

FAQ's for Jet Airways Promo

1) What is the program?

We are launching a travel offer from 1st Nov'09 with Jet Airways for all Standard Chartered Credit card and Debit card customers.

Offer details

- 10% discount on **Fares** on domestic flight bookings at www.jetairways.com. The discount offer is valid for all classes of tickets booked on Jet Airways, Jet Airways Konnect and Jet Airways marketed flights/JetLite operated code shared flights.
- Cost of ticket includes Fare, Taxes, Passenger Service Fee, and User Development Fee. The offer of 10% discount is applicable only on the **Fare**. Pls check the encircled part for details in the screen shot below for Fare details

The screenshot shows the Jet Airways online booking interface. The 'Fare Details' section is highlighted with a red circle. The fare breakdown is as follows:

Item	Amount
1 Adult @ INR 12595	INR 12595
[Fare(s) include Base Fare + Airline Fuel Charge (YQ) + Airline Congestion Charge (YR) as applicable]	
Tax	INR 0
Fees	
Passenger Service Fee (WO)	INR 229
User Development Fee (IN)	INR 260
JetProtect Travel Insurance	INR 149
Total Trip Cost (including Fare, Tax & Fees)	INR 13233
Booking Class : M	
JPMiles per member = 532	

- Promo code "JETSCB" has been created for this offer and the customer will have to use this code to avail of the offer.

2) Who is making the exclusive offer/ is Standard Chartered Bank responsible for the offer?

The offer is being made jointly by Standard Chartered Bank and Jet Airways. Standard Chartered Bank, however, does not make any warranties or representation of the quality, merchantability, suitability or availability of the products or services included in this offer

3) What is the validity of the offer?

The booking period is valid from 1st Nov to 30th Nov'09 and travel period is valid from 1st Nov to 31st Dec'09 for all tickets booked under this discount offer. If a customer has availed a return

ticket through this offer, he will need to complete his return journey also within the travel validity period.

4) Is this offer valid on all tickets of Jet Airways?

The discount Offer is valid for all classes of domestic tickets booked on Jet Airways, Jet Airways Konnect and Jet Airways marketed flights/JetLite operated code shared flights booked only on www.jetairways.com. Jet Airways tickets booked anywhere else will not be eligible for the discount offer.

5) How do I get the offer?

- For details on how to make bookings, pls visit www.standardchartered.co.in > credit cards > special offers
- You can alternatively visit www.jetairways.com and book the ticket.

Pls enter the promo code “JETSCB” to avail of the discount offer and use of the SCB/ Manhattan credit card/ SCB debit card is mandatory.

6) Can I book now and travel later?

Yes, you can book between 1st Nov and 30th Nov’09 and travel anytime before 31st Dec’09.

7) Can I combine the offers with any existing offers on www.jetairways.com?

No, the customer cannot combine any 2 offers on www.jetairways.com

8) Can I avail of the offer without using my Standard Chartered Credit / Debit card?

The offer will not be valid if the Standard Chartered credit card/ Manhattan card / Debit card is not being used for making the booking.

9) Will I earn Reward points/cash back on my purchase?

All regular credit card / debit card conditions will apply. You will earn Reward points/cash back (whichever is applicable) on these transactions.

10) Where can I get the details of the StanChart Jet Airways discount offer?

- The offer is being communicated through statement envelopes, eDM and SMSes.
- Customers can call up Customer care for details.
- We will also put it up on our special offers section under credit cards section on our website www.standardchartered.co.in

11) How many times can I avail of the offer?

You can avail the offer as many times as you want between 1st Nov and 30th Nov’09

12) Can I use any SCB/ Manhattan credit card / Debit Card for making the purchase?

You can use any Valid SCB/ Manhattan credit card / Debit Card for the offer.

13) I have made a booking on Jet Airways on yatra.com, will I get the offer?

The offer is only valid on air tickets purchased on www.jetairways.com. The offer is not available on Jet Airways tickets bought anywhere else.

14) Which part of the fare does the offer cover?

The offer is valid only on the “Fare” component. The offer is not valid on taxes, Passenger Service Fee and UDF (user development fee) wherever applicable.

15) What if I want to cancel/ postpone my ticket?

If you cancel or postpone your ticket, you will be refunded the net discounted amount. You can avail of the offer again only if you book within the booking validity period.

Jet Airways Terms and Conditions

- ☑ Eligibility – All Standard Chartered/ Manhattan credit/debit cards issued in India as represented in Annexure I are eligible for 10% discount in Economy cabin, on base fare, airline fuel charge (YQ), airline congestion charge (YR) on domestic flights of Jet Airways marketed and operated flights, Jet Airways Konnect and Jet Airways marketed and JetLite operated codeshare flights.
- ☑ Booking Validity – 01st November – 01st December 2009
- ☑ Travel Validity – 01st November – 31st December 2009
- ☑ The 10% discount in Economy cabin is applicable on base fare, airline fuel charge (YQ), airline congestion charge (YR).
- ☑ The offer applies to revenue tickets booked on www.jetairways.com. The applicable discount will be calculated on the currency of the fare displayed at the time of the card member booking the ticket.
- ☑ Discount is applicable only on the base fare component, airline fuel charge (YQ), airline congestion charge (YR). This offer does not cover any other taxes, levies and fees over and above the base fare component, airline fuel charge (YQ), airline congestion charge (YR).
- ☑ Eligible classes for the promotion are as mentioned in the table. Classes other than those mentioned here do not qualify for the discount offer.

Sector	Economy
Domestic routes of Jet Airways, marketed operated, Jet Airways Konnect and Jet Airways marketed and JetLite operated flights	10% Discount - Y,M,T,U,N,L,Q,S,K,H,V,O,W

- ☑ Travel can be one-way or/and return for the domestic route revenue tickets available on www.jetairways.com and only Jet Airways marketed and operated flights, Jet Airways Konnect flights and Jet Airways marketed and JetLite operated codeshare flights.
- ☑ There will be one campaign code issued by Jet Airways to be quoted by Standard Chartered Bank Debit/Credit Card Customers at the time of booking viz.:-

- JETSCB – Domestic routes of Jet Airways marketed and operated flights, Jet Airways Konnect flights and Jet Airways marketed and JetLite operated codeshare flights available on www.jetairways.com
- ☑ The Discount will be applicable only if the customer quotes the promotion code – JETSCB before the start of the booking process. Discount will not be applicable on a retro-active basis.
- ☑ In case the customer wants to reschedule the itinerary resulting in change of cabin, booking class or sector, the customer will have to cancel the existing booking and make a fresh booking for the new itinerary on www.jetairways.com to be able to avail of the discount offer. Customer will not be entitled to the discount if he/she reschedules the itinerary and pays the difference in fare either through a travel agent or by calling the Jet Airways call centre or through any other booking channel.
- ☑ In case of cancellation or refunds, applicable rules will be calculated on the discounted fare and not on the base fare, airline fuel charge and airline congestion charge at the time of booking the ticket.
- ☑ The Discount will be applicable for ticket/s booked between 1st November 2009 and 01st December 2009, both days inclusive and a Standard Chartered card member must travel between 01st November 2009 and 31st December 2009 both days inclusive.
- ☑ Tickets issued before the start date of the offer will not qualify for discount.
- ☑ In case of one-way or return travel, the inbound and outbound travel must be within the travel validity date for the discount to be applicable. For eg. Delhi to Mumbai is on November 14th 2009 and inbound from Mumbai to Delhi is on November 30th, 2009. This is a valid transaction eligible for the said discount. However, if the outbound is on 31st October 2009 and inbound is on 16th January 2010 then it is an ineligible transaction and will not qualify for the discount.
- ☑ All other terms and conditions applicable to the fare and class in which the tickets are booked will apply. Please log onto www.jetairways.com to view these terms and conditions.
- ☑ This offer cannot be clubbed with any other Jet Airways promotional offer.
- ☑ Standard Chartered Bank does not hold any warranty or make any representation of the availability, quality, or suitability of this offer and/ or services under this offer.

- Any disputes as regards availability, quality, or suitability of this offer and/or /services under this offer must be addressed by the Standard Chartered card member in writing to Jet Airways directly and Standard Chartered Bank will not entertain any communication in this regard.
- STANDARD CHARTERED Bank shall not liable for any loss or damage whatsoever that may be suffered, or for any personal injury that may be suffered, to STANDARD CHARTERED card members, directly or indirectly, by use or non-use of products/services under this offer.
- Only those STANDARD CHARTERED card members who hold an open, valid, STANDARD CHARTERED Card for the entire duration of the offer shall be eligible.
- The STANDARD CHARTERED card member hereby agrees and undertakes not to hold STANDARD CHARTERED and/or or any of their group entities or affiliates, their respective directors, officers, employees, agents, vendors, responsible for or liable for, any actions, claims, demands, losses, damages, costs, charges and expenses that the STANDARD CHARTERED club member may/might have suffered, sustained or incurred, or claims to suffer, sustain or incur, by way of and /or on account of the present Offer.
- JetPrivilege members will earn JPMiles as per the applicable class of travel.

Standard Chartered General Terms & Conditions apply

1. This offer is valid only for Valid Standard Chartered Bank Credit or Debit Card and Manhattan Cards.
2. This offer is valid for bookings from 1st Nov to 30th Nov'09 and travel validity is from 1st Nov to 31st Dec'09
3. The 10% discount is valid only on the for purchase of domestic flight tickets at www.jetairways.com
4. Cost of ticket includes Fare, Taxes, Passenger Service Fees and User Development Fee. The discount is applicable only on the Fare
5. Card holders have to use the promo code "JETSCB" at the time of booking to avail the discount.
6. The offer is valid only on purchases made through Standard Chartered Bank credit / debit cards and Manhattan cards.
7. This scheme is being brought to you by the concerted efforts of Jet Airways and Standard Chartered Bank.
8. The offer is subject to force majeure events.
9. The Bank reserves the absolute right to vary, amend or withdraw any of the featured offers or amend the terms and conditions at any time and without prior notice.
10. The offer is applicable for all valid credit and debit cardholders of Standard Chartered Bank.
11. Offers cannot be used in conjunction with any other promotional offers or packages.
12. The tax liability, duties, levies by whatever name called in connection with the offer shall be borne by the cardholder.

13. Multiple Standard Chartered Bank credit or debit cards cannot be used in combination to enjoy the stated offers in a single transaction
14. In case of any disputes, Cardholders are required to present the relevant payment receipts for further investigation by the Bank. In all such cases, the decision of the Bank and Jet Airways shall be final
15. Any dispute arising out of this offer will be subject to the jurisdiction of courts in Bangalore only.
16. All other regular credit/debit card conditions apply.