

## Terms & Conditions for Golf Booking via Apexlynx Platform for Burgundy Private-The One Card

### 1. Terms and Conditions

- This offer is applicable only for Primary Burgundy Private Credit cardholders.
- The Axis Bank golf program is a green fee players arrangement and the offer, as provided to Burgundy Private Credit Card holders is in conjunction with Apexlynx (“Merchant”), the Service Provider for the golf program. It enables eligible Cardholders to enjoy complimentary golf rounds/lessons that are specially hosted by them.
- Burgundy Private Credit Cardholders shall make all enquiries and bookings only through the designated website <https://www.extraordinaryweekends.com/> and through the Axis Bank Concierge at the toll-free number 1800 103 4962.
- This golf program is not a golf club membership and does not purport as a golf club membership and the benefits under this golf program are not to be regarded as a golf club membership at any time.
- Burgundy Private Credit Cardholders may enjoy specially hosted complimentary rounds of golf/golf lessons at specified locations on weekdays/weekends and holidays according to the specific golf benefit entitlements available on their cards as below:

#### Axis Bank Card Golf Benefits and Entitlement -

	<b>Burgundy Private Credit Cards</b>
<b>Domestic Golf Benefits</b>	50 complimentary rounds of golf or lessons per year
<b>Inclusions for Golf rounds</b>	Green fee only
<b>Inclusions for Golf lessons</b>	Entry fee to the driving range, Instructor fee, club rental and 50 range balls

- Eligible Burgundy Private cardholders may enjoy the offer of complimentary golf rounds or lessons across domestic golf courses defined in the entitlement table given above.
- Axis Bank will host the complimentary green fee across domestic and golf courses for eligible Burgundy Private cardholders (as applicable and/or available/as per local club rules) and as specified for each card variant in the golf benefits entitlement table given above.
- Wherever applicable, post the specified complimentary rounds/lessons, cardholders may further avail golf rounds/golf lessons on a payment basis by paying the fee at the time of placing the booking. The fees vary across each location depending on the time of the week (weekend/ weekdays/ public holidays) and the season. The pay and play charges for golf rounds will always include the green fee, cart and caddy fee. For golf lessons, the pay and play charges will include an entry fee to the driving range, instructor fee, club rental and 50 range balls.

### 2. Reservations

- All Axis Bank Cardholders holding Axis Bank Burgundy Private Credit Cards may place their booking for a golf round/golf lesson by visiting the online designated website <https://www.extraordinaryweekends.com/> and through the Axis Bank Concierge at the toll free number 1800 103 4962.
- Burgundy Private Cardholders will be required to enter their mobile numbers registered with Axis Bank to access the golf booking portal without which they will not be able to access /login into the portal.
- For golf rounds, Burgundy Private Credit cardholders may bring guests only on a payment basis by paying the applicable charges. Cardholders will be allowed to bring a maximum of 3 (three) guest(s) per booking for golf rounds. Guest(s) must always play in the same group as the requested cardholder.
- The applicable charges for the guests will always include the green fee, cart and caddy fee. The fees vary across each location depending on the time of the week (weekend/ weekdays/ public holidays) and the season.

- For golf lessons, Burgundy Private Credit Card holders may bring 1 (one) guest per golf lesson by paying the applicable charges.
- Cardholders who wish to play on the same flight with another Axis Bank Cardholder must provide the registered mobile number and email address of the accompanying Axis Bank Cardholder on the portal without which the request will not be processed.
- Cardholders who wish to play on the same flight as a club member must inform the exact tee-time held by the club member which will be verified with the golf club prior to processing the cardholder's booking. If the tee-time is not found, the booking will not be processed.
- A club member cannot make a booking directly at the golf club/golf learning facility/with a golf coach and transfer the confirmed booking over to the cardholder.
- A cardholder may only request a domestic golf booking for a game/lesson, whether on a weekday/weekend or public holiday at least 3 (three) calendar days in advance and for a maximum of 10 (ten) days in advance. The date of the booking and the date of the play will not be counted at advance notice.
- Requests for golf games will only be accepted for daylight timings to ensure that the start of the golf game must enable the completion of 18 (eighteen) holes of play. Golf lessons will be 30 minutes duration and all golf booking requests for golf lessons will be accepted as per the local rules and timings available at the club/ driving range/ golf lesson facilities.
- Golfers must have at least a valid golf handicap or in lieu thereof at clubs/golf courses where permissible, a certificate of golfing proficiency issued by a certified and approved golf instructor may be acceptable. All golfers must produce their handicap certificate upon request including as may be requested by the golf concierge prior to the requested date of play or at the club on the date of play.
- Axis Bank and/or Apexlynx will not be responsible or accountable to get a handicap certificate issued to the benefit of any cardholder from any golf club.
- Golf lessons at the various golf clubs/ learning facilities are undertaken by certified golf instructors. Cardholders may provide their preference for instructors however the instructor will only be assigned as per the availability and arrangement between Apexlynx and the golf club/ learning facility.
- Golf clubs/golf learning facilities and/or golf coaches are neither obliged nor will they entertain any correspondence/enquiries and/or attempts for bookings, whether initial or repeat requests, directly from cardholders.
- Acceptance of all golf booking requests and/or golf lessons timings will be at the discretion of the golf club/golf instructors/driving ranges and subject to availability. All domestic golf bookings may be processed by Apexlynx at a minimum of 3 days in advance of the intended date of play in line with the processing requirements of the participating golf clubs and golf learning facilities.
- Cardholders will not be granted access rights to the stipulated clubs without booking through the designated online golf booking portal or through the designated Axis Bank concierge.

### **3. Number of bookings**

- Any golf benefits as applicable to a cardholder that remain unutilized will not be carried forward. There will be no "rain check" i.e. no carry forward of credit for any golf round due to any inclement weather or for any other reason and there will be no refund made of any guest charges or any other prepaid charges.
- A cardholder may only hold 1 (one) booking on a single day whether for a golf round or a golf lesson. Duplicate and/or multiple golf bookings at one club for a golf round/golf lesson on a single day will not be processed.
- A cardholder may not book for more than four (4) players in total including self for any one golf game. Group bookings are not allowed.
- Unless otherwise prescribed by local club/golf course rules/seasonal rules the minimum flight conditions for weekday rounds of golf is a minimum of two (2) golfers per flight.
- Unless otherwise prescribed by local club/golf course rules/seasonal rules the minimum flight conditions for Weekend/Holiday rounds of golf are a minimum of three (3) players per flight.
- Cardholders may also request a golf course as an individual request i.e.; the cardholder may request only for themselves at the clubs where individual requests are accepted.
- The responsibility to pair an individual golfer will solely be at the discretion of the golf club. Neither Apexlynx nor Axis Bank will have any control over the golfers, the individual is paired with and whether the request will be fulfilled on time and in every instance.

- Other than individual golf game requests, it will be the responsibility of the cardholder to fulfil the minimum flight conditions in respect of each booking request, and Axis Bank/ Apexlynx will not be responsible to help the cardholder make up the minimum flight condition numbers.

#### 4. Golf Club/ Golf Learning Facility Rules & Regulations

- Cardholders will not be permitted to enter into any direct correspondence or communication with any golf club/golf learning facility or with any golf coach for any matters related to this special golf benefits offer.
- A cardholder shall always abide by all local club rules including health & safety protocols, club rules, etiquette, playing and handicap restrictions at each golf club/golf learning facility.
- A cardholder shall always abide by the golf club's dress code. In general, golfers are not permitted to wear round neck shirts, sleeveless shirts/t-shirts/tops without collars, track pants/joggers, jeans, gym shorts, or sandals/heels/flip flops on the golf course.
- It will be the responsibility of the Axis Bank Cardholder to verify and report within time at the correct address and location of the respective golf clubs and/or golf learning facility at which the golf booking has been confirmed for the cardholder.
- This golf program is valid only for golf course/ driving range/ practice area access for cardholders with confirmed bookings. Cardholders and/or their guest(s) may not have access to the other facilities at the club. A cardholder may not request for a booking to visit a golf club for any other purpose except to play or learn golf in accordance with the terms and conditions of this golf program.
- Cardholders and guests may have to pay directly at the golf club for buggy, caddie, tourmate and golf insurance (as applicable as per local club rules) at normal published rates of the golf club.
- Weekend rates will apply for golf requests booked on a Saturday, Sunday, Restricted Holiday or Public Holiday as applicable. However, Friday is also considered as a Weekend at certain golf clubs and accordingly Weekend rates would apply in such cases.
- All consumables and any other extras as consumed/utilized at any golf course/golf learning facility are to be paid for directly by the cardholder(s) and their guest(s).

#### 5. Payments

- All bookings for guests of cardholders will only be confirmed if the cardholder makes the advance payment as required, of the applicable guest charges via their Burgundy Private Card at the time of placing the request on the golf booking portal or via the payment link shared over email.
- All payments required for guest(s) will be charged to Burgundy Private Card at the applicable rates and are neither transferable nor refundable.
- It will be the sole responsibility of the cardholder to comply with any other applicable regulatory provisions or operational golf program requirements to ensure timely payment as and when required.
- Cardholders may request Apexlynx to send an invoice for any amounts paid under the golf course. Invoices will be sent upon request only and will be sent within 7 days' time of receiving such a request.
- In the case of payment-based bookings, cardholders will have to pay the applicable fee at the time of placing the request on the portal or via the payment link shared over email.

#### 6. Cancellations and Amendments

- Cardholders can cancel their domestic golf bookings for games/lessons only within the cancellation window which is 1 clear day prior to the date of game or lesson. Full refunds will be initiated in case of in-time cancellations for any charges paid at the time of placing the booking.
- Cardholders will not be allowed to cancel their booking outside of the cancellation window and the golf round or golf lesson will be considered as a "used" golf round or "used" golf lesson and no refund will be initiated for any charges paid.

- In the event that cardholders do not turn up to play their confirmed golf round or golf lesson then, it will be treated as a “no show” and the golf round or golf lesson would be taken as a “used” golf round or “used” golf lesson.
- Any refunds as applicable will be initiated by Apexlynx within 24-48 hours of receiving the refund request. It may further take 7-10 working days for the refund to be processed, depending on the bank.

## **7. Miscellaneous**

- This is an offer exclusively provided to eligible cardholders. Axis Bank/Apexlynx reserve the right to deny and permanently withdraw the benefits of the offer to any cardholder found to indulge in impersonation or be in breach of any of the terms and conditions of the offer.
- The golf benefits/golf bookings as a part of this offer are not applicable and cannot be availed of in conjunction with or as a part of any private event or any form of club or other tournament or for any group bookings.
- Private event/private tournament refers to any request(s) from series of multiple cardholders and or multiple groups for adjacent/consequential tee times on the same date which will not be processed.
- The Axis Bank Golf Program cannot be used by cardholders or their guests in conjunction with any other promotions or other golf program(s) or to join other golfers who are availing the benefits of any other golf program.
- Neither Axis Bank nor Apexlynx is responsible or liable in any way whatsoever for any loss or damage that may be suffered, or for any personal injury sustained to a customer directly or indirectly by use or non-use of the services availed of as a part of this offer, whether provided directly or provided by the golf club/driving range or golf coach, and neither Axis Bank nor Apexlynx will entertain any claim from any cardholder in connection with their participation or lack thereof in the program.
- Axis Bank and Apexlynx do not underwrite or warrant the services performed by the golf courses/driving ranges/golf coaches and shall not have any liability for any deficiency, delay or imperfection in such services or for any loss or damage that may be suffered, or for any personal injury to a customer directly or indirectly by use or non-use of the services provided by the golf club/driving range or golf coach.
- Neither Axis Bank nor Apexlynx is responsible or liable in any way whatsoever for any claim from any golf club/golf learning facility towards loss or damage to a golf cart or any other property of the golf club/golf learning facility that is incurred/caused by the Axis Bank cardholder by way of participation under this Axis Bank Golf Program. In any such event, the cost, damages, loss etc. for the same will be borne by the Axis Bank cardholder.
- These terms and conditions shall prevail over any provisions, representations or warranties contained in any other promotional or marketing materials advertising or promoting the Axis Bank Golf Program or the benefits/privileges offered under the Axis Bank Golf Program.
- These terms and conditions including the available golf courses/golf lesson facilities and golf coaches are subject to change.
- For any concerns or support, please write to [axisbankgolfbookings@apexlynx.net](mailto:axisbankgolfbookings@apexlynx.net)

## FAQs-

### **Q-1 What changes will take place from 1<sup>st</sup> Oct'25 for golf bookings for BP Card holders?**

Starting from 1<sup>st</sup> Oct, 2025, the process of booking golf sessions will be enhanced for customer convenience. All new bookings will now be made through the Apexlynx portal. Customer need to log in via the XOW portal (<https://www.extraordinaryweekends.com>), and it will automatically redirect to Apexlynx for golf booking. This change ensures better access to premium golf courses and improved booking facilities.

### **Q-2-Will bookings made through the XOW portal for dates after 1<sup>st</sup> Oct'25 be honored?**

Yes, any bookings made through the XOW portal will remain valid and will be honored even after the transition.

### **Q-3- How can customers view or cancel existing bookings made via XOW after August?**

Viewing and canceling existing bookings is simple:

- **To View:** Log in to the XOW portal, navigate to Manage Bookings, and select Golf Booking Requests.
- **To Cancel:** Choose the booking you wish to cancel and click on Cancel.

### **Q-4- Can customers modify the date/time of a booking on XOW?**

Currently, the modification option is not available on the XOW portal. If you need to change your booking, you will need to:

- Cancel the existing booking under the Manage Bookings section on XOW.
- Make a fresh booking using the new process through Apexlynx portal after 1<sup>st</sup> Oct'25.

### **Q-5- Will customers need to create a new account on Apexlynx portal?**

Yes, during the first visit to Apexlynx portal, customers will need to add credit card details. This is a one-time process to ensure secure and smooth transactions. After completing this step, customers can easily log in using Card Number and Phone Number for all future bookings.

### **Q-6-Can customers reschedule bookings via Apexlynx?**

Yes, Apexlynx offers flexibility for rescheduling. You can contact your **Relationship Manager (RM)** or the **Concierge Desk** for assistance.

- **Phone:** 1800 103 4962
- **Email:** [AxisBankConcierge@europassist.com](mailto:AxisBankConcierge@europassist.com)

Or write to Apexlynx support email ID: [axisbankgolfbookings@apexlynx.net](mailto:axisbankgolfbookings@apexlynx.net)

Our team will be happy to help you with any changes you need.

### **Q-7- Will all golf clubs from XOW be available on Apexlynx?**

All major golf courses currently available on XOW will continue to be accessible on Apexlynx. In addition, we are adding more premium clubs to enhance golfing experience. Customer can view the updated list of clubs here- [https://axisbankgolf.apexlynx.net/Content/ABGP\\_Golf-Clubs-  
Apexlynx.pdf](https://axisbankgolf.apexlynx.net/Content/ABGP_Golf-Clubs-Apexlynx.pdf)

### **Q-8-Is there a difference in pricing for guest bookings?**

Guest booking prices may vary depending on the golf club and the services offered. The applicable prices will always be displayed to you at the time of booking the tee-off session.

**Q-9- Where can customers find the user guide for booking through Apexlynx portal?**

To make transition smooth, we have prepared a step-by-step user guide that explains the entire booking process. Here( <https://www.axisbank.com/bpapexlynx>) is the link for user guide which will guide for golf booking via Apexlynx portal.