

Terms and Conditions for Airport Meet & Greet services

All cardholders of DBS Vantage Card are eligible for 2 airport meet & greet services on crossing spends of Rs. 3,00,000 in an anniversary year.

Complimentary airport lounge access under the Program is available only if the customer holds an active, valid, and unexpired credit card issued by DBS Bank ('Eligible Card').

"Eligible Cardholder" means a holder of an Eligible Card having crossed spends of Rs. 3,00,000 in the anniversary year.

How to avail:

1. Contact your Treasures Relationship Manager or Vantage care on Cards helpline (India) - [1800 209 4555](tel:18002094555) or [800 852 6186](tel:8008526186) (Singapore) or [+91 44 6685 4555](tel:+914466854555) (other countries).
2. Keep your travel details handy including your time of travel, departure/arrival airport where you want to avail the services, details of guests you are traveling with and any other special requirements.
3. Service confirmation will be sent to your registered email address at least 15 hours before the travel time. *Please note: In order to facilitate this benefit, DBS Bank will be sharing customer information (i.e. name, mobile number, email address, travel details) required to facilitate the service with the service partner. Customers availing the benefit is considered to have given his/her consent for the same.
4. The list of airports where the Meet and Greet services can be availed along with the services available at each airport can be accessed here: <https://www.dbs.bank.in/in/credit-cards/meet-greet-airport-list.pdf>

Detailed terms and conditions:

1. The benefit is applicable only to cardholders of DBS Bank Vantage Credit Card.
2. The 2 meet and greet services will be available on crossing spends of Rs. 3,00,000 from the previous card anniversary date. The meet and greet services can be availed before the next card anniversary date.
3. The services offered may differ from airport to airport. Please refer to details on the booking page and above list of airports.
4. The list of airports and services available at each airport are subject to change without any intimation to Cardholders.
5. Booking must be made at least 48 hours before the service time for domestic airport terminals and at least 72 hours before the service time for international airport terminals.
6. Cancellation: Customer can cancel the booking at least 48 hours before service time.
7. Any cancellation less than 48 hours before service time/ no show will be considered as benefit availed.

8. All applicable government and airport taxes will be included in the service. All additional charges such as service upgrade/ additional luggage, etc. will have to be borne by the customer.
9. No change in name of the passenger(s) or guest(s) from that provided at the time of booking shall be permitted
10. This benefit cannot be clubbed with any other ongoing offer discount/cash back/promotion.
11. No change or cash can be taken in exchange of the offer.
12. This is for personal use only, travel agents found using the services would lead to cancellation of booking and no refund would be made.
13. The bookings and services will be facilitated by the service partners. DBS Bank holds out no warranty or makes no representation about the quality, delivery or otherwise of the goods and services offered/sold by the service partners. Any dispute or claim regarding the goods and/or services must be resolved by the Cardholder with the service partners directly.
14. DBS Bank reserves the right to disqualify any participant/s from the benefits of the Offer under reasonable grounds. In case of any fraudulent activity, prosecution will be carried according to the purpose of availing the benefits under the Offer. DBS Bank also reserves the right at any time, without notice, to add/alter/change/ or vary any or all of these terms and conditions or to replace, entire or in part, this offer by another offer, whether similar to this offer or not, or to withdraw it altogether.
15. DBS Bank also reserves the right to discontinue the Offer without assigning any reason or without any prior intimation, whatsoever.
16. Cardholders whose accounts are not active and/or are closed or have a credit freeze will not be eligible for the benefits of the offer.
17. DBS Bank will not be responsible or liable in case the offer is not configured or could not be availed due to malfunction, delay, traffic congestion on any telephone network or line, computer on-line system, servers or providers, computer equipment, software, or website.
18. The participation in the offer is entirely voluntary and it is understood, that the participation by the Cardholders shall be deemed to have been made on a voluntary basis.
19. In case of all matters relating to the offer including any dispute or discrepancy relating to the offer or eligibility of any Cardholder, DBS Bank's decision shall be final and binding on Cardholders in all respects.
20. The terms and conditions governing the offer shall be in addition to and not in substitution / derogation to the Primary Terms and Conditions governing the Credit Card issued by DBS Bank
21. DBS 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/ services availed of by the Card Holder/s under the offer.
22. DBS Bank shall not be held liable for any delay or loss that may be caused in delivery of the goods and /or services under the offer.
23. DBS Bank reserves the right to disqualify any cardholder 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 use of the Card.
24. The offer is not available wherever prohibited and products/ services for which such programs cannot be offered for any reason whatsoever.