

## ICICI Bank Experience Golf – FAQs

Last sUpdated: Nov 15' 2019

- Is the Golf programme available on my ICICI Bank Credit Card? How many complimentary rounds of golf can I play?

The Experience Golf programme is available on the following ICICI Bank Credit Cards:

| <b>ICICI Bank Credit Card</b>             | <b>#Complimentary rounds per month</b> | <b>Spends criteria</b>   | <b>Eligible Golf Courses</b> |
|---|--|--|------------------------------|
| ICICI Bank Diamant Credit Card            | Unlimited                              | NA   | Domestic/<br>International   |
| ICICI Bank Emerald Credit Card            | 4                                      | For every spends equal to INR 50,000 or more in the previous calendar month  | Domestic/<br>International   |
| ICICI Bank Saphiro Credit Card            | 4                                      | For every spends equal to INR 50,000 or more in the previous calendar month  | Domestic/<br>International   |
| ICICI Bank Rubyx Credit Card              | 2                                      | For every spends equal to INR 50,000 or more in the previous calendar month  | Domestic/<br>International   |
| InterMiles ICICI Bank Saphiro Credit Card | 4                                      | For every spends equal to INR 100,000 or more in the previous calendar month | Domestic/<br>International   |
| ICICI Bank Signature Credit Card          | 1                                      | Card spends equal to INR 100,000 or more in the previous calendar month      | Domestic/<br>International   |
| ICICI Bank NRI Saphiro Credit Card        | 4                                      | For every spends equal to INR 50,000 or more in the previous calendar month  | Domestic/<br>International   |

- How do I make the bookings?

For ICICI Bank Diamant Credit Card members:

To make your bookings, please call ICICI Bank Diamant Personal Concierge on 1800 11 6979 (toll free) or 011 4060 8637 or contact your Relationship Manager.

For other eligible ICICI Bank Credit Card holders:

To book your game:

- Simply visit [www.teetimes.golftripz.com](http://www.teetimes.golftripz.com) and create a Golftripz account using the same email ID as registered with ICICI Bank Credit Cards
- The complimentary round of golf will be visible in your Golftripz account after the 10th day of the next month. This will be available for you to play anytime in the next 2 months.
- Explore available tee time slots at leisure and make your preferred booking.
- Track all your bookings online  
You may also call i-Assist, our 24x7 concierge service at 1800 26 70731 (toll free for MTNL/BSNL lines) or 022 6787 2016 (standard call charges applicable), for assistance with online booking.

- How many days prior to tee-time do I have to make bookings?

The bookings for a specific tee-off date open exactly 15 days prior to the tee-off date for all golf courses under this programme and close 4 to 6 days prior to the actual tee-off date depending on the golf club.

- Which golf courses are available under this offer?

Based on the golf offer on your eligible card, you can redeem your complimentary round(s) at any of the participating domestic/international golf courses listed below. The list of participating golf courses is subject to change from time to time.

Please [click here](#) to view the list.

- How many open booking requests can I hold at a time?

ICICI Bank Credit Card Members can hold only one open booking request (pending / confirmed) at any point in time. Successful booking is on first come first serve basis and is subject to weekly stock availability.

An open booking request will be considered closed once the customer has played the booked round on the tee-off date.

- Can I continue to play golf at the courses after I have utilised the complimentary rounds?

You are welcome to tee off at your preferred golf courses even after you have utilized the complimentary rounds of golf. The green fees vary from course to course depending on the time of the week (weekend/ weekdays) and the season.

To know more about green fees applicable at various courses, please call i-Assist, our concierge service on 1800-26-70731 (toll-free from MTNL/ BSNL lines) or 022 6787 2016 (standard call charges apply). This service is available 24 hours a day, 7 days a week.

ICICI Bank Diamant Credit Card members may please call ICICI Bank Diamant Personal Concierge on 1800 11 6979 (toll free) or 011 4060 8637 or contact your Relationship Manager.

- Are the golf privileges available on supplementary/add-on cards?

The golf programme is available only for primary card members.

- Do I need to carry my own golf set?

No, this is not required. Golf sets are available for hire at the golf course. Charges for the same have to be borne by the card member.

- Can I take guests with me?

Yes, you can invite friends or guests to play with you. Please remember, in such cases, the charges of the guest accompanying you will have to be borne by you. Golf courses reserve the right to not allow bookings for guests based on availability.

- How can I make payment for accompanying guests, if any?

Payment for guests accompanying a card member for the game is to be made online on [www.teetimes.golftripz.com](http://www.teetimes.golftripz.com)

- Is it mandatory for me to bring a guest along?

Some golf courses do not allow a single player on weekends and sometimes even on weekdays. They may also pair a single golfer with other players if deemed suitable.

- What are the conditions regarding use of a caddy and buggy on golf courses?

The use of caddy and/ or buggy is mandated by certain golf courses. If usage of a caddy or buggy is mandatory, card member will be required to hire the same at the golf club and pay directly to the golf course. The card member will be responsible for his goods and not

the caddy. Giving a tip to the caddy is in the spirit of the game. At some courses, the card member might not be allowed to drive the buggy himself.

- In cases where a caddy and buggy is compulsory, is it complimentary as well?

No, the green fee is complimentary courtesy ICICI Bank. Charges for caddy and buggy have to be borne by the card member.

- What if I cancel a confirmed booking?

Cancellations need to be made at least 6 days prior to tee time. Some golf courses do not allow cancellation. The same will be communicated to you at the time of booking. In case of a cancellation after the stipulated time, one slot will be deducted from the complimentary slots allotted to you. In case of payments made for guest/s or self, the same will not be reversed.

- Is a handicap certificate compulsory to play golf?

Most golf courses mandate requirement of a handicap certificate.