

**Terms and Conditions for Dining Delights: Axis Bank Exclusive Dining Program with EazyDiner on Axis Bank Credit & Debit Cards**

**Campaign terms and conditions:**

- **Offer Details:** 1) Retail Cards Offer : 15% off up to Rs.500  
Minimum Order Value Rs.2500  
Valid once per card per month  
Applicable on: Axis Bank Myzone Credit Card, Axis Bank Ace Credit Card , Axis Neo Credit Card , Axis Bank AURA Credit Card , Axis Bank Flipkart Credit Card, Prestige Debit Card, Kochi1 Card, Meal Card, Axis Bank Shoppers Stop Credit Card, IKEA Family Credit Card by Axis Bank, Axis Bank retail Credit & Debit cards etc.
  
  - 2) Affluent Cards Offer: 25% off up to Rs.800  
Minimum Order Value Rs.2500  
Valid once per card per month  
Applicable on : Axis Bank Select Credit Card: Axis Bank Miles & More Credit Card, Atlas Credit Card, Axis Bank Privilege Credit card, Delight Debit Card, Burgundy Debit Card, Axis Bank Priority Debit Card, Business Platinum Debit Card, Axis Bank Vistara cards, Axis Bank Horizon Credit Card etc.
  
  - 3) HNI Offer : 30% off up to Rs.1000 Minimum Order Value Rs.3000  
Valid once per card per month  
Applicable on : Axis Bank Magnus Credit Card, : Axis Bank Reserve Credit Card, : Axis Bank Miles & More World Select Card , Axis Bank Vistara Infinite Credit card , Axis Bank Olympus Credit Card and Axis Bank Burgundy Private Credit & Debit cards only
  
  - 4) Birthday Offer: HNI Cards Offer: 50% off up to Rs.3000  
No Minimum Order Value  
Valid once a year for the cardholder's birthday on the curated list of restaurants on the Birthday Program . Can be redeemed only once per customer.  
Complimentary annual EazyDiner Prime Membership.  
All the customers will have to complete a Re. 1 authentication to activate the Prime membership.  
INR 5000 Voucher for Postcard hotels stays  
Applicable on: Axis Bank Miles & More World Select Card , Axis Bank Magnus Credit Card, : Axis Bank Reserve Credit Card, : Axis Bank Vistara Infinite Credit card ; Axis Bank Olympus Credit Card and  
Axis Bank Burgundy Private Credit & Debit cards only
- **Offer Period:** 1st July 2024 – 30<sup>th</sup> June 2025 (inclusive of both days)
  - **Link:** <https://campaign.axisbank.com/disclaimer/dining-eazy-diner-axis-bank-disclaimer.html>
  - **Offer Valid on:** Axis Bank Retail Credit & Debit Cards, excluding Corporate Cards
  - **Eligible card list in Annexure or available on the Program Page**

- **Offer applicable on booking via the Axis Bank Dining Delights Program on EazyDiner**
- **Escalations: ED Concierge Board Number & email ID** ○ **Axis HNI Customers (exclusive board line):**  
7669004444
  - Prime Customers: Phone No.7861004400 Email: prime@eazydiner.com ○
  - Other Registered ED Customers: Phone No.7861004444 Email:  
booking@eazydiner.com

### **Detailed Customer Journey on EazyDiner:**

#### **Discovery of Axis Bank Dining Delights Page**

1. Customers to book their dining experience via the Axis Bank Program on EazyDiner, they can land directly using the Axis Bank dining delight link <https://campaign.axisbank.com/disclaimer/dining-eazy-diner-axis-bankdisclaimer.html>. Or via the EazyDiner Platform, where the Axis Bank Dining Program is featured.
2. Once the customer lands on to the Axis Bank Dining Delight Program page, the Booking and Payment journeys mentioned below starts

#### **Booking Experience on Axis Bank Dining Delights Page**

1. Customers land on the Axis Bank Dining Delight landing page of the Program
2. Customers find all running dining offers from Axis bank along with the cards on which the offer is applicable
3. The Birthday offer is also shown to the customers with How it works link mentioning how EazyDiner concierge team will make the experience more personal and special.
4. The customers can select a restaurant of their choice based on recommendations or new attractions. The restaurant tiles show restaurant details and its cuisine.
5. Once a restaurant is selected and customers click on Book now, the booking experience starts.
6. Customers select the date of dining, no of guests, dining deal (which is a combination of both restaurant discount and Axis bank card offer) and enter their details of Name, Phone number and email as guest details to Book a table.
7. If a guest is an already logged in customer the guest details are automatically filled.
8. If a guest is a new customer, after clicking Book an OTP validation is triggered to validate the phone number and complete the booking.
9. Booking confirmation is shown on the portal and a WhatsApp and email is sent with booking details.

10. When the customer closes the booking popup or refreshes the page or comes on the page again later, the upcoming bookings are showing under the Upcoming booking section on the page.
11. Customers can Cancel a booking from the portal itself or can Pay from the page after dining at the restaurant.
12. While the EazyDiner network of restaurants are available to the customers for reservations and avail to EazyDiner offers on the bill amount. Additional Axis Bank discount is only applicable on PayEazy enabled restaurants.

#### **Payment Experience on Axis Bank Dining Delights Page**

1. Customers can use the Pay Now link from WhatsApp or Email or Can come to the Axis Bank Dining delights page to find their booking and Pay the dining bill.
2. Customer clicks on Pay Now, enters the Bill amount and clicks Pay.
3. Axis Bank offers are shown to the customer to select the relevant offer based on the card that the customer has.
4. Offer is applied and the discounted amount is shown to the customer. Customer clicks on Pay as the next step.
5. The Customer has to make payment via Payeazy and is taken to the payment gateway where (s)he enters the card details, bin check happens automatically and the transaction succeeds if the correct Bin is matched and fails if an incorrect card is used.
6. The customer can restart the transaction by clicking Try again and use the right offer with the right card to complete the transaction.
7. The customer can also call the EazyDiner concierge team for any help in the transaction.
8. As a service promise, In case a guest reports a qualifying issue on booking with the Axis Bank Dining Delights Program with EazyDiner. We would either provide a refund on the deal discount or a comparable or better reservation at any of our partnered restaurants for the guest to enjoy their dining experience. We guarantee instant assistance while resolving all your grievances within 2-24hours. Qualifying events will generally fall in the below categories:
  - Customer did not get table at the restaurant
  - Restaurant Deal Not given
  - Payment denied by Restaurant

#### **Prime Membership Activation Journey:**

- Please click on the Prime activation link received via WhatsApp\SMS\Email
- The customer will land on the custom Axis Prime activation page hosted on EazyDiner.
- Click on Enroll Now button, signup or login, Enter Card details for eligible card validation and after successful check, the Prime membership is activated

- Customers who land on to the EazyDiner app, website, msite or Axis Dining delights Home Screen, as soon as one logs in, a Pop-up will come to remind the customer, in case they are eligible and its not activated
- The customer to avail benefit within the birthday month
- All the customers will have to complete a Re. 1 authentication to activate the Prime membership.

### **Terms and Conditions**

- The decision of Axis Bank will be final and binding on all and any correspondence in this regard will not be entertained.
- All Customer Queries/dispute on the offer should be raised during the offer period or within 90 days after expiry of the promotion period. For any disputes, the customer needs to furnish a scanned copy of invoice for the case to be taken for further investigation.
- The offer is not transferable, non-negotiable and cannot be en-cashed.
- Incomplete / rejected / invalid / returned /disputed or unauthorized/fraudulent transactions will not be considered for the offer.
- While availing of this Offer, the standard terms and conditions related to Axis Bank credit/ debit cards will be applicable at all times.
- Any applicable taxes have to be paid by the card holder.
- In case there is more than one offer available simultaneously, no two offers can be combined by the participant. It shall be entirely at discretion of Axis Bank to consider any exceptions to the above.
- Axis Bank will not be responsible or liable in case the offer is not configured or could not be availed due to malfunction, delay, traffic congestion on any telephone network or line, computer on-line system, servers or providers, computer equipment, software, or website.
- Axis Bank reserve the right at any time, without notice, to add/alter/change/ or vary any or all of these terms and conditions or to replace, entire or in part, this offer by another offer, whether similar to this offer or not, or to withdraw it altogether.
- The participation in the offer is entirely voluntary and it is understood, that the participation by the Cardholders shall be deemed to have been made on a voluntary basis.
- While the EazyDiner network of restaurants are available to the customers for reservations and avail to EazyDiner offers on the bill amount. Additional Axis Bank discount is only applicable on PayEazy enabled restaurants.
- Axis Bank reserves the right to modify / alter the offer or all or any of the terms applicable to the offer without assigning any reasons or without any prior intimation whatsoever. Axis Bank also reserves the right to discontinue the offer without assigning any reasons or without any prior intimation whatsoever.
- In case of all matters relating to the offer including any dispute or discrepancy relating to the offer or eligibility of any Cardholder, Axis Bank's decision shall be final and binding on Cardholders in all respects.
- Axis Bank only offers discount on purchase of goods and services by using Axis Bank Credit & Debit Card and Axis Bank holds out no warranty or makes no representation about the quality, delivery or otherwise of the goods and services offered by the restaurant
- Images provided in promotions are only for pictorial representation and Axis Bank does not undertake any liability or responsibility for the same.

- Nothing contained herein shall constitute or be deemed to constitute an advice, invitation or solicitation to purchase any products/ services of The Merchant or any third party and is not intended to create any rights and obligations.
- The offer by Axis Bank is subject to applicable laws and regulatory guidelines/ regulations and as per bank's extant guidelines from time to time.
- Bank may use the services of agents for sales / marketing of the products. Copy Rights of Axis Bank Limited. All rights are reserved.
- Axis Bank shall not be liable in any manner whatsoever for any loss/ damage/ claim that may arise out of use or otherwise of any goods/ services availed of by the Card Holder/s under the offer.
- Axis Bank shall not be held liable for any delay or loss that may be caused in delivery of the goods and /or services under the offer.
- Axis Bank retain the right to change or discontinue the Offer at any time during the Promotion Period. The decision of Axis Bank with respect to the Offer shall be final and binding on the customer and any correspondence in this regard will not be entertained.
- Axis Bank reserve the right to disqualify any cardholder from the benefits of the offer if any fraudulent activity is identified as being carried out for the purpose of availing the benefits under the offer or otherwise by use of the Card.
- All taxes, duties, levies or other statutory dues and charges payable in connection with the benefits accruing under the offer shall be borne solely by the cardholder and Axis Bank will not be liable in any manner whatsoever for any such taxes, duties, levies or other statutory dues.
- The terms and conditions governing the offer shall be in addition to and not in substitution / derogation to the Primary Terms and Conditions governing the Credit Card / Debit Card issued by Axis Bank
- Axis Bank shall not be obliged to make any public announcements to intimate the successful Cardholders about the discount under the offer.
- The offer is not available wherever prohibited and products/ services for which such programs cannot be offered for any reason whatsoever.
- Logos/trademarks used are owned by respective entities. Axis Bank has been authorised to use these logos/trademarks for offer promotion purposes.
- Any person taking the advantage of this offer shall be deemed to have read, understood and accepted these terms and conditions.
- Any dispute relating to the offer or the terms and conditions shall be subject to the jurisdiction of the courts in Mumbai only.
- Axis Bank holds no warranty and does not assume any responsibility for the delivery, service, suitability, merchantability, availability or quality of the products and/ or services made available under this Offer. The products are sold and the services are provided solely by the respective Participating Restaurants, under such terms and conditions as may be determined by such Participating Restaurants, and Axis bank accepts no liability whatsoever in connection with such products and services.
- The products and services offered by the Participating Restaurants have not been certified by Axis Bank and under no circumstances shall the inclusion of any product or service in this Offer be construed as an endorsement or recommendation of such product or service by Axis Bank.
- The Customers shall not hold Axis Bank, its group entities, or affiliates, their respective directors, officers, employees, agents, vendors, responsible for or liable for, any actions, claims, demands, penalties, losses, damages, costs, charges and expenses which a Customer claims to have suffered, sustained or incurred, or claims to suffer, sustain or incur, by way of and/or on account of the Offer or the acceptance, decline,

nonreceipt, suitability, quality or use or deployment of any product/service provided under the Offer. The terms and conditions of the Offer at the Participating Restaurants shall apply in addition to the terms and conditions stated herein

- The Participating Restaurants are solely liable to the Customers for any deficiency in service or defective product. The Participating Restaurants have represented to Axis Bank that they are in compliance with all applicable laws and regulations, including the Food Safety and Standards Act, 2006 and applicable regulations thereunder. Accordingly, in the event a Participating Restaurant fails to adhere to certain guidelines or if the food quality or services are not up to the Customers' satisfaction, such Participating Restaurant shall be directly liable to the Customer. Therefore, Axis Bank is only a conduit between the Customer and the Participating Restaurant and does not have any control over and does not guarantee the quality of the product, service or compliance of the Participating Restaurant with applicable laws.
- If the Offer and/or anything to be done by Axis Bank in respect of the Offer is prevented or delayed by causes, circumstances or events beyond the control of Axis bank, including but not limited to computer viruses, tampering, unauthorized intervention, interception, fraud, technical failures, floods, fires, accidents, earthquakes, riots, explosions, wars, hostilities, nation wide/state wide lockdown, acts of government or other causes of like or similar or other character beyond the control of Axis Bank, then Axis bank and/or the other entity/entities shall not be liable for the same to the extent so prevented or delayed, and will not be liable for any consequences of such delays.
- Nothing herein amounts to a commitment or representation by Axis Bank to conduct further such Offer
- A Customer without being required to do any further act, shall be deemed to have read, understood and unconditionally accepted the terms and conditions herein.
- All of Axis bank's actions shall be on a best-efforts basis only.
- Individual Participating Restaurants Terms & Conditions apply.
- The terms and conditions of the Offer shall be in addition to and not in substitution/derogation of the rules and regulations governing the use of the Axis Bank debit and credit card as stated above.
- The advertorials (print, electronic, via email, SMS and other modes) are for marketing and advertising purposes only. Prices displayed on such advertorials exclude taxes and other charges that may be levied by the Participating Restaurants. The Offer price does not include the nonrefundable booking fee. The Participating Restaurants displayed on such advertorials are subject to change and have been provided for representational purposes only.
- The participation in this Offer is entirely voluntary and it is understood, that the participation by Customers shall be deemed to have been made on a voluntary basis. Upon accessing this website or making a reservation thereon, or by viewing any print advertorial and visiting a Participating Restaurant to avail of this Offer, you agree to abide by these Terms and Conditions.
- Customers are required to adhere to the dress code and other policies/ rules/ regulations of the particular Participating Restaurant; and it shall be the responsibility of the Customer to be aware of the policies/rules of these Participating Restaurants.
- The Participating Restaurants hold the right of admission at all times as per their own respective internal policies.
- The EazyDiner concierge will reach out to the eligible customers within the week of the cardholder's birthday to extend the benefits associated with the Axis Bank Dining Delights Birthday Program. This is in line with the guidelines

- Reservations of restaurant tables at Five Star Restaurants are subject to availability of seating and at the sole discretion of the Participating Restaurants. At Stand-Alone Restaurants, the Offer shall be subject to the availability of tables and seating. The Participating Restaurants shall be individually and directly liable to the Customers that visit them and avail of their services.
  - Axis bank shall not be responsible or liable for any loss or damage whatsoever that may be suffered, or for any personal injury, or any health issues faced by Customers, directly or indirectly, by use or non-use of the services under the Offer or due to consumption of food at the Participating Restaurants under this Offer.
  - Axis Bank holds no warranty and does not assume any responsibility for the delivery, service, suitability, merchantability, availability or quality of the products and/ or services made available under this Offer. The products are sold and the services are provided solely by the respective Participating Restaurants, under such terms and conditions as may be determined by such Participating Restaurants, and Axis bank accepts no liability whatsoever in connection with such products and services.
  - The products and services offered by the Participating Restaurants have not been certified by Axis Bank and under no circumstances shall the inclusion of any product or service in this Offer be construed as an endorsement or recommendation of such product or service by Axis Bank.
  - The Customers shall not hold Axis Bank, its group entities, or affiliates, their respective directors, officers, employees, agents, vendors, responsible for or liable for, any actions, claims, demands, penalties, losses, damages, costs, charges and expenses which a Customer claims to have suffered, sustained or incurred, or claims to suffer, sustain or incur, by way of and/or on account of the Offer or the acceptance, decline, non-receipt, suitability, quality or use or deployment of any product/service provided under the Offer. The terms and conditions of the Offer at the Participating Restaurants at [www.Eazydiner.com](http://www.Eazydiner.com). shall apply in addition to the terms and conditions stated herein
  - Axis Bank offer is only applicable on PayEazy enabled restaurants on the EazyDiner network of restaurants. While 10,000+ restaurants listed on EazyDiner are available to book and avail EazyDiner offers on the bill.
  - The Participating Restaurants are solely liable to the Customers for any deficiency in service or defective product. The Participating Restaurants have represented to Axis Bank that they are in compliance with all applicable laws and regulations, including the Food Safety and Standards Act, 2006 and applicable regulations thereunder. Accordingly, in the event a Participating Restaurant fails to adhere to certain guidelines or if the food quality or services are not up to the Customers' satisfaction, such Participating Restaurant shall be directly liable to the Customer. Therefore, Axis Bank is only a conduit between the Customer and the Participating Restaurant and does not have any control over and does not guarantee the quality of the product, service or compliance of the Participating Restaurant with applicable laws.
  - Axis Bank reserves the right to disqualify the Participating Restaurant/s or Customers from availing the benefits of the Program if any fraudulent activity is identified as being carried out for the purpose of availing the benefits under the Offer or otherwise by the use of Axis Bank credit card or debit card.
  - Axis Bank reserves the right to modify / change all or any of the terms applicable to the Offer without assigning any reasons or without any prior intimation whatsoever. Axis Bank also reserves the right to discontinue the offer without assigning any reasons or without any prior intimation whatsoever.
  - Customer consents for the Bank to share and disclose the Information to EazyDiner as a part of the Axis Bank Dining Delights Birthday Program with EazyDiner. Applicable to Axis Bank Miles & More World Select Credit Card, Axis Bank Vistara Infinite Credit Card, Axis Bank Magnus Credit Card & Axis Bank Reserve Credit Card only
- 
- Axis Bank reserves the right to extend or terminate this Offer, for reasonable cause, without prior notice. Axis Bank shall communicate the reasons for termination of the Offer on the online portal

[www.Eazydiner.com](http://www.Eazydiner.com). Axis Bank also reserves the right at any time, without prior notice, to add/alter/modify/change or vary all or any of these Terms & Conditions or to replace wholly, or in part, this Offer by another offer, whether similar to this Offer or not, or to withdraw it altogether.

- If the Offer and/or anything to be done by Axis Bank or any other entity in respect of the Offer is prevented or delayed by causes, circumstances or events beyond the control of Axis bank or any other entity, including but not limited to computer viruses, tampering, unauthorized intervention, interception, fraud, technical failures, floods, fires, accidents, earthquakes, riots, explosions, wars, hostilities, acts of government or other causes of like or similar or other character beyond the control of Axis Bank or the other entity/entities, then Axis bank and/or the other entity/entities shall not be liable for the same to the extent so prevented or delayed, and will not be liable for any consequences of such delays.
- Axis Bank Dining Delights Birthday Program is valid once a year for the cardholders birthday on the eligible card. In case of multiple cards, customer can redeem only once a year on any of the eligible cards.
- Neither anything contained in these terms and conditions, nor the running of the Offer to which they apply, shall be construed as an obligation on Axis Bank to continue the Offer up to, on or after the Offer termination date.
- Nothing herein amounts to a commitment or representation by Axis Bank to conduct further such Offer.
- While availing of this Offer, the standard terms and conditions related to Axis Bank credit/ debit cards will be applicable at all times. To view visit [www.axisbank.com](http://www.axisbank.com)
- A Customer without being required to do any further act, shall be deemed to have read, understood and unconditionally accepted the terms and conditions herein.
- All of Axis bank's actions shall be on a best-efforts basis only.
- [www.Eazydiner.com](http://www.Eazydiner.com).Terms & Conditions apply.
- Any applicable taxes have to be paid by the card holder.
- The terms and conditions of the Offer shall be in addition to and not in substitution/derogation of the rules and regulations governing the use of the Axis Bank debit and credit card as stated above.
- Unauthorized use of this website may give rise to a claim for damages and/or be a criminal offence
- From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s).

We have no responsibility for the content of the linked website(s)

- You may not create a link to this website from another website or document without Axis Bank's prior written consent
- Your use of this website and any dispute arising out of such use of the website is subject to the laws of India or other regulatory authorities in India
- Any actions taken or obligations created voluntarily by the person(s) accessing this website shall be directly between such person and the owner of the website and Axis Bank shall not be responsible directly or indirectly for such action so taken



- Axis Bank is merely facilitating the payment by its customer and not earning any fee by hosting this website. This platform is only for display of offers extended by third party to Axis Bank's customer

#### **Disputes and Dispute Resolution**

- This Campaign/ Offer is subject to applicable law and regulations and would be modified / discontinued based on the prevailing law / regulation at any point of time and neither party shall be under any liability or obligation or continue implementation of the said Campaign/Offer till such time the terms are modified by the Parties as per the prevailing/ amended law at that point of time. In the event that the Campaign/Offer cannot be continued without total compliance of the prevailing law at any point of time, this Campaign/Offer shall be deemed to be terminated forthwith from the date when the amended law restricting / prohibiting the Campaign/Offer comes into force.
  - Payment of fees/service charges/all other amounts due from the Customer to Axis bank from usage of Axis Bank debit and credit cards by the Customer under this Offer and/or otherwise will be governed by Axis Bank Banking Terms & Conditions, Cardholder Terms and Conditions and the Most Important Terms and Conditions which are available on the Axis Bank online portal [www.axisbank.com](http://www.axisbank.com).
  - In case of escalations/complaints, the Customers are required to
    - a. Axis Customers HNI Customers (exclusive board line): 7669004444
    - b. Prime Customers: Phone No.7861004400 Email: [prime@eazydiner.com](mailto:prime@eazydiner.com)
    - c. Other Registered ED Customers: Phone No.7861004444 Email: [booking@eazydiner.com](mailto:booking@eazydiner.com)
- The Terms and Conditions shall be governed by the laws of India. Any dispute arising out of this Offer shall be subject to the exclusive jurisdiction of competent courts in Mumbai.

#### **Annexure:**



#### **Eligible Card List:**