

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 August and 31st Aug 2020**. If member's given reference, joins Club Mahindra membership post **31st Aug 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 25/33/15/10/ Bliss - 20,000 points for every referral

Note: If incoming/referred member takes GoZest membership, for every successful referral 3000 points will be applicable.

- 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 Aug to 31st Aug, 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 Aug to 31st Aug, 2020**

Process for claiming Redemption of Points

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

- 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	Amazon Echo Plus/Amazon Fire Stick/Amazon Prime membership
35000 points	2	-	Amazon/Yatra/Tanishq Gift voucher or Apple watch series 3
55000 points	3	-	iPhone XR/ Apple watch series 5/ iPad mini/ iPad Air / One plus 8 (256GB)/ iPhone SE 2020
75000 points	4	-	Apple Macbook Air (i5 5 th Gen, 8GB) / One Plus 8 Pro/ Samsung S20 & S20+/iPhone 11 (128 GB)
95000 points	5	-	Samsung S20 Ultra – 128 GB
115000 points	6	-	Apple iPhone 11 Pro (64 GB) / iPad pro 64 GB, 12.9 inch + wifi & cellular

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: 1 year ASF Waiver offer, valid from 01st Aug to 31st Aug, 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.

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.

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 8 series: 50,000 to 60000 HFRP points, 1 points = 1INR

OnePlus 8 and OnePlus 8 pro (256 GB) is available at 50,000 and 60,000 points respectively. 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 iPad Pro: 1,00,000 HFRP Points, 1 point = 1NR

iPad Pro 64 GB, 12.9 inch + wifi & cellular is available as reward. In case, if the particular model/color is not available, Club Mahindra shall be entitled to provide a similar product prevailing in the Market.

Reward: Apple iPad Air: 45,000 HFRP Points, 1 point = 1NR

iPad Air 10.5 inch, wifi only is available as reward. In case, if the particular model/color is not available, Club Mahindra shall be entitled to provide a similar product prevailing in the Market.

Reward: Apple iPad mini: 40,000 HFRP Points, 1 point = 1NR

iPad mini, wifi + cellular only is available as reward. In case, if 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: Apple iPhone XR: 45,000 HFRP Points, 1 point = 1NR

Apple iPhone XR is available as reward. 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: Amazon Fire Stick: 4,000 points 1 point = 1NR

Amazon Fire Stick is available for 4,000 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.

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.