## **About Club M Rewards Referral Program:**

The Club M Rewards is an exclusive referral program for Club Mahindra members. As soon as a member's referral subscribes to Club Mahindra membership, referring member gets referral points. Members can accumulate and spend these points on curated rewards such as redeeming against Annual Subscription Fee, Upgrade of membership, getting Resort credit vouchers, Amazon/Tanishq, and many such e-vouchers, purchasing Club M Select membership.

# **How Referral Program Works?**

- Members will earn referral points on every successful referral. Earning per referral increases with each successful referral.
- The referral points earned will be valid for 3 years from the date of allotment. Post 3 years, the referral points will expire.
- E.g., referral points earned on 1st Oct'24 will be valid till 30th Sept'27.

## Points Earned Per Referral Depend Upon 2 Factors:

- Number of successful referrals given by a member.
- Type of product purchased by the referee.

<u>Product Wise Referral Points Earned:</u> Referral points are earned by members on every successful referral based on membership type purchased by referee.

Membership Type	1 <sup>st</sup> Referral	2 <sup>nd</sup> Referral	3 <sup>rd</sup> Referral & above
High Tenure (CMH25)	16,500	18,150	19,965
Mid Tenure (CMH15/ Bliss)	10,500	11,550	12,705
Low Tenure (GoZest 5)	4,000	4,400	4,840

<sup>\*</sup> The above table displays the referral points you would get with each successful referral.

**Example 1:** If referring member gives referral for the first time & his friend buys CMH25, he will get 16,500 referral points.

**Example 2:** If referring member gives referral for the third time & his friend buys Bliss, he will get 12,705 referral points.

## **Redemption Offers**

Referral points can be redeemed from a wide range of rewards. Members can redeem the referral points online by selecting the reward.

#### E -vouchers:



#### **Additional Offers for Members Are:**

- 1. Splurge on resort activities! RCPs can be converted using as low as **2,000** referral points in your account.
- 2. Redeem your referral points to pay your annual subscription fee!
- 3. Redeem for elite **Club M Select** membership for just 3,540 referral points
- 4. Redeem your referral points for Membership **Upgrade**

## **Terms and Conditions for using referral points**

- All referral points earned till 31st March 2022 will have validity of 1 year only
- All referral points earned from 1<sup>st</sup> April'22 is valid for 3 years since award/credit of
  points into member's account. Points are credited within 30 days of referred person
  successfully joining as Club Mahindra member. Referral points will be credited to
  referring member only once VC is cleared, contract is not into fatal status and minimum
  DP payment is realised as decided by the company
- When an incoming member pays at least 30% or more than 30% of the down payment at the time of purchase of membership, the referring member will be able to redeem the earned referral points after 30 days. These points are called as Active points. 3 years validity of these points will also start immediately.

- When an incoming member pays less than 30% of the down payment at the time of purchase of membership, the referring member will be able to redeem the points only after 3 EMI realizations done by incoming member in a stipulated time as per the terms of the membership agreement. 3 years validity of these points will also start post 3 EMI realisations.
- The member should not have any EMI / ASF OD in his account to redeem his referral points.
- In case only ASF OD is there, member can redeem the referral points only to redeem against ASF and not on any ongoing redemption offers.
- Referring member will be able to start using the referral points only post 30 days of the credit of the points (for all DP Plans)
- If incoming member contract is cancelled within 30 days of sales login date, the Referral points will be removed
- If incoming member contract has raised cancelation request within 30 days, the referral points will be on hold for 120 Days from Cancelation request raised date. If contract is not cancelled in that period, points will be made Active.
- If the offer holiday confirmed booking is not availed by member due to any personal/unforeseen reason, the offer will be considered utilized.
- All taxes & government levied tourism/ access fees/ gratuity is not part of the offer & need to be paid by member only
- All payments for additional services & Extra pax, as applicable need to be completed
  in advance before the travel else the booking will stand cancelled. Mahindra Holidays
  will not be responsible for any delay by external vendor or GOI in booking
  confirmation/ Visa/ Passport & other travel services
- All brand vouchers like Amazon, Tanishq will be dispatched/credited in 7-10 days of redemption request and same will be 45 days for white goods
- Voucher or RCP can be redeemed for any amount. No minimum value condition will be applicable.
- Club Mahindra reserves the right to modify, add or delete any of the terms and conditions at any point of time at its sole discretion, without serving any prior intimation to the members.

## Offers of the month:

# <u>Club Mahindra 29<sup>th</sup> Anniversary offer – Get 2 Nights Holiday + 5,000 Resort</u> <u>Credit Points + 2,900 worth of Amazon vouchers</u>

- Get 2 CM Nights, 5,000 Resort Credit Points by successfully referring your friends in September
- To be eligible for the offer referral details must be submitted between offer period & membership must be taken by referred prospects by 23<sup>rd</sup> Sept'25.
- The offer is applicable only for reference given through Online channels (Website/Mobile App/WhatsApp/Email) & Sale posted in Online referral campaign by Club Mahindra Sales Team
- Offer period: 8<sup>th</sup> Sept'25 to 21<sup>st</sup> Sept '25

#### **Terms & Conditions –**

A CMH 25 / CMH 15 / CMH 10 & CMH 4 Member will get complimentary 2 night/3 days stay for successful referrals during the offer period, that can be used at Club Mahindra resorts.

- Bliss Members will get 400 complimentary points & GoZest Members will get 300 points instead of 2 Nights that can be used to avail stay at Club Mahindra resorts.
- The complimentary nights/points are redeemable for stay in the select Club Mahindra Resorts, India on basis of room availability and does not guarantee a booking against requisition.
- The member can do the complimentary holiday at the CM resort from 1<sup>st</sup> Nov '25 till 30<sup>th</sup> Sept '26 only, that is resort check-in must be done before 30<sup>th</sup> Sept'26.
- All other costs, including but not limited to the cost of travel, meals, taxes (including luxury tax where applicable) and cost of using various services and facilities at the resorts, will have to be borne by the member.
- All other terms and condition of existing Membership will be applicable.
- Free 2 Nights / 300 (for GoZest) or 400 (for Bliss) Bonus points will be credited by 10<sup>th</sup> Oct'25 subject to DPRZ and VC clearance of new sale and no cancelation request is raised.
- 5,000 Resort Credit Points and 2,900 worth Amazon vouchers will be credited by 10<sup>th</sup> Oct'25, subject to fulfilment of Offer T&C.

Scroll down for detailed Terms and Conditions about the contest.

- 1. Rules of participation
- 1.1 The Contest is only for existing members of Mahindra Holidays & Resorts India Limited.
- 1.2 Participation in the Contest does not guarantee a prize.
- 1.3 The Contest is organized and managed by Club Mahindra, and Club Mahindra has complete authority on all the proceedings of the same. The decision of Club Mahindra as regards any aspect of this Contest shall be final & binding
- 2. The Contest period is as mentioned in the promotions. The right to change it is at the sole discretion of Club Mahindra.
- 3. Results
- 3.1.a The rewards will be transferred/delivered within 45 days of announcement of the winners
- 3.2 Prize shall be given only for valid participants. Basis for selection of Winner shall remain confidential & at the sole discretion of Club Mahindra and Club Mahindra shall be under no obligation of any kind to share the modalities with any participant and no such demand shall lie against the Company.
- 3.3 The Club Mahindra Member having any overdues in respect of his/ her Membership and/ or is in breach of any of the terms and conditions of the Membership rules shall be entitled to claim & receive Prize under the Contest only after full payment of the overdue amounts and/ or rectifying breach of the Membership Rules.
- 3.4 Club Mahindra shall have the right to refuse Prize to any of the participant/ Winner in case his/her previous Club Mahindra Membership was found to be rescinded for breach of any of its terms & conditions or he/ she has any overdue (EMI/ ASF) which has not been paid by the Winner despite request. Decision of Club Mahindra in this regard shall be final.
- 3.5 The Prize for the Winner cannot be exchanged for cash or transferred. Club Mahindra shall not be liable to give any alternate gift / prize or offer in lieu of the Contest Prize.
- 3.6 The Winner may be required to submit relevant documents as may be requested/stipulated by Club Mahindra, including his/ her identity & address proof, for claiming their Prize.
- 3.7 The Winner shall only be entitled to receive his/ her Prize only post verification of the credentials (as mentioned above).
- 3.8 Before claiming his/ her Prize, the Member who would be announced as the Winner of this Contest would be required to pay and all his/ her outstanding dues/overdues (including EMIs and ASF) as to his/ her Club Mahindra membership and non- payment of any such pending dues shall disentitle the Winner from claiming the Prize.
- 3.9 All the winners of the contest need to claim their reward/price within 3 months from the date of declaration of the winners. MHRIL shall honour the claims of reward/price of the contest only if it is received within 3 months as mentioned above. Any claim of reward/price received beyond 3 months shall not be honoured by MHRIL

#### 4. General

- 4.1 All the information submitted by the Participant for the Contest shall be the property of Club Mahindra and Club Mahindra shall be entitled to use the same for any purpose whatsoever at its sole discretion. The Participant shall not be entitled to claim copyright or any other rights/entitlements over the same.
- 4.2 Any lapse in communicating with the Winner due to false emails/ addresses provided by the Winner via Contest entry or the Membership process will not be the responsibility of Club Mahindra, and the Winner will be treated as void in such cases.
- 4.4 Process of distribution of the Prize may take 45 days period post receipt of all the relevant documents and information or winner announcement and no claim shall lie for any delay in distributing the Prize for any reasons whatsoever.
- 4.5 Club Mahindra shall not be liable for any delay/ failure to comply with its obligation caused by weather conditions, fire, flood, strike, war, political unrest, riots, accidents, epidemic, pandemic, act of God or any other unavoidable reasons beyond its control.
- 4.6 In the event, it is discovered the Participant is either breaching the terms and conditions of this Contest or his/ her Membership or is ineligible to participate, the Prize won by the Participant shall stand withdrawn and the participation shall stand invalidated.
- 4.7 Club Mahindra reserves the right to modify, add or delete any of the terms and conditions or participation mechanics of the Contest at any point of time at its sole discretion, without serving any prior intimation to the participants. Intimation of any change, modification, addition, deletion in the terms and condition of the Contest will be served to the participants by posting the revised terms and condition of the Contest on the Company's web portal/ social media campaign page/s.
- 4.8 Club Mahindra does not take any responsibility for any information or content submitted by the contestants/ participants and reserves its rights to direct the possible claimants to the contestants/ participants in the respect of the information or content submitted by the participants.
- 4.9 Club Mahindra may collect personally identifiable information that you provide to us, such as name, member ID, phone number, email address etc. which may be used by Mahindra Holidays & Resorts India Limited for its internal and promotional purposes. Mahindra Holidays & Resorts India Limited may also access profile and other information from social media platforms.
- 4.10 No other offers/ contests can be clubbed with this Contest.
- 4.11 Any disputes with regards to the Contest shall be referred to an arbitration by a Sole Arbitrator appointed by Club Mahindra in terms of the Arbitration and Conciliation Act 1996, at Mumbai, as such this Contest will be subject only to the jurisdiction of the courts in Mumbai.
- 4.12 By participating in the Contest, the participants agree to abide by the Terms and Conditions of participation.

4.13 All submissions and entries for the Contest shall be accepted at the sole discretion of Club Mahindra.