



Process for redeeming the F&B Voucher:

1. The Offer is only valid on the Axis Bank Multicurrency Forex Card
2. Once the customer loads the Axis Bank Forex Card, Axis Bank will share one time unique ID (valid up to 15th March 2020), pin and URL with their customers through their registered email id only
3. Axis will share this code within 4 weeks of loading the forex card
4. Once the customer clicks on the URL, co-branded website of Axis Bank will open and they need to fill in below information
 - a. Unique ID and pin
 - b. Full name
 - c. Email id
 - d. Contact no
5. Once above information is provided the customer will receive the voucher for F&B combo through email and sms which will be valid for 6 months
6. To redeem at the outlet customer needs to open the voucher and click on REDEEM button in front of the cashier– cashier will verify the voucher and eligibility thereof
7. Once the outlet barcode is scanned the final E-certificate will be generated which will be active for 5 mins
8. The transaction is captured by authentication system and will be shared in the MIS

T&Cs for F&B Combo offer:

1. This voucher can only be used by the person whose name is stated at the top of the voucher
2. This voucher entitles the bearer to one combo only from the selected outlets as per the eligibility criteria mentioned on voucher detail page
3. Please handover the phone to the cashier for redemption, or click on the 'Redeem' button in front of the cashier– cashier will verify the voucher and eligibility thereof
4. Once activated, the voucher will be valid for few minutes only. Do not refresh or close the page
5. Once redeemed or expired, the voucher will not be refundable or re-activated. This

voucher can be redeemed only once

6. Outlets available in the program change from time to time. Please check the link in the program details for up-to-date availability

7. Combos are strictly subject to availability

8. You are solely responsible for the safety and security of the Voucher. Dreamfolks/Axis Bank shall not be responsible for any acts of omission or commission if Voucher is lost, stolen or used without permission

9. Once the Voucher has been sent to you, you are bound to protect the Voucher number as confidential. In the event of any misuse of the Voucher due to loss of any such confidential details due to the fault of the purchaser, Dreamfolks/ Axis Bank Ltd. shall not be responsible for the same and no refund will be issued.

10. Axis Bank assumes no responsibility for the meal purchased using the Voucher and any liability thereof is expressly disclaimed. Validity of Voucher cannot be extended; new Voucher cannot be provided against expired/unused Voucher.

11. Vouchers cannot be reloaded or resold.

12. Axis Bank reserves the right to disqualify the Axis Bank Forex Card user 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 Axis Bank services.

13. Axis Bank shall not be held liable for any delay or loss that may be caused in delivery of the goods and services against which the Voucher are utilized/redeemed.

14. The existence of a dispute, if any, regarding the usage of Voucher shall not constitute any claim against Axis Bank and shall be addressed directly by Dreamfolks. In the event of any customer claims arising due to any acts and omission on the part of Axis Bank or claims or fraud related to the Axis Bank Card shall be addressed by Axis Bank

15. Axis Bank shall not be liable in any manner whatsoever for any loss/ damage/ claim that may arise due to use of or otherwise from the benefits availed by the Customer under this offer

16. The Offer is not available wherever prohibited and / or on products / services for which such offers cannot be made available for any reason whatsoever.

17. Axis Bank reserves 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. Axis Bank also reserves the right to discontinue the Offer without assigning any reasons or without any prior intimation whatsoever after the offer period

18. Any dispute or claim regarding the goods and services availed against the redemption of the voucher under the offer shall be resolved by the Customers with the third party Vendor directly without any reference the same to Axis Bank and shall not constitute any claim against Axis Bank

19. The Terms and Conditions of the Offer shall be in addition to and not in substitution/derogation to the terms and conditions governing the usage of the Forex Card offered by Axis Bank