

Terms and Conditions

1. Programme Mechanics

Applicable to Principal Maybankard Mastercard World, Visa Infinite, Maybank Mastercard and Visa Platinum cardmembers would be able to redeem the green fees with TreatsPoints at 12 local golf clubs and 20 international golf clubs.

- I. TreatsPoints are subject to change without prior notice as notified by golf clubs.
- II. Bookings made may be cancelled 3 days before play. However, the TreatsPoints will not be refunded but can be utilised for another game within 30 days.
- III. Local Golf Club golfing rate is inclusive of green fees, twin sharing buggy, insurance and tax (without caddy).
- IV. Local Golf Clubs are not available for play on weekends.
- V. Indonesia (except PIK), Cambodia and Macau golfing rate is inclusive of green fees, twin sharing buggy, twin-share/single caddy and tax.
- VI. Singapore and Brunei golfing rate is inclusive of green fees, twin sharing buggy and tax.
- VII. Thailand and Vietnam golfing rate is inclusive of green fees, single caddy and tax (without buggy).
- VIII. TreatsPoints will be deducted upon confirmed booking.
- IX. For international clubs, rate of TreatsPoints will be subject to currency fluctuations.
- X. Only applicable for Maybankard Visa Infinite, Maybankard MasterCard and Visa Platinum.
- XI. Booking for subsequent game can be made after the current game is played as long as have enough point to be redeemed.
- XII. Redemption of green fees cannot be used with any other promotion, event, social game or tournament.
- XIII. Redemption shall be opened to cardmembers principal only, however cardmembers can redeem his treatspoints for friends and his family for the same game bookings.
- XIV. Cardholders cannot enjoy the redemption green fees if they ride on club members' tee time.
- XV. A club member cannot make a booking directly at the club and transfer the confirmed tee-time over to the Cardholder.

2. Booking Mechanism

- I. Bookings for weekdays and weekend/Public Holiday : Principal Maybankard Mastercard World, Visa Infinite, Maybank Mastercard and Visa Platinum cardmembers.
- II. Weekday: There must be a minimum redemption of two (2) golfers per flight on weekdays and a maximum of three (3) flight per booking per card member.
- III. Weekend/Public Holiday: There must be a minimum of three (3) golfers per flight on weekends and a maximum of two (2) flight per booking per card member. Booking is always subject to golf slot availability.
- IV. Booking is always subject to pairing and at the discretion of golf clubs.
- V. Bookings must be made at least three (3) working days in advance for Malaysia golf clubs and four (4) working days in advance for international golf club.

- VI. To make a booking with the golf club, the Principal Visa Infinite , Maybank Platinum, Maybank Platinum Petronas Maybank 2 Platinum credit card card are required to call AGN customer service directly.
- VII. AGN customer service will take down the booking requests, insert cardholder/s details, tick on the box to obtain consent and approval of the cardmembers listed in the booking form to provide the cardnumber and expiry date in order to make the golf booking. Thereafter,AGN customer service to confirm availability of booking request.
- VIII. There is a minimum of 2 golfers per flight on weekdays and 3 golfers per flight on weekends (subject to pairing and at the discretion of golf clubs).
- IX. Booking for subsequent game can only be made even before the current game is played as long as cardholders have sufficient points to be redeemed.

3. Fees, Charges and Payment

- I. Golf rates quoted are inclusive of green fees,twin sharing buggy,insurance and tax unless stipulated in the golf club listing.
- II. Cardholders and guests have to pay for buggy or caddie or locker fee and normal published rates at the club where applicable.
- III. All the redemption for the Cardholders and guests must be made upon booking.
- IV. All charges for golf benefits will be made in local currency of play.

3. Reservations

- I. Local golf club bookings must be made at least 3 working days in advance.
- II. International golf club bookings must be made at least 4 working days in advance.
- III. Bookings cannot be made more than one month in advance from the date of play and depending on clubs schedule in releasing of tee times.
- IV. Cardholders cannot use the golf privilege with any other promotion or in participation of any golf tournament or large group social/networking golf game.
- V. A club member cannot make a booking directly at the club and transfer the confirmed tee-time over to the Cardholder.
- VI. Golfers must have at least a valid handicap. However in cases where golfers do not possess valid handicap, AGN shall assist for the booking at the golf course on a best effort basis.
- VII. Cardholders will not be granted access rights to the stipulated clubs without booking through AGN Cardholders shall make all enquiries and bookings through AGN Center.
- VIII. The Golf Programme offered to Cardholders not to be regarded as a regular golf club

membership Acceptance of all bookings/changes to tee times will be at the discretion of the golf clubs and subject to availability.

- IX. Golf clubs will not entertain any correspondence / enquiries and /or attempts for bookings directly from Cardholders.
- X. A club member cannot make a booking directly at the club and transfer the confirmed tee-time over to the Cardholder.
- XI. Cardholders can play in the same flight with a club member. However, AGN will not process booking on behalf of a club member. A club member will have to contact his/her golf club to be paired up with the Maybank cardholder(s).
- XII. This golf program is valid for golf course access only. Cardholders and / or their guests will not have access to the other facilities at the golf club.

4. Cancellation/Changes - Weekdays & Weekends

- I. Booking may be cancelled before the tee off as long as within the following time frame. However, TreatsPoints shall not be refunded to cardholders.
- II. The TreatsPoint may be utilized by the cardholders within 30 days. TreatsPoints will be automatically forfeited after lapse of 30 days.
- III. No Cancellation and amendment fees shall be applied for any cancellation and/or amendment to bookings.
- IV. There will be no rain check.
- V. No voice recording proof will be provided on dispute of cancellation fee settlement, Maybank cardholders are deemed to have understood cancellation fee policy upon acceptance of golf booking confirmation.

CANCELLATION POLICY – WEEKDAYS, WEEKEND, PUBLIC HOLIDAY - LOCAL GOLF CLUB

- I. Any changes and cancellation for weekday/weekend/public holiday bookings must be made 2 working days in advance prior to tee-off date.

CANCELLATION POLICY – WEEKDAY, WEEKEND, PUBLIC HOLIDAY - INTERNATIONAL GOLF CLUB

- II. Any changes and cancellation for weekend bookings must be made 3 working days in advance prior to tee-off date.
- III. To the fullest extent permissible by law, each participating Cardholder releases Mabank, AGN and each of their respective employees, agents and authorized representatives, from any claim, loss, damage, death, injury, cost or expense (including any claim for legal expenses) sustained or incurred by him/her in connection with their participation in the program.

- IV. Maybank and AGN do not underwrite or warrant the services performed by the golf courses 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 or death to a customer directly or indirectly by use or non-use of the services provided by the golf club.