

# Terms & Conditions

## SPICECLUB TERMS AND CONDITION

This Agreement contains the complete terms and conditions that applies to an individual's or entity's participating in the SpiceClub Program (the "Program"). As used in this Agreement, "we", "us", or "our" means SpiceJet Limited including but not limited to our successors and assigns, as the case may be, and "you", "your" means the person taking membership in the Program. Our "site" means, collectively, the www.spicejet.com website, our mobile website and our mobile applications. Our revamped Program is going to be live from August 17, 2018 wherein the Program is structured on tier basis with different benefits attached to different tiers. However, please note that Spice Loyalty Points earned and/ or top-up done on or before July 26, 2018 will be as per the old earning structure and will be migrated to new system and none Spice Loyalty Points will be credited for the bookings made between July 27, 2018 to August 17, 2018.

## ENROLLMENT IN THE PROGRAM

1. Enrollment in the Program ( "Membership") is limited to parties that lawfully can enter into and form contracts under applicable law. For example, you have to be 18 years or above to enroll in this Program.
2. Membership is only available to individual and/ or entities who have Permanent Account Number (PAN) and is non-transferrable/ non-assignable to any other individual, trust or estate.
3. In the event wherein more than one account number is assigned to the same individual and/ or entities, SpiceJet reserves the right to merge the two accounts.
4. Please note that changes in the SpiceClub User ID is not permitted once enrolment process is completed.

## SPICECLUB TIER UPGRADE TERMS

1. Member in one tier will only be eligible for next tier if total number of flight count and total amount spent (as provided under below table) is met within a year from the date of Membership and/ or up gradation of tier which shall be calculated on the flown basis only.

Tier Eligibility	Classic	Silver	Gold	Platinum
Total number of flights	Entry level	5	15	30
Total amount to be spend (in INR)	Entry level	20,000	60,000	1,20,000

2. Please note that on every up gradation of tier your flight count and total amount spent of will be reset to zero.
3. Validity of your tier shall be for a period one (1) year from the date of entry into said tier. In the above said period of one (1) year you are required to meet tier eligibility criteria (as provide in above table) to upgrade yourselves to next tier. If the above said criteria is not met by you, your tier stay will be downgraded to previous tier.

## **TIER BENEFIT TERM**

1. Benefits associated with each tier like club comfort, club privileges and other benefits can be availed by registered member only under the Program.
2. Discounted rate/ voucher of each product cannot be combined with any other offer of same product/ offer/ voucher.

## **SPICE LOYALTY POINTS TERMS**

1. "Spice Loyalty Points" refers to all rewards earned on purchase and utilisation of our all domestic/ international flight bookings and/ or domestic/ international flight ADDONS.
2. You can book our flight tickets and/ or any ADDONS via our site and earn Spice Loyalty Points. Our system will identify the PNR as you by your first name/ last name/ mobile number/ E-mail ID and the said Spice Loyalty Points will be credited against your PNR.
3. In the event wherein you have made the booking through any of our partner or other channels, you will have to claim your Spice Loyalty Points under SpiceClub login by providing the details of said PNR.
4. Spice Loyalty Points will be accrued by you only on your name (on whose name the Membership exist) for the bookings made for yourself only, after completion of your journey.
5. Please note that in any of the following events Spice Loyalty Points will not be accrued:
  1. Any booking made through accrued Spice Loyalty Points
  2. In the event wherein you make a booking with different payment method including Spice Loyalty Points as one of the payment mode, Spice Loyalty Points will be accrued/ accumulated on pro-rata basis only for the amount paid through other payment mode.
6. Spice Loyalty Points accrued by you will expire in two (2) years from the date Spice Loyalty Points has been credited into your account.
7. You can redeem your Spice Loyalty Points against purchase of any product (like flight bookings or ADDONS) available on our site. However, please note that a minimum 500 Spice Loyalty Points is required for redemption against any such purchase in classic tier.
8. Spice Loyalty Points earned by you is non-exchangeable.

## **SPICE CASH POINTS TERMS**

1. "Spice Cash Points" refers to the amount topped up in SpiceClub account through any payment mode like credit card/ debit card/ internet banking.
2. You can increase your Spice Cash Points by way of top-up in accordance with below:
  1. Minimum Spice Cash Points that you can top-up in one transaction is limited to INR 1000/- only.
  2. Maximum Spice Cash Points that you can top-up in one transaction is limited to INR 35000/- only.
  3. Maximum Spice Cash Points that you can retain in your account at any given point of time is limited to INR 89,000/- only.
3. Spice Cash Points purchased under the Program cannot be exchanged and/ or refunded.
4. Only debit and/ or credit cards issued in India shall be accepted for top-up of Spice Cash Points in a SpiceClub Member's Account or for any transaction.

## **GENERAL TERMS AND CONDITIONS**

1. If you choose to make any changes/ cancellations in any of your bookings for which a part/ full payment is made by Spice Cash Points and/ or Spice Loyalty Points, then deductions shall be done on the basis of first-in first-out.
2. All other terms of carriage of as available at [www.spicejet.com/Tnc.aspx](http://www.spicejet.com/Tnc.aspx), and applicable terms and conditions shall also apply.
3. SpiceJet reserves the right to modify, alter, amend and/ or change any and/ or all of the terms and conditions, made applicable to SpiceClub, at any time without prior notice.
4. In the event of any misuse or abuse of your Membership by you, we reserve the right to deny the offer or cancel the booking.
5. The maximum liability of SpiceJet in any event for any valid claim arising out of SpiceClub Membership shall be limited to the amount paid by the Member
6. For any credit/ debit card and net banking related claims, you should contact your respective banks and we will not be liable to entertain any such claims.
7. Any person subscribing to Program shall be deemed to have accepted the applicable terms and conditions.
8. Any disputes arising out of your Membership or any of the booking made hereunder shall be subject to the jurisdiction of the courts situated at New Delhi, India.