



## Citi Prestige Credit Card Benefit Terms and Conditions 2020

Citi Prestige® Cardholders are entitled to access a range of privileges. These include hotel and travel discounts and dining benefits. **Offer valid from 1 January 2020 until 31 December 2020. Bookings for all Citi Prestige Card benefits can not be made more than 6 months in advance. All benefits are to be used in the valid period stipulated and do not accumulate or roll over.**

### 1. Luxury Stay

---

#### 1.1 4<sup>th</sup> Night Free (Stay a minimum of 4 consecutive nights)

Offer valid from 1 January 2020 until 31 December 2020 and bookings can not be made more than 6 months in advance.

##### Benefit

Stay a minimum of 4 consecutive nights and enjoy one complimentary night at any available hotels\*  
The benefit is capped for only 4 redemptions in a calendar year.

The value of one free night is computed as the average nightly room rate for the 4 nights stay.

*\* - For Citi Prestige Visa cardholders: You will be charged for 3 nights only.*

*- For Citi Prestige Mastercard cardholders: You will be charged 4 nights and receive a credit for the 4<sup>th</sup> night. Please note that you will only receive the credit within 6-8 weeks from completion of full payment and stay.*

*The goods and services described are provided by third party merchants' network of hotels. For more information on participating hotels, please call Citi Prestige Concierge on 1800 782 948.*

##### Terms and Conditions

###### **General Conditions**

- a. Valid for Citi Prestige primary cardholders only booked through Citi Prestige Concierge at a participating hotel.
- b. Bookings must be made and used by 31 December 2020.
- c. 4<sup>th</sup> night free benefit is capped at 4 redemptions in a calendar year.
- d. A minimum of 4 consecutive nights stay is required in order to enjoy one night on a complimentary basis. The maximum complimentary night's stay is one and all other nights will be borne at the cardholder's cost.
- e. There are no credits for any unused free nights if the guest checks out early.
- f. Rates are per room, per night, based on single/double occupancy and availability at time of reservation and do not include additional per room, per night charges that may be imposed or state/local taxes or any other fees.
- g. Only one complimentary night is allowed per Citi Prestige primary cardholder per room per booking.

###### **Reservations**

- h. Advance reservation is required and subject to availability at the time of reservation. Walk-in guest(s) without prior reservations will not be granted the complimentary night's stay benefit. To qualify for the complimentary night:

- i. Booking for the services must be made at least 48 hours prior to commencement of stay. Within Operating hours of 8am and 8pm Monday to Friday Australian Eastern Time;
- ii. The Primary cardholder who booked the stays must be present during the entire duration of stay;
- iii. Complimentary night is non-transferable and non-endorsable;
- iv. Complimentary night must be utilized during the same stay as the purchased nights;
- v. Purchased and complimentary night must be of the same room types;
- vi. Back-to back stays are not allowed. Back-to-back stays are stays at the same city booked on two reservations (as an example, you book four nights at a hotel on one reservation for Monday, Tuesday, Wednesday and Thursday and book another four nights on another reservation for Friday, Saturday, Sunday and Monday. In this situation, you would only be eligible for one complimentary night for the 8 nights stay).
- vii. Between each booking, a minimum of a 7-day window is required

### **Payment**

- i. Cardholder is required to make upfront payment in full at time of booking with their Citi Prestige Card.

### **Cancellation and Charges**

- j. Cancellations and amendments to booking can only be made by calling Citi Prestige Concierge.
- k. Cancellation and amendment fees apply depending on the policies of the respective Participating Hotels.
- l. A no-show will be treated as a cancellation and cardholder will not be entitled to a refund.
- m. Cancellation fees will be charged directly to the Citi Prestige card account.
- n. Complimentary night is only applicable to room rates and does not include taxes, surcharges or any other fees.
- o. Once reservations are confirmed, all associated cost (amendment fee, cancellation fee, taxes and surcharges and room price difference) will be borne by cardholder.

### **Miscellaneous**

- p. Complimentary one night's stay is based on accommodation for a maximum occupancy per room type and is exclusive of all applicable tax and service charges for such accommodation. Cost of tax, service charges, meals and all other incidentals, will be charged to Citibank Prestige cardholders directly (including applicable tax and service charges) by the participating hotel.
- q. The complimentary one night's stay is not exchangeable for cash or in kind and not applicable in conjunction with any other promotions, discounts or privileges.
- r. Cardholder acknowledges that the goods and services are provided by third party' network of hotels, and not by Citi. Fulfilment of this offer is the sole responsibility of the participating merchants. Citi reserves the right at any time and without prior notice or assigning any reason, to change the merchant. Cardholders are solely responsible for checking the Citi Prestige websites for updates before using or booking any privileges. Bookings made through other methods such as websites, travel agents or directly with a hotel will not qualify for free night. Citi and participating hotels reserve the right to vary the terms and conditions of this offer.

## 2. Travel

---

### 2.1 Luxury Transfer Service

Offer valid from 1 January until 31 December 2020

#### **Benefit**

Please note: As of 22 June 2020, we have expanded the luxury transfer service so you can travel to/from any location. Prior to 22 June 2020, this luxury transfer service only applied for travel to/from the airport.

Travel in style with Luxury Transfer Service (at selected cities across **Australia** only)

- Benefit of one luxury transfer up to the value of AUD\$100. Any amount not used will be forfeited. As an example, if you redeem a transfer for \$70, the benefit is considered to be utilised, you cannot request for another transfer for the \$30. A return trip can be booked using this benefit.
- The benefit is **capped at one redemption** per calendar year.
- Enhance your travel experience with the Luxury Transfer Service. Whether your trip is for business or pleasure, you can look forward to 24/7 transfer service at selected cities in Australia to travel between any location.
- With a variety of luxury cars to choose from, together with the professional experienced drivers, the luxury transfer service will ensure your trip is safe and enjoyable. Relax and enjoy the ride.

#### **Terms and Conditions**

- a. Only one luxury transfer is made available per primary cardholder, regardless of the number of additional cards. Booking must be made and completed between 1 January 2020 and 31 December 2020. Primary Card holder must be travelling.
- b. Valid at selected cities across **Australia** ONLY.
- c. A return trip can be booked in the one transfer, however the return trip must be to and from the same address and be on the same day.
- d. The Citi Prestige primary cardholder is entitled to **one transfer service (one-way or return) up to the value of AUD\$100**. The benefit can be redeemed by the Additional Cardholder on behalf of the Primary Cardholder.
- e. Once the redemption has been utilised, the primary cardholder may **enjoy a discount of 10%** off the luxury transfer services published rates. Transfers must be booked through Citi Prestige Concierge and charged on your Citi Prestige Card to receive the discount.
- f. Luxury transfer services impose limits on the number of passengers per car and/or the number of luggage pieces per passenger. Please request the correct vehicle:

<b>Passengers</b>	<b>Suitcases / Small Bags</b>	<b>Car Type</b>
4 Passengers	2 / 2	Premium Sedan
4 Passengers	5 / 3	Premium SUV
6-7 Passengers	6 / 4	Mercedes People Mover

The kilometre table and price associated with the transfer is provided below. Please note that the price varies according to the distance to/from the airport or any other destination and the type of car that is selected for the transfer.

All charges must be made on Citi Prestige card and will be paid in AUD.

Any charges above the AUD\$100 allowance are to be borne by the cardholder in AUD. This will be advised at the time of booking and the cardholder will need to pay on a Citi Prestige Card.

**Journeys TO Airport and TO/FROM all other non-airport transfers**

		Kilometres				
City	Car type	1-10km	11-20km	21-30km	31-40km	41-50km
Sydney	Sedan	\$75	\$87	\$100	\$120	\$145
	S.U.V.	\$83	\$100	\$109	\$131	\$157
	People Mover	\$90	\$105	\$119	\$142	\$169
Melbourne	Sedan	\$65	\$80	\$100	\$112	\$128
	S.U.V.	\$72	\$88	\$106	\$122	\$139
	People Mover	\$79	\$96	\$115	\$132	\$150
Brisbane	Sedan	\$57	\$70	\$87	\$100	\$125
	S.U.V.	\$65	\$82	\$95	\$118	\$135
	People Mover	\$69	\$87	\$102	\$123	\$144
Gold Coast	Sedan	\$57	\$70	\$87	\$100	\$125
	S.U.V.	\$65	\$82	\$95	\$118	\$135

Perth	People Mover	\$69	\$87	\$102	\$123	\$144
	Sedan	\$85	\$95	\$100	\$115	\$135
Adelaide	People Mover	\$100	\$120	\$135	\$150	\$185
	Sedan	\$76	\$86	\$100	\$120	\$143
Canberra	People Mover	\$90	\$100	\$125	\$151	\$176
	Sedan	\$80	\$90	\$100	\$125	\$150
	People Mover	\$90	\$100	\$125	\$150	\$175

### Journeys FROM Airport

		Kilometres				
City	Car type	1-10km	11-20km	21-30km	31-40Km	41-50km
Sydney	Sedan	\$86	\$100	\$110	\$131	\$156
	S.U.V.	\$94	\$107	\$120	\$142	\$168
	People Mover	\$101	\$116	\$130	\$153	\$180
Melbourne	Sedan	\$74	\$89	\$106	\$121	\$137
	S.U.V.	\$81	\$99	\$115	\$131	\$148
	People Mover	\$88	\$105	\$124	\$141	\$159
Brisbane	Sedan	\$65	\$79	\$100	\$115	\$137
	S.U.V.	\$73	\$90	\$109	\$129	\$147

<b>Gold Coast</b>	<b>People Mover</b>	\$79	\$98	\$110	\$132	\$155
	<b>Sedan</b>	\$65	\$79	\$100	\$115	\$137
	<b>S.U.V.</b>	\$73	\$90	\$109	\$129	\$147
<b>Perth</b>	<b>People Mover</b>	\$79	\$98	\$110	\$132	\$155
	<b>Sedan</b>	\$90	\$100	\$110	\$120	\$140
<b>Adelaide</b>	<b>People Mover</b>	\$110	\$130	\$145	\$160	\$195
	<b>Sedan</b>	\$80	\$90	\$105	\$125	\$149
	<b>People Mover</b>	\$95	\$105	\$130	\$156	\$180
<b>Canberra</b>	<b>Sedan</b>	\$85	\$95	\$105	\$130	\$155
	<b>People Mover</b>	\$95	\$105	\$130	\$155	\$180

### Reservations

- f. All bookings must be made through Citi Prestige Concierge.
- g. All bookings are subject to availability.
- h. Booking for the services must be made at least 48 hours prior to commencement of travel within operating hours of 8am and 8pm Monday to Friday Australian Eastern Standard Time. Citi reserves the right to reject booking of services if less than 48 hours before commencement of travel.

### Cancellation and Charges

- i. Cancellations must be made more than 24 hours in advance of the scheduled booking. Cancellation of the service within this timeframe will not result in the benefit being considered as redeemed for the calendar year.
- j. A cancellation made within 24 hours prior to the scheduled booking will result in 100% charge of cost of transfer, equivalent to full invoice and benefit will be considered utilized for the calendar year.
- k. Amendments and cancellations for your transfer can be made online via the link supplied in the SMS with the booking confirmation.
- l. Note that some destinations have made it mandatory for child/infant seats to be provided, if you are travelling with a child/infant and this is not advised at the time booking, the driver may refuse the passengers and the benefit will be deemed utilised.

Item	Description	Cost *(AUD)
Baby Seats	Baby Seats (Price is for up to 3 seats per trip one way)	\$22.00
Wait Time (Please note: This is only applicable for transfers from the Airport. There is no wait time applicable for non-airport transfers).	<p>Drivers will wait from flight arrival time as per below:</p> <ul style="list-style-type: none"> <li>- 15 minutes for Domestic flights</li> <li>- 90 minutes for International flights</li> </ul> <p>The above wait time can be increased at the request of the cardholder. In the event that a cardholder requests this then the below fees will apply and be charged to their card once the airport transfer has been completed.</p> <ul style="list-style-type: none"> <li>a. SEDAN - Additional wait time</li> <li>b. SUV - Additional wait time</li> <li>c. PEOPLE MOVER - Additional wait time</li> </ul>	<p>\$7 per 5 minute block</p> <p>\$8 per 5 minute block</p> <p>\$8.25 per 5 minute block</p>
Surcharges	25% Surcharge applies if transfer booked between hours of 00:01 and 04:59. Other Surcharges may apply on Christmas Day, New Year's Eve, New Year's Day, Major Sporting Events. Contact your Citi Prestige Concierge for full details.	25% of total fare
Additional KM's	Any additional kilometres that exceed the \$100 credit will be charged at the specified rate.	\$2.20 per KM

\* The rates include GST, \$1.10 State Government Levy per transfer, Tolls and Airport Parking Fees.

### Miscellaneous

- v. Complimentary service is not exchangeable for cash or in kind and not applicable in conjunction with any other promotions, discounts or privileges.
- w. Citi and participating partners reserve the right to vary the terms and conditions of this offer.
- x. It is the responsibility of the cardholder travelling to allow enough time to get to the airport and check-in before the check-in counter closes. Local traffic conditions and unforeseen circumstances can affect travel time, and the cardholder accepts those risks when using the luxury transfer service.
- y. Cardholder acknowledges that luxury transfer service is provided by third party suppliers, and not by Citi. The vehicle used shall be an executive-type sedan, SUV or Mercedes people mover. Vehicle make and model are subject to supplier's fleet availability, and Citi does not

guarantee a specific vehicle model. Citi is not responsible for the acts or omissions of such suppliers, or for any deficiency in the facilities and services offered.

- z. Citi, or the third parties have no liability for loss, personal injury, or death incurred during the use of such facilities and services unless:
  - a. such a loss, personal injury or death is / are caused solely by Citi's negligence; or
  - b. such liability cannot be excluded under law (in which case it is limited to the maximum extent permitted under the law). In some countries, services may come with a non-excludable guarantee or warranty that they will be provided with due care and skill. The nature and application of these guarantees or warranties will depend on the relevant country.

## 2.2 Priority Pass

Offer valid from **1 January 2020** until **31 December 2020**.

### **Benefit**

Complimentary Priority Pass membership and unlimited lounge visits for Citi Prestige primary cardholder and one guest.

Complimentary lounge access for Citi Prestige primary cardholders and one guest. Citi Prestige cardholder's guests can enjoy up to 35% discount on the first year membership fee for Priority Pass™ - the world's largest independent airport lounge access program.

Priority Pass welcomes you at 850 airport VIP lounges worldwide, regardless of the airline you fly or the class you travel. Every trip becomes a stress-free VIP experience. You'll have access to state of the art business facilities and a place to unwind whilst enjoying complimentary refreshments as part of the world's largest independent airport lounge program.

Experience VIP treatment regardless of the class you travel

- Excellent leisure and working facilities
- Over 100 countries and 300 Cities worldwide
- Stay connected with email, internet and conference space
- Welcomed at normally exclusive US airline lounges
- Complimentary refreshments and snacks
- Relaxing ambience for you, your guest, clients and family

### **Terms and Conditions**

#### **General Conditions**

- a. This offer is applicable to Citi Prestige primary cardholders only.
- b. For Citi Prestige Visa card customers, you must first enrol for a Priority Pass membership by calling Citi or Concierge on 1800 782 948. Please note that it takes approximately 15 business days for your application to be processed.
- c. The Priority Pass Card is not transferable and is only valid up to its date of expiry and when it has been signed by the Card holder (for those that have a physical card).



- d. The Priority Pass Card is not a payment Card nor is it proof of creditworthiness and attempts to use it as such could constitute fraud.
- e. Admittance to the lounges is conditional upon presentation of a valid Priority Pass Card only. Payment Cards will not be accepted as substitutes for the Priority Pass Card.
- f. Citi Prestige Priority Pass Card holders accompanied by more than one guest(s) will have to pay a Lounge Visit Fee for the additional guest per visit which would automatically be charged to their Citi Prestige Card. An International Transaction Fee may be charged on your Citi Prestige Card where it is applicable.
- g. Citi Prestige cardholders must show a valid Priority Pass membership card in order to gain entry to the lounge.
- h. For the full list of valid airport lounges, please refer to [www.prioritypass.com](http://www.prioritypass.com).

**For Citi Prestige Mastercard Customers**

- i. From 1 April 2020, any new or migrated Citi Prestige Mastercard customers will have a Priority Pass™ Digital Membership Card. You will need to download the Priority Pass™ App via the Apple App Store or get it on the Google Play Store to access your Digital Membership Card.

**Miscellaneous**

- j. Standard terms and conditions governing the use of Priority Pass Membership apply. Please visit <http://www.prioritypass.com/Conditions-of-use.cfm> for more information.