

Happy Family Referral Program (HFRP): Refer a Friend or Family - Terms & Conditions

- This is an offer by Mahindra Holidays & Resorts India Limited ('Club Mahindra').
- This offer is exclusively for the existing Members who have fulfilled the below mentioned Eligibility Criteria.
- The offer rewards both referring member and referred (incoming) members.

Member's Eligibility Criteria

- For the member to be eligible to redeem the HFRP points that he/she/it has earned by referring the incoming referred member, the following conditions must be fulfilled. In case of failure to qualify under any one of these criteria the referrer shall not be eligible for redemption of HFRP points:
 1. The referring member needs to have cleared all his dues on his account. There should not be any overdue EMIs and/or ASF payments on his/her membership.
 2. In order for the referrer to redeem points the MHRIL should have received or realized at least the Down Payment from the incoming member / referred person, validation call completed. There should not be any discrepancy raised or pending during validation call or otherwise at the time of opting to redeem the points.
 3. The incoming member's account should also not have any overdue towards EMIs and/or ASF.
- Once all the above conditions are met, the HFRP redemption gift selected by referring member, would be dispatched within 60 days starting from the date of above criteria being met.
- Current offers are applicable for the duration between and including **01st April and 30th April 2020**. If member's given reference, joins Club Mahindra membership post **30th April 2020** (successful referral), the ongoing offers (as announced on this website) will be applicable.
- The HFRP points have a validity of 1 year from the date of down payment realized for the incoming member. In case, these points are not redeemed within the stipulated time, they would automatically lapse after a period of **12 months** from the date of issuance.
- The Member for getting the Reward has to refer any person/s for Club Mahindra membership (Referral/s).
- The Referral has to successfully sign-up the "Club Mahindra Application Form" and is required to pay the down payment and further pay as per the payment plans opted by him/her.
- In case, if the Referral Member Withdraws and / or cancels the "Club Mahindra Membership" purchased and / or has made any request for cancellation/ or issues raised by the member which is pending with "Club Mahindra", in which case the member would be dis-entitled from getting the Rewards as stated in this offer hereinafter.
- All claims for the HFRP Rewards should be settled between "Club Mahindra" and the Member within 6 months from Member's qualification for HFRP Rewards. After 6 months the company will not be liable to process the HFRP rewards for the Members.

Rewards:

- Any CMH25/CMH10/CMH33/Bliss member who has successfully satisfied the above eligibility criteria is entitled to HFRP Points as stated in the table below:

No. of referrals	Total Points (1 points = 1 INR)
1 st Referral	ASF equivalent points
2 nd Referral onwards	For CMH 25/33 - 25,000 points for every referral
2 nd Referral onwards	For CMH 10/BLISS - 20,000 points for every referral

Note: This offer is not applicable, if incoming/referred member takes GoZest membership

- The Rewards will be delivered to the Eligible Members within 60 days of conveying his/her options in respect of the Reward as hereinafter provided.
- This Offer will run from **01st April to 30th April, 2020** (both days inclusive). The duration of Offer can be curtailed or extended as deemed necessary and in its sole discretion by "Club Mahindra" without issuing any prior notice.

Incoming member (Referred member Reward)

- Incoming member (Referred) will receive an exclusive RCV under HFRP program by virtue of being referred from our happy member.
- For Purple & Red CMH25 member (incoming) the RCV value of INR 7500 is given
- For Blue & White CMH25 member (incoming) the RCV value of INR 5000 is given
- For BLISS member (incoming) the RCV value of INR 2000 is given
- Not applicable for CMH10, GoZest incoming members
- Not applicable for members enrolling under Mahindra Group Scheme
- Offer applicable for incoming members joining us via existing member reference between **01st April to 30th April, 2020**

Process for claiming Redemption of Points

The Member can redeem only referral points (1 point= 1 INR) against - 942648

- Annual Subscription Fee for 1 year
- Resort Credit points

Or against any of the redemption options as mentioned below:

Points Earned	Indicative referral count	Holidays	Beyond Holidays
12000 points	1	Club Mahindra Resort Credit Voucher for meal, spa or activities	Kindle Paper-white/Amazon Echo Plus
35000 points	2	-	Amazon/Yatra/Tanishq Gift voucher or Philips AC1215 Air Purifier
55000 points	3	3 N Bali Holiday Package for 2 A	OnePlus 7T Pro (8GB/256GB)/ Samsung S10 Lite
75000 points	4	6N Club Mahindra Experiential Holidays @ 70000 points / 5N Las Vegas Holiday	Apple Macbook Air (i5 5 th Gen, 8GB/128GB SSD) / Samsung S20 & S20+
95000 points	5	-	Samsung S20s – 128 GB
115000 points	6	8 N Europe Holiday / 8 N Australia Holiday Package / 3 N Land Stay+ 3 N Royal Caribbean International Cruise offer	Apple iPhone 11 Pro (64 GB)

Please note that the above matrix is an indicator as per 1BR member

Alternatively, member can redeem these points as mentioned below

- The terms and conditions stated in the RCV & ASF will be applicable and Members are bound by the terms stated in the RCV & ASF.
- HFRP Points are valid for only 12 months from the month of successful referral by a member. Post this, the HFRP points will expire and will not be available for redemption.
- The Member can visit www.clubmahindra.com for detailed process relating to the claiming of the points.
- A member needs to call on 18602101111 to redeem points.

Reward: ASF Waiver offer, valid from 01st April to 30th April, 2020

- The member will be provided with the one-year Annual Subscription Fee (ASF) waiver as per their eligibility subject to availability of sufficient unblocked points in member's account, satisfaction of redemption criteria as applicable.
- If member doesn't want to discount on ASF, then member will get for alternate rewards as per reward structure.

Reward: On 2nd /3rd /4th referral – valid from 01st April till 30th April 2020

The member will be provided with rewards subject to availability of unblocked points in member's account as described in the table below and other redemption criteria (no dues) to qualify for these rewards –

No. Of Successful Referral	Previous Balance in members account	Eligibility	Option 1 - Gadgets	Option 2 - Holiday Offer
2	15000 points	Previous balance + 2nd referral	Iphone XR- 64 GB / Samsung Note 10 Lite-64 GB	Bali Holiday
3	40000 points	Previous balance + 3rd referral	Iphone 11 64 GB/Samsung S20 64 GB	3N Cruise Offer for 2A+1C
4	65000 points	Previous balance + 4th referral	Iphone 11 PRO 356 GB/Samsung S20 Ultra 256 GB	8N Switzerland Holiday

Please note that previous balance points and additional referral points will be deducted to redeem the offer as explained above

Reward: Gold Vouchers: Starting from 3,000 points, 1 point = 1INR

- The Member will be provided with Tanishq / Kalyan Jewellers (GV partner) Gift Vouchers (GV) as per their eligibility and the terms and conditions stated in the said Vouchers are applicable.
- Members are bound by the detailed Terms stated in the GV.
- “Club Mahindra” does not make any representation with respect to Quality/manufacturing issues relating to the Rewards offered by GV partner and shall not be held liable towards any issue/s raised with respect to the quality of the Rewards which will have to be raised with respective manufacturers/service providers of the Product/service.

Reward: Resort Credit Points, Starting from 2,000 points, 1 point = 1 INR

- The member will be provided with Resort Credits as per their eligibility and the terms & conditions stated in the said vouchers are applicable.
- These vouchers are redeemable against, food, SPA and holiday activity in any Club Mahindra Resorts as per Terms stated in the vouchers.

Reward: Amazon Gift Card/Voucher, Starting from 3,000 points, 1 point = 1 INR

- The Member will be provided with Amazon Gift card/voucher as per their eligibility and the terms and conditions stated in the said Vouchers are applicable.
- “Club Mahindra” does not make any representation with respect to Quality/manufacturing issues relating to the product/services offered by Amazon and shall not be held liable towards any issue/s raised with respect to the quality of the product/services which will have to be raised with respective manufacturers/service providers of the Product/service.

YATRA VOUCHER/FLIGHT VOUCHER: Starting from 3,000 points, 1point = 1INR

- The member will be provided with Yatra Voucher as per their eligibility and the terms & conditions stated in the said vouchers are applicable.
- “Club Mahindra” does not make any representation with respect to Quality/manufacturing issues relating to the product/service offered by YATRA and shall not be held liable towards any issue/s raised with respect to the quality of the product/services which will have to be raised with respective manufacturers/service providers of the Product/service.

Reward: Amazon Echo Plus Speakers: Starting from 12,000 points, 1 point = 1INR

Amazon Echo Plus Speaker, Voice control your music, make calls, get news, weather, & more in Black color. If the model/colour is not available, Club Mahindra shall be entitled to provide a similar product prevailing in the Market (or). The colour/model of the product is subject to availability

Reward: Amazon Kindle Paperwhite: Starting from 12,000 HFRP Points, 1point = 1 INR.

Amazon Kindle Paperwhite is available as reward will be – 6" inches E-reader touch Wi-Fi (Black). In case, if the particular model/colour is not available, Club Mahindra shall be entitled to provide a similar product prevailing in the Market.

Reward: OnePlus 7T Pro : 55,000 HFRP points, 1 points = 1INR

OnePlus 7T is available as reward will be 8GB RAM, 256 GB Storage. In case, the particular model/color is not available, Club Mahindra shall be entitled to provide a similar product prevailing in the Market.

Reward: Apple iPhone 11 Pro (64 GB): 99,999 HFRP Points, 1 point = 1NR

iPhone 11 Pro is available as reward will be 64 GB storage. In case, if the particular model/colour is not available, Club Mahindra shall be entitled to provide a similar product prevailing in the Market.

Reward: Samsung S10, 8GB/128 GB storage: 40,000 points 1 point = 1NR

Samsung S10 Lite (8GB/128GB) is available for 40,000 HFRP points. In case, if the particular model/colour is not available, Club Mahindra shall be entitled to provide a similar product prevailing in the Market.

Reward: Samsung S20 series, 8GB/128 GB storage: 65,000 – 95,000 points 1 point = 1NR

Samsung S20 series (8GB/128GB) is available starting from 45,000 to 95,000 HFRP points. In case, if the particular model/colour is not available, Club Mahindra shall be entitled to provide a similar product prevailing in the Market.

Reward: Philips AC1215 Air Purifier @ 15000 points:

Philips AC1215 is available for 15,000 points. In case of the particular product/model is not available, Club Mahindra shall be entitled to provide a similar product prevailing in the market.

6N Club Mahindra Experiential Holidays @70000 points

- **6N Kerala package - Cherai(2N)- Munnar(2N)- Thekkady(2N)**

Inclusions:

- Stay at Club Mahindra Resorts
- All Meals included
- One Day Sightseeing
- Transfers from Airport-Cherai-Munnar-Thekkady-Airport
- Couple SPA Package at one of the resort
- Offer is redeemable on or before Nov 2020

- **6N Scintillating Sikkim - Gangtok(3N) & Baiguney(3N)**

Inclusions:

- Stay at Club Mahindra Resorts
- All Meals included
- One Day Sightseeing
- Transfers from Airport-Gangtok-Baiguney-Airport
- Couple SPA Package at one of the resort
- Avail this offer on or before Nov 2020

- **6N Rajashtan Package - Udaipur(2N) –Kumbalgarh(2N)-Jodhpur(2N)**

Inclusions:

- Stay at Club Mahindra Resorts
- All Meals included
- One Day Sightseeing
- Transfers from Airport-Udaipur-Kumbalgarh-Jodhpur-Airport
- Couple SPA Package at one of the resort
- Offer is redeemable on or before Nov 2020

- **6N Himachal Package - Naldhera(3N) & Kandhaghat(3N)**

Inclusions:

- Stay at Club Mahindra Resorts
- All Meals included
- One Day Sightseeing
- Transfers from Airport-Naldhera-Kandhaghat-Airport
- Couple SPA Package at one of the resort
- Avail it on or before Nov 2020

5N Las Vegas Holiday

Inclusions:

- Stay at a 4* Property- MGM Hotel/Hotel Paris/Similar
- Breakfast included
- One Day Sightseeing
- Yatra vouchers as applicable

Exclusions:

- Visa
- Air travel
- Expenses of personal nature

- Any service apart from inclusions
- Avail this offer on or before Nov 2020

8 N Europe Holiday – 110000 points

- 2Night Paris/ 2 Nights Zurich/ 2 Nights Rome/ 2 Nights Venice
- Stay in 4 Star hotel
- Breakfast
- One day City Tour
- Avail this offer on or before Nov 2020

8 N Europe Holiday – 110000 points - 3 N Melbourne, 3 N Gold Coast, 2 N Sydney, 2 in Cairns

Inclusions:

- Daily Breakfast
- Entry to Sea Life Melbourne Aquarium- MEL
- Half day Melbourne city tour on seat in coach - MEL
- Tour on seat in coach in Gold Coast
- Hop On Off Sydney Harbour Cruise Explorer 2 day pass OR Entry to Taronga Zoo in Sydney
- Entry to Koala & wildlife Park in Cairns
- Pamagirri Aboriginal Experience in Cairns
- Tamborine Mountain Outback Tracks
- Offer is redeemable on or before Nov 2020

Offer Valid till Nov 2020

3N Bali Trip – 60000 points, 1 point = 1INR

Inclusions:

- All meals included for 2A
- Unlimited flow of selected alcoholic / non -alcoholic drinks, wines, cocktails, fresh juices served in all day bar with finger food & light meals
- Host of land & water sport facilities
- Daily Evening Entertainment Shows
- Return Airport Transfers
- *TnC apply

Exclusions:

- Visa
- City Transfers
- Air Travel
- Expenses of personal nature
- Any service apart from inclusions

The Royal Caribbean Cruise – Singapore – Malaysia – Singapore, 1,00,000 points, 1 point = 1INR:

3N Land Stay Inclusions:

- 3N Stay with Breakfast
- One Day Sightseeing

- Airport Transfers
- Applicable for 2A

3N Cruise Inclusions:

- All Meals
- Luxurious Inside Stateroom Cabin
- Port Taxes Included
- Transfers
- Applicable for 2A

Exclusions:

- Visa
- City Transfers
- Air travel
- Expenses of personal nature
- Any service apart from inclusions

The Royal Caribbean Cruise – 3N Pre-Cruise Stay at Barcelona

Itinerary:

- Barcelona –France- Italy – Barcelona
- Offer is redeemable on or before Nov 2020

The Royal Caribbean Cruise – 3N Pre-Cruise Stay at Barcelona

Itinerary:

- 3N Pre-Cruise Stay at Orlando
- Orlando-Bahamas-
- Perfect Day CocoCay-Orlando
- Avail this offer on or before Nov 2020

3N Stay & 3N Cruise Holiday Offer

Inclusions:

- 3N Land Stay with Breakfast
- One Day Sightseeing
- Airport Transfers from Airport-Hotel-Cruise Terminal-Airport
- 3N Cruise- Inside Stateroom
- All Meals Included in Cruise
- Port taxes Included
- Yatra vouchers as applicable

Exclusions:

- Visa
- City Transfers
- Air travel
- Expenses of personal nature
- Member can avail this offer on or before Nov 2020

Please note: Member can avail it using referral points on or before June 2020.

Declaration of the results & Exercising of Option:

Eligible Members will be informed by Club Mahindra vide Call to the Member`s registered phone number with Club Mahindra and the member shall adhere to the conditions mentioned in the said Call for conveying the Option. Once option of Reward conveyed to Club Mahindra, the eligible member cannot change the option further and no request will be entertained by Club Mahindra in that behalf. If the member doesn`t respond to the communication by Club Mahindra, the default reward to be updated in Member`s Account will be HFRP Points.

Other Terms:

- “Club Mahindra” reserves the right to alter, change, or modify the terms and conditions of the Offer or postpone or cancel the Offer at its sole discretion at any time during the period of the Offer without issuing any prior notice and without being liable in any manner.
- All employees and direct dependents of the employees of “Club Mahindra” and the employees of group companies are not entitled to participate in the contest.
- “Club Mahindra” reserves the right to use the Member`s photograph, image, name and the like for any post-Promotion publicity material and in advertising, marketing or promotional material in any media by any means throughout the world for any purpose connected with the products/services of “Club Mahindra”. “Club Mahindra” shall not be required to pay for any additional compensation or provide prior notice to the Member and by agreeing to the terms of the Offer, all Member consent to the same.
- “Club Mahindra” (except in accordance with applicable laws) shall not be liable for any losses, taxes, liabilities or inconvenience suffered by any Member/Referral as a result of these terms and conditions of this Offer or accepting the Reward.
- All the Members agree to abide by the decision of the “Club Mahindra” which shall be final, conclusive and binding on Members/Referral.
- Participation will be construed as an acceptance of these terms and conditions stipulated herein and of any terms and conditions already announced as these.
- Rewards are non-transferable and not exchangeable for cash, credit or any other item. Adequate documentation (KYC documents) should be provided as requested by “Club Mahindra”.
- The Member/Referral undertakes to indemnify and keep “Club Mahindra” harmless and indemnified against any loss, damage, claims, costs and expenses which may be incurred or suffered by “Club Mahindra” due to breach of any of the terms and conditions herein contained.
- Any disputes, differences and/or any other matters in relation to and arising out of this Promotion and, or pertaining to these terms and conditions shall be referred to Arbitration under the Arbitration & Conciliation Act, 1996. The venue of arbitration shall be Mumbai. The Offer shall be governed by and construed in accordance with applicable laws in India and will be subject to exclusive jurisdiction of the courts at Mumbai alone. The arbitration shall be conducted by a sole arbitrator to be appointed by “Club Mahindra”.
- “Club Mahindra” also reserves the right to cancel this Offer at any stage without any liability whatsoever to the Member/Referral.