



Citi Prestige Credit Card Benefit Terms and Conditions 2024

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 2024 until 31 December 2024.** Bookings for all Citi Prestige Card benefits cannot be made more than six (6) months in advance. All benefits are to be used in the valid period stipulated and do not accumulate or roll over.

Our promise to you

We will exercise any rights or discretions that we have under this agreement in a fair and reasonable manner. That includes whenever we are:

- a. forming an opinion about a matter, including where we must be satisfied that something has or has not occurred;
- b. considering any request you make;
- c. deciding whether to give our consent or to exercise a right, discretion or remedy;
- d. setting any conditions for doing any of those things; or
- e. making changes under clause 1(u) or 2.1(p) or anywhere else in these Citi Prestige Credit Card Benefit Terms and Conditions 2024.

1. Luxury Stay

4th Night on Us - Book 4 (four) consecutive nights or more at a range of hotels with Luxury Escapes and receive a credit back for one night. Cap and T&Cs apply.

Offer valid from 1 June 2024 until 31 December 2024 and is renewed each year unless we notify you otherwise.

Benefit

By using the promo code "CitiPrestige", you will receive a credit for one night (up to \$1,000) when you book four (4), or more, consecutive nights of accommodation on the Luxury Escapes website luxuryescapes.com/au (excluding certain fees, taxes and additional charges) with your Citi Prestige Card. This benefit cannot be used in conjunction with other offers/benefits. 4th Night on Us benefit is valid on all accommodation deals on luxuryescapes.com/au. The benefit is capped at four (4) redemptions in a calendar year, up to \$1,000 credit per redemption. The benefit is calculated by taking the total price of the accommodation booked divided by the number of nights e.g. if you pay \$4,000 for 4 nights' accommodation, the credit value will be \$1,000. However, if the total booking for four (4) nights is \$5,000, the average nightly room rate is \$1,250 and you will only receive a credit of \$1,000 as the benefit is capped at \$1,000 per booking.

You will be charged the full nights booking (and any additional products purchased e.g. flights, insurance etc.) and receive a credit for the average night rate. Please note that you should receive the credit in your account usually within 14 days of Luxury Escapes receiving full payment for your booking.

The goods and services described are provided by third party merchants' network of hotels.

Terms and Conditions

General conditions

- a. Valid for Citi Prestige primary cardholders only and booked through the Luxury Escapes website luxuryescapes.com/au. All bookings are subject to the Luxury Escapes Terms and Conditions luxuryescapes.com/au/terms-and-conditions
- b. To redeem the benefit, you must enter the promo code "CitiPrestige" in the "Add a promo code" section on the payment/checkout page and pay with your Citi Prestige Card.
- c. Bookings must be made and used during the Benefit Period.
- d. 4th Night on Us benefit is capped at four (4) redemptions in a calendar year.
- e. Benefits are capped at \$1,000 per booking.
- f. A minimum of four (4) consecutive nights stay is required in order to qualify for the benefit.
- g. Only one (1) credit will be provided to the Citi Prestige primary cardholder per room booking.
- h. You should receive the credit in your account usually within 14 days of Luxury Escapes receiving full payment for your booking.
- i. Your account must be open and in good standing (for example – your account is not in default, suspended or closed) when the credit is provided.
- j. Any credit you receive will reduce your account balance but will not count towards your next monthly repayment obligations.

Reservations

- k. To qualify for 4th Night on Us benefit:
 - i. The Citi Prestige primary cardholder who made the booking must be present during the entire duration of the stay;
 - ii. The benefit is non-transferable and non-endorsable;
 - iii. Booking for the accommodation must be of the same room types;
 - iv. 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 only one credit for the first reservation over the 8-night stay);
 - v. Between each booking, a minimum of a 7-day window is required.

Payment

- l. You are required to make upfront payment in full at the time of the booking with your Citi Prestige Card on luxuryescapes.com/au.
- m. You are required to enter the promo code "CitiPrestige" in the "Add a promo code" section on the payment/checkout page prior to making a payment.
- n. The credit will appear as "LUXURYESCAPES SOUTHBANK AU" on your next statement.

Cancellation and charges

- o. Cancellations, amendments, and refunds (including any associated fees, taxes and surcharges that may apply) pertaining to the booking are subject to the Luxury Escapes Terms and Conditions. Please refer to luxuryescapes.com/au/terms-and-conditions.
- p. If you cancel your booking and it is approved by Luxury Escapes, you will receive a refund in accordance with the Luxury Escapes Terms and Conditions. To calculate the refund amount, Luxury Escapes will take away the credit amount you received under this benefit and any other amounts it is entitled to deduct under its Terms and Conditions from the original amount you paid for the booking.

Miscellaneous

- q. The benefit is not exchangeable for cash or in kind and not applicable in conjunction with any other promotions, discounts or privileges.
- r. You acknowledge that the goods and services are provided by third party merchant's network of hotels, and not by us. Fulfilment of this offer is the sole responsibility of the third party. You acknowledge that the hotels available on Luxury Escapes may change from time to time. Bookings are subject to the Luxury Escapes Terms and Conditions and specific accommodation is subject to availability.
- s. You are solely responsible for checking the Citi Cards Benefits webpage (www1.citibank.com.au/credit-cards/benefits/prestige) for updates before using or booking any privileges.
- t. Bookings must be made through luxuryescapes.com/au. Other methods such as travel agents or directly with a hotel will not qualify for this benefit.
- u. Luxury Escapes Pty Ltd pays a commission to National Australia Bank Limited for certain booking types.

2. Travel

2.1 Luxury Transfer Service

Offer valid from 1 January 2024 until 31 December 2024.

Benefit

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

- Benefit of one (1) luxury transfer (one-way or same day return) up to the value of AUD\$100. Any amount not used will be forfeited. As an example, if you redeem a transfer for AUD\$70, the benefit is considered to be utilised, you cannot request for another transfer for the AUD\$30. However, a same day 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 car options, together with 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 (1) luxury transfer is made available per primary cardholder, regardless of the number of additional cards. Booking must be made and completed between 1 January 2024 and 31 December 2024. Primary cardholder 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 same day 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 for subsequent services during the period of this offer. Transfers must be booked through Citi Prestige Concierge and charged on your Citi Prestige Card to receive the discount.

- f. The Luxury Transfer Service imposes limits on the number of passengers per car and/or the number of luggage pieces per passenger. Please request the correct vehicle:

Passengers	Suitcases / Small bags	Car type
2-3 Passengers	2 / 2	Luxury Sedan
2-3 Passengers	5 / 3	Luxury SUV
Up to 6 Passengers	6 / 4	Luxury 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. The distance will be calculated based on the fastest route available at the time of the booking, therefore, by accepting the quote at the time of booking, you are accepting the route determined by our third-party supplier and these terms and conditions. Where relevant, the rates include GST, State Government levies per transfer and tolls.

All charges must be made on a 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.

Please note: All Airport pickups will incur a \$20 fee in addition to the Zone rates provided in the table below.

Location	Vehicle Type	Zone 1 1-10km	Zone 2 11-20km	Zone 3 21-30km	Zone 4 31-40km	Zone 5 41-50km
Sydney	Sedan	\$80	\$90	\$100	\$130	\$150
	S.U.V.	\$90	\$100	\$115	\$140	\$165
	People Mover	\$100	\$115	\$130	\$150	\$180
Melbourne	Sedan	\$80	\$90	\$100	\$130	\$150
	S.U.V.	\$90	\$100	\$115	\$140	\$165
	People Mover	\$100	\$115	\$130	\$150	\$180
Brisbane	Sedan	\$80	\$90	\$100	\$130	\$150
	S.U.V.	\$90	\$100	\$115	\$140	\$165
	People Mover	\$100	\$115	\$130	\$150	\$180
Gold Coast	Sedan	\$80	\$90	\$100	\$130	\$150
	S.U.V.	\$90	\$100	\$115	\$140	\$165
	People Mover	\$100	\$115	\$130	\$150	\$180

Perth	Sedan	\$90	\$100	\$115	\$135	\$155
	People Mover	\$100	\$120	\$135	\$150	\$185
Adelaide	Sedan	\$80	\$90	\$100	\$120	\$145
	People Mover	\$90	\$100	\$125	\$150	\$175
Canberra	Sedan	\$80	\$90	\$100	\$125	\$150
	People Mover	\$90	\$100	\$125	\$150	\$175

Reservations

- g. All bookings must be made through Citi Prestige Concierge.
- h. All bookings are subject to availability.
- i. 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 (Sydney time). We reserve the right to reject booking of services if less than 48 hours before commencement of travel.

Payment

- j. Other than for costs which cannot be determined at the time of booking (e.g., wait fees), where a payment is required because it exceeds the amount of the benefit (i.e., the total cost is greater than AUD\$100), the cardholder is required to make upfront payment in full at time of booking with their Citi Prestige Card. Variable costs which cannot be determined at the time of booking will be charged to the same card that the original booking was made on, at the end of the transfer. Refunds for cancellations are processed within a month from the time any transfer is cancelled.

Cancellation and charges

- k. Cancellations must be made at least 24 hours in advance of the scheduled commencement of travel. Cancellation of the service within this timeframe will not result in the benefit being considered as redeemed for the calendar year.
- l. A cancellation made less than 24 hours prior to the scheduled commencement of travel will result in 100% charge of cost of transfer, equivalent to the full invoice and the benefit will be considered as redeemed for the calendar year (i.e. any amounts paid over the AUD\$100 benefit amount will not be refundable).
- m. Amendments and cancellations for your transfer can be made online via the link supplied in the SMS with the booking confirmation.
- n. 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 considered as redeemed.

Other fees and miscellaneous

- o. The benefit is not exchangeable for cash or in kind and not applicable in conjunction with any other promotions, discounts or privileges.
- p. We, and participating partners, reserve the right to vary the terms and conditions of this offer. However we will act fairly and reasonably when making variations.
- q. 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.
- r. Cardholder acknowledges that Luxury Transfer Service is provided by third party suppliers,

and not by us. The vehicle used shall be an executive-type sedan, S.U.V or Mercedes people mover. Vehicle make and model are subject to supplier's fleet availability, and we do not guarantee a specific vehicle model. We are not responsible for the acts or omissions of such suppliers, or for any deficiency in the facilities and services offered, except to the extent such loss or damage is caused by our fraud, negligence or misconduct.

- s. We, 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 by our fraud, negligence or misconduct or that of third parties; 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.
- t. Other fees that may apply to your luxury transfer are outlined in the table below:

Item	Description	Cost *(AUD)
Baby seats	Baby seats (price is for up to 3 seats per trip one way). Baby seats can only be provided on SUV size and People Mover.	\$30.00
Wait time (Please note: This is only applicable for transfers from the Airport. There is no wait time applicable for non- airport transfers)	Drivers will wait from flight arrival time as per below: <ul style="list-style-type: none"> • 15 minutes for domestic flights • 45 minutes for international flights <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 on file once the airport transfer has been completed.</p> <ol style="list-style-type: none"> a. SEDAN - Additional wait time a. SUV - Additional wait time b. PEOPLE MOVER – Additional wait time 	<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, regardless of the city of transfer.	<p>\$2.85/km for Sedan</p> <p>\$3.60/km for SUV & People Mover</p>

Trailers	Trailer can be provided at an additional cost, this should be requested at the time of booking. Restriction applies in certain states based on the vehicle type.	\$30.00/trailer
Airport pick-up surcharge	All airport pickups will incur a fee in addition to the zone rates provided in the table above.	\$20.00/transfer

2.2 Priority Pass™

Offer valid from **1 January 2024** until **31 December 2024**.

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 1,500 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 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

- This offer is applicable to Citi Prestige primary cardholders only.
- For Citi Prestige Mastercard customers, you 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. Visit prioritypass.com/prestigeaumc. Enter Invitation Code: CTPRSG333 and complete the digital form, including your Citi Prestige Card details.
- 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 cardholder (for those that have a physical card).
- 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.
- 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.
- Citi Prestige Priority Pass™ Cardholders 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 in accordance with the standard terms and conditions of the Citi Prestige Card, where it is applicable, (see the Credit Card Terms and Conditions and Other

- Important Information, including the financial table).
- g. For the full list of valid airport lounges and Lounge Visit Fees, please refer to prioritypass.com.

For Citi Prestige Visa customers

- h. For Citi Prestige Visa Card customers, you must first enrol for a Priority Pass™ membership. Visit prioritypass.com/citiprestigeaus. Enter Invitation Code CEA1430313 and complete the form, including your Citi Prestige Card details. Please note that it takes approximately 15 business days for your application to be processed.

Miscellaneous

- i. Standard terms and conditions governing the use of Priority Pass™ Membership apply. Please visit prioritypass.com/Conditions-of-use for more information.