking rail tickets through iMobile app/Internet Banking are eligible for this Offer.
- All successfully booked Non-AC tickets will have zero convenience charge automatically levied on the total fare.
- There is no convenience fee discount on AC fares.
- The Offer is valid on any number of transactions.
- Not valid on Void Transactions.

### III-A. Steps to avail the Offer on iMobile:

- The Customer is required to log in to iMobile app
- Select 'Shop'
- Choose 'Rail'
- Enter to and from and select availability
- Enter details of travellers

- Review your fare and see convenience fee as zero
- Pay through ICICI Bank Account, Credit Card or Pockets app.

### **III-B. Steps to avail the offer on Internet Banking:**

- The Customer is required to log into internet banking
- Select 'payments & transfers'
- Choose 'Rail'
- Enter to and from and select availability
- Enter details of travellers
- Review your fare and see convenience fee as zero
- Pay through ICICI Bank Account, Credit Card or Pockets app.

### **IV. General Terms prescribed by ICICI Bank**

- ICICI Bank does not guarantee and make any representation about the usefulness, worthiness and/or character of the goods or services provided by the Alliance Partner under the Offer.
- Any tax or other liabilities or charges payable to the government or any other statutory authority/body or any participating establishment, which may arise or accrue to the Customers due to provision of the Offer, shall be to the sole account of the Customers. Tax deducted at source, if any, on the monetary value of the Offer shall be payable by the Customers.
- All issues / queries / complaints / grievances relating to the Offer, if any, shall be addressed to Alliance Partner directly at the Alliance Partner's Website without any reference to ICICI Bank. The same shall be addressed by Alliance Partner, only as mentioned on their Website.
- The existence of a dispute, if any, regarding the Offer shall not constitute a claim against ICICI Bank and shall be addressed directly by the Alliance Partner.
- The Offer is not available wherever prohibited and / or on goods or services for which such offers cannot be made available for any reason whatsoever.
- ICICI Bank/Alliance Partner reserve the right to modify/ change all or any of the terms applicable to the Offer without assigning any reasons or without any prior intimation whatsoever. ICICI Bank also reserves the right to discontinue the Offer without assigning any reasons or without any prior intimation whatsoever.
- If the Customer ceases to be a Customer at any time during the currency of the Offer Period, all the benefits under the Offer shall lapse and shall not be available to Customer.
- The ICICI Bank Customer(s) may avail the Offer during the Offer Period or until the Gift lasts with ICICI Bank whichever is earlier. This Offer cannot be clubbed with any other Offer that may be made available to the ICICI Bank or its Customer/s. The Offer is non-transferable, non-binding and non-cashable.
- This Offer is not valid for Void Transactions.
- ICICI Bank shall not be liable in any manner whatsoever for any loss/damage/claim that may arise out of use or otherwise of any goods or services availed by Customers under the Offer offered provided by the concerned Alliance Partner.

- The Offer is subject to applicable Indian laws and such other terms and conditions as may be stipulated by ICICI Bank.
- All disputes are subject to the exclusive jurisdiction of the competent courts/tribunals of Mumbai. However, ICICI Bank reserves the right to approach any other court or tribunal of competent jurisdiction.
- ICICI Bank holds out no warranty or makes no representation about the quality, delivery or otherwise of the goods or services offered by the concerned Alliance Partner. Any dispute or claim regarding the goods or services and Offer must be resolved with the concerned Alliance Partner without any reference to ICICI Bank.
- ICICI Bank reserves the right to disqualify the concerned Alliance Partner or Customers from the benefits of the Offer if any fraudulent activity is identified as being carried out for the purpose of availing the benefits under the Offer or otherwise by the use of the internet banking facility.
- ICICI Bank shall not be held liable for any delay or loss that may be caused in delivery of the goods or services.
- ICICI Bank has the right to withdraw the Offer without any prior notice.