

Benefit details

1. Visa Golf Program details

VISA GOLF PROGRAM Access/ redemption

1. Customer needs to sign up for this program and to go to the link <https://teepassindia.thriwe.com/> with the customer
2. Customer will Sign Up (one-time activity) for the first time and create a User Name and Password where the validation will be done based on BIN Range.
3. Once User Name and Password is created, Customer can now log-in and book the Golf Benefit
4. Once Logged In, the Program details will be mentioned on the home page along with Tabs to “Book your Golf” / “New Booking” / “Dashboard” / “FAQs” / “T&Cs” / “Contact Us” / “Logout”

Golf rounds

** The list includes current program scope and may be updated from time to time

Sr No	Golf Course	City
1	Gulmohar Greens Golf & Country Club (Indian)	Ahmedabad
2	Gulmohar Greens Golf & Country Club (Foreign)	Ahmedabad
3	Kalhar Blues & Greens	Ahmedabad
4	Kensville Golf Club	Ahmedabad
5	Glade One	Ahmedabad
6	Clover Greens	Bangalore
7	Zion Hills (Champions Reef)	Bangalore
8	Eagleton Golf Village	Bengaluru
9	Prestige Golfshire	Bangalore
10	Panchkula Golf club	Chandigarh
11	Madras Gymkhana Club (Nationality)	Chennai
12	Madras Gymkhana Club (Foreign National)	Chennai
13	Golden Greens Golf Resort	Gurgaon
14	Karma Lakeland	Gurgaon
15	Classic Golf & Country Club	Gurgaon
16	Boulder Hills Golf Club	Hyderabad
17	Tollygunge Golf Club*	Kolkata
18	9 Aces Golf Greens & Academy	Mumbai
19	Willingdon Sports Club*	Mumbai
20	Kharghar Golf Club	Mumbai
21	Jaypee Greens Golf Club	Noida
22	Jaypee Greens Golf Club (Expat)	Noida
23	Jaypee Wishtown Golf Club	Noida
24	Poona Golf Club	Pune
25	Pinewoods Golf Club	Pune
26	The Belvedere Golf & Country Club	Ahmedabad

Golf coaching

S No	Facility
1	Gulmohar Greens Golf &Country club
2	Golden Swan Golf academy
3	Prestige Golfshire
4	AKDR
5	Boulder Hills Golf & Country Club
6	ProTouch Golf Academy
7	Poona Golf Club
8	Qutub Golf Club, Delhi
9	Karma Lakelands
10	Siri Fort
11	Kalhaar Blues & Greens Golf club
12	CGA Golf Academy
13	Royal Jaipur Golf Club
14	Noida Golf Club
15	Jaypee Greens Golf Club
16	Kensville Golf And Country Club
17	Panchkula Golf Club
18	Let's Golf
19	Jaypee Wishtown
20	Eagleton Golf Village
21	Hamoni
22	Pinewoods Golf Club
23	The Belvedere Golf & Country Club
24	Golden Greens Golf & Country Club

1. ESCALATION MATRIX

- For queries, email at customer.care@thriwe.com or call us at 1800 208 7899 from 9am to 7pm (Monday to Friday).
- All resolutions will be provided to the customer within 24-48 hours.

- PARTNER TERMS AND CONDITIONS

- The program offers complimentary/Discounted golf rounds to the qualifying cardholder
- The cardholder needs to meet the qualifying criteria required by Visa in order to redeem the offering.
- Complimentary/Discounted Golf Program is being provided by Visa/ Bank to its eligible cardholders and in no-way should be construed as a complimentary/discounted from the respective Golf Providers or the Service Provider.
- This facility/benefit is being facilitated to Visa cardmembers through "Thriwe Consulting Pvt Ltd" (Thriwe) who represents as a Service Provider.
- Complimentary/Discounted Golf is subject to the availability of slots with Partner Golf Course Facilities.
- 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 excess of complimentary rounds would be charged as per the weekend rates.
10. If cancellation would be done within 3 clear days from the date of play the cardmember 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 is 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.

- Frequently Asked Questions

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, a 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.

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 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 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.

