

# Maybank Regional Golf Program 2017

## Terms and Conditions (Malaysia)

### A. Programme Eligibility

1. The Maybank Regional Golf Programme (“Programme” or “Offer”) is valid from 01 January - 31 December 2017.
2. Principal Cardmembers of the following cards: Maybank MasterCard World Credit Card, The American Express Platinum® Charge Card, The American Express Platinum® Centurion Credit Card, Maybank 2 Cards Reserve American Express Card; Maybank Visa Infinite Card, Maybank Islamic Ikhwan Visa Infinite Card-I, Maybank Manchester United Visa Infinite and Maybank Visa Infinite Diamante (“Eligible Cardmembers” or “Cardmembers”) issued in Malaysia and with account in good standing order can access this Programme.
3. Eligible Cardmembers enjoy complimentary green fees at 17 golf clubs in Malaysia and 62 golf clubs overseas (“Participating Golf Clubs”), subject to booking conditions listed hereunder. Please contact Maybank Premier Card Services for list of participating clubs.
4. Eligible Cardmembers must achieve a minimum spend requirement of RM1000 in the previous month’s statement in order to book the participating golf courses.
5. Eligible Cardmembers must have an active card status, without any overdue payment

### B. Programme Mechanics

1. This Programme will only be applicable when Eligible Cardmember(s) book through Maybank Premier Card Services. Cardmembers(s) will not be able to enjoy the Offer if utilizing a tee-time booked by a club member. Similarly, a club member cannot make a booking directly at the Golf Club and transfer the confirmed tee-time over to the Cardmember.
2. Cardmembers can play up to 2 times a month.
3. For bookings to golf clubs in Malaysia, Cardmembers can book a maximum of one (1) flight per booking and cannot book for the next golf game until the current booked game has been played.
4. For golf clubs located outside of the country in which the Maybank Card was issued, Cardmember can book a maximum of 2 golf clubs each time however no further bookings will be accepted until the current booked game has been played.
5. Unless otherwise specified, there must be a minimum two (2) golfers per flight, per booking for Weekday requests, and minimum three (3) golfers per flight, per booking for Weekend and Public Holiday requests.
6. The minimum golfer requirement per flight shall apply as required by the respective golf clubs. In the event of incomplete ball-flight(s), the golf club reserves the right to pair up players at its discretion.
7. Guest(s) of Eligible Cardmember(s) must be booked through Maybank Premier Card Services to enjoy discounted green fees of at least 10% off walk-in or published rates, where applicable (“Paying Guest”).
8. Unless otherwise specified, weekday bookings must be made at least four (4) working days; at least six (6) working days for weekend/ local Public Holiday bookings. Bookings cannot be made beyond fourteen (14) working days in advance.
9. All bookings are subject to availability.
10. **For bookings to Golf Clubs in Malaysia, Singapore, Indonesia and Philippines:**
  - a. No Paying Guest is required for requests made to Participating golf clubs located in Malaysia, Singapore, Indonesia and Philippines.
  - b. Up to 4 Cardmembers can play together in 1 flight however Cardmembers cannot book for the next golf game until the current booked game has been played.
11. **For bookings to Golf Clubs in Thailand, Vietnam and Cambodia:**
  - a. Each Cardmember must be accompanied by at least one (1) Paying guest.
  - b. Up to a maximum of two (2) Cardmembers can play together in a flight, provided the Paying Guest and minimum golfer requirements [Clause B5] for Weekday, Weekend and Public Holiday are met.
12. **For bookings to Golf Clubs in Australia, China, South Africa, Spain, Turkey, United Arab Emirates, United Kingdom of Britain and United States of America:**
  - a. A minimum of three (3) golfers per flight, per booking is required,
  - b. There must be two (2) Paying Guests in each flight, notwithstanding the number of Cardmember(s) in the same booking.
  - c. Bookings must be made at least 14 working days, but not more than 2 months in advance of requested tee-off date.
  - d. Booking of St. Andrew Golf Links requires a minimum of 30 days advance. Tee time request is subject to a ballot system administrated by the Club. Only successful golfers will be given a tee time.

- e. Bookings to Pebble Beach Golf Links require a minimum 2 nights stay at either The Inn at Spanish Bay or The Lodge at Pebble Beach. During peak season where tee-time request falls between Thursdays and Sundays, a minimum 3 nights stay is required. Each room accommodates maximum 2 players and one round per course daily. Peak season is April 1 – 30 November 2017.
- f. Bookings to The Links at Spanish Bay and Del Monte Golf Course require minimum 1 night stay at either The Inn at Spanish Bay or The Lodge at Pebble Beach. Each room accommodates maximum 2 players and one round per course daily.

**C. Payment, Amendment, Cancellation and No-Show Terms**

1. All payments for green fees and/or applicable charges for Eligible Cardmember(s) and guests must be made upon booking and charged to the Cardmember's Maybank Cards. Charges will be reflected on the Cardmember Statements as transactions made at 'Concepts Golf Management Pte Ltd'. Rates quoted are exclusive of taxes and are subject to change without notice.
2. Maybank reserves the right to cancel the golf booking if payment for green fees and/or applicable charges is not settled prior to tee-off.
3. For all golf clubs except Ria Bintan Golf Club and golf clubs in Australia, China, South Africa, Spain, Turkey, United Arab Emirates, United Kingdom of Britain and United States of America, the following cancellation charges apply to Cardmember(s) and their guests:
  - a. The cancellation charge of RM30.00 applies for cancellations made 3 days before tee-off date
  - b. 100% of total golf charges apply for cancellations made 2 days or less before tee-off date as well as in the event of No-show or late arrival on tee-off date. For avoidance of doubt, 100% golf charges refer to the Visitor green fee, applicable caddy and/or buggy, insurance and other fees as imposed by the Participating Golf Club.
4. For Ria Bintan Golf Club, the following cancellation charges apply to Cardmember(s) and their guests:
  - a. The cancellation charge of RM30.00 applies for cancellations made 4 days before tee-off date.
  - b. 100% of total golf charges apply for cancellations made 3 days or less before tee-off date as well as in the event of No-show or late arrival on tee-off date. For avoidance of doubt, 100% golf charges refer to the Visitor green fee, applicable caddy and/or buggy, insurance and other fees as imposed by the Participating Golf Club.
5. For golf clubs in Australia, China, South Africa, Spain, Turkey, United Arab Emirates, United Kingdom of Britain and United States of America (excluding Pebble Beach courses), cancellation terms will be advised to Cardmembers at time of booking.
6. Bookings to Pebble Beach Golf Links, The Links at Spanish Bay and Del Monte Golf course, a 2-night deposit for room/tax only is due at time of booking. Full room/ tax/ golf pre-payment shall be due 14 days prior to arrival. Cancellation or change of dates for rooms or golf must be made 14 days prior to arrival or date of play to which only an amendment fee of RM30.00 shall apply. Cancellation within 14 days of arrival will incur forfeiture of 2-night room deposit and full green fees.
7. Cancellation or No-show fees will be charged to Cardmembers' Maybank cards and until such time these outstanding fees are paid, Cardmembers will not be granted the next golf booking.
8. Cardmembers are deemed to have understood the cancellation policy upon acceptance of golf booking confirmation.

**D. Other Terms and Conditions for Complimentary Green Fees Programme**

1. The Programme cannot be used by Eligible Cardmembers or their guests in conjunction with any golf promotion or for participation in any golf tournament and/or corporate/social golf arrangements at the respective clubs.
2. Participating Golf Clubs will not accept direct enquiries and/or bookings for this Programme and may refuse to apply the Maybank Discount rate during promotional periods.
3. Eligible Cardmember(s) are responsible for arranging the minimum number of players required, with a minimum of 2 players per flight for weekdays and a minimum of 3 players per flight for weekends, subject to pairing at the golf club's discretion.
4. Eligible Cardmember(s) and his/her guests are required to pay for the use of the buggy and caddy at normal published rates. Any other applicable fees or charges are to be borne by the Cardmember(s) and his/her guests.
5. Cardmember(s) and his/her guests should hold valid golfer's insurance at time of booking of golf game.
6. Cardmember(s) must have a valid handicap and the Club may require golfers to produce their handicap card upon registration.
7. There will be no rain check after tee-off.
8. The Programme is valid for golf course access only and does not constitute a golf club membership. Cardmembers and or their guests will not have access right to other facilities at the golf club.
9. Maybank and its vendors do not assume liability and Cardmember shall not make any claim whatsoever for (i) injury or bodily harm or (ii) loss of or damage to property, howsoever caused, arising from or in connection with this Programme.

10. Maybank Banking Berhad reserves the right to change and/or amend the terms and conditions of this Programme, remove or replace any Participating Golf Club offered in this Programme by giving Twenty-One (21) calendar days prior notice before the implementation.
11. The terms and conditions, rules and regulations of each Participating Golf Club shall apply. Each club reserves its right to amend its terms and conditions, rules and regulations or impose new terms and conditions, rules and regulations without prior notice to Cardmembers.
12. In the case of a dispute, Maybank Banking Berhad reserves the right of final decision.