

COMPLIMENTARY GREEN FEES

TERMS AND CONDITIONS

1. Programme Mechanics

- Offer is valid from 12th October 2012 to 11th October 2013
- Applicable to Principal Maybank MasterCard World credit card, American Express Centurion credit card, American Express Platinum charge card, Maybank 2 Platinum credit card, Visa Infinite Malaysia credit card cardholders in Malaysia, MasterCard World and Visa Infinite credit cardholders in Singapore and Indonesia
- Cardholders enjoy complimentary green fees at 10 golf clubs in Malaysia, 10 golf clubs overseas

2. Limitations

Maybank Malaysia card members

- i) Unlimited for Malaysia golf clubs for Maybank Malaysia cardholders
- ii) Limited to 20 rounds in total a month for overseas golf clubs for Maybank Malaysia cardholders

Maybank Singapore and Indonesia card members

- i) Limited to 10 rounds in total a month for Indonesia golf clubs for Maybank Indonesia cardholders and Singapore golf club for Singapore cardholders
- ii) Limited to 10 rounds in total a month for overseas golf club for Maybank Indonesia and Singapore cardholders

Booking Limitations

- i) Booking for subsequent game can only be made after the current game is played.
- ii) Complimentary green fees cannot be used with any other promotion, event, social game or tournament.
- iii) Cardholders cannot enjoy the complimentary green fees if they ride on club members' tee time.
- iv) A club member cannot make a booking directly at the club and transfer the confirmed tee-time over to the Cardholder.

3. Booking Mechanism

- i) Bookings for weekdays: MasterCard World credit card, American Express Centurion credit card, American Express Platinum charge and credit card, Maybank 2 Platinum credit card and Visa Infinite credit card members in Malaysia and MasterCard World and Visa Infinite card members in Singapore and Indonesia shall enjoy complimentary green fees, subjected to the availability at the golf clubs in Malaysia, Singapore, Indonesia, China, Thailand, Australia and UAE.

There must be a minimum of two (2) golfers per flight on weekdays and a maximum of one (1) flight per booking per card member.

Bookings must be made at four (4) working days in advance.

- ii) Booking for weekends and public holidays: MasterCard World credit card, American Express Centurion credit card, American Express Platinum charge and credit card, Maybank 2 Platinum credit card and Visa Infinite credit card members in Malaysia and MasterCard World and Visa Infinite card members in Singapore and Indonesia shall enjoy complimentary green fees, subjected to the availability at the golf clubs in Malaysia, Singapore, Indonesia, China, Thailand, Australia and UAE.

There must be a minimum of three (3) golfers per flight on weekends and a maximum of one (1) flight per booking per card member.

Bookings must be made at least six (6) working days in advance.

To make a booking with the golf club, the MasterCard World credit card, American Express Centurion credit card, American Express Platinum charge and credit card, Maybank 2

Platinum credit card and Visa Infinite credit card member in Malaysia and MasterCard World and Visa Infinite credit card members in Singapore and Indonesia are required to call MBB customer service directly.

MBB will take down the booking requests, insert cardholder/s details, tick on the box to obtain consent and approval of the cardmembers listed in the booking form to provide the cardnumber and expiry date in order to make the golf booking. MBB is only required to tick the box where applicable when cardholder is playing with other cardholders.

Thereafter, MBB shall email golf booking form to Global Concierge Golf Desk. Global Concierge Golf Desk will check for availability of booking request and updates MBB concierge. MBB concierge will update card member and get confirmation to charge his MasterCard World credit card, American Express Centurion credit card, American Express Platinum charge or credit card, Maybank 2 Platinum credit card or Visa Infinite credit card.

Global Concierge Golf Desk will receive the confirmation from MBB and charges the card member's credit card wherever applicable, for accompanying guest(s), other services and charges including but not limited to buggy fees, caddy fees, insurance charges, taxes or service fees as levied by the golf club.

iii) Unlimited for Malaysia golf clubs for Maybank Malaysia cardholders

Limited to 20 rounds a month for overseas golf club for Malaysia cardholders

Limited to 10 rounds a month for Singapore and Indonesia golf club for Singapore and Indonesia cardholders

Limited to 10 rounds a month for overseas golf club for Singapore and Indonesia cardholders

There is a minimum of 2 golfers per flight on weekdays and 3 golfers per flight on weekends (subject to pairing and at the discretion of golf clubs)

Guest(s) playing in the same flight as a Principal Maybank MasterCard World credit card, American Express Platinum credit card, American Express Platinum charge card, Maybank 2 Platinum credit card, Visa Infinite Malaysia credit card cardholder will enjoy 10% discounted green fees off published walk-in rates

Booking for subsequent game can only be made after the current game is played

Maximum 1 flight per booking per cardholder

Up to 4 cardholders can play on same flight and all enjoy complimentary green fees

Complimentary green fees cannot be used with any other promotion, event, social game or tournament

There will be no carryover of unused rounds

Bookings must be made at least 4 working day in advance for weekdays and 6 working days in advance for weekends

Golf privileges are fully subsidized by Maybank and not a direct offer made by the golf clubs

All bookings are subject to availability

3. Fees, Charges and Payment

- Cardholders enjoy complimentary green fees
- Guest(s) per flight enjoys 10% discounted green fee rates off walk-in or published rates
- Golf rates quoted are not inclusive of taxes and are subject to change without notice
- All other fees are to be borne by the Cardholder and his/her guest(s)
- Cardholders and guests have to pay for buggy, caddie, turfmate, locker fee and insurance at normal published rates at the club / or charge to cardholder's credit card where applicable

- There will be an administration fee of MYR50 for any changes made to the confirmed golf booking such as amendments to tee-times, change of date of play and change of golfer's names on confirmed bookings. Changes can only be made based on availability
- All payments for the Cardholders and guests must be made upon booking and charged to the Principal Maybank MasterCard WORLD credit card, American Express Platinum credit card, American Express Platinum charge card, Maybank 2 Platinum credit card, Visa Infinite Malaysia credit card, MarinerCard World and Visa Infinite Singapore credit card and MasterCard World and Visa Infinite Indonesia credit card.
- All charges for golf benefits will be made in local currency of play

4. Reservations

- Weekday bookings must be made at least 4 working days in advance
- Weekend bookings must be made at least 6 working days in advance
- Bookings cannot be made more than one month in advance from the date of play and depending on clubs schedule in releasing of tee times
- Cardholders cannot use the golf privilege with any other promotion or in participation of any golf tournament or large group social/networking golf game
- Cardholders cannot place the next booking until the current golf game has been played
- Cardholders cannot enjoy the complimentary green fees if they ride on club members' tee time. A club member cannot make a booking directly at the club and transfer the confirmed tee-time over to the Cardholder
- Golfers must have at least a valid handicap. However in cases where golfers do not possess valid handicap, Global Concierge shall assist for the booking at the golf course on a best effort basis
- Cardholders will not be granted access rights to the stipulated clubs without booking through Global Concierge
- Cardholders shall make all enquiries and bookings through Global Concierge
- The Golf Programme offered to Cardholders not to be regarded as a regular golf club membership
- Acceptance of all bookings/changes to tee times will be at the discretion of the golf clubs and subject to availability
- Golf clubs will not entertain any correspondence / enquiries and /or attempts for bookings directly from Cardholders
- A club member cannot make a booking directly at the club and transfer the confirmed tee-time over to the Cardholder
- Cardholders can play in the same flight with a club member. However, Global Concierge will not process booking on behalf of a club member. A club member will have to contact his/her golf club to be paired up with the Maybank cardholder(s)
- This golf program is valid for golf course access only. Cardholders and / or their guests will not have access to the other facilities at the golf club

5. Cancellation/Charges - Weekdays & Weekends

- Cancellation and amendment fees shall be applied for any cancellation and/or amendment to bookings
- There will be no rain check
- Cancellation fee will be charged directly to Cardholder's card account
- Mabank cardholders will not be granted the next golf booking until outstanding cancellation fees has been paid
- No voice recording proof will be provided on dispute of cancellation fee settlement, Mabank cardholders are deemed to have understood cancellation fee policy upon acceptance of golf booking confirmation

Any changes and cancellation for weekday bookings must be **made 3 working days** in advance prior to tee-off date.

The following cancellation charges will apply to the Mabank Cardholders and their guest(s):

- (a) 50% of the total chargeable amount* will be charged for cancellations made 2 working days before tee-off date
- (b) 100% of the total chargeable amount* will be charged for cancellations made 1 working day before tee-off date, no-show or late arrivals

CANCELLATION POLICY – WEEKENDS

Any changes and cancellation for weekend bookings must be **made 4 working days** in advance prior to tee-off date.

The following cancellation charges will apply to the Mabank Cardholders and their guest(s):

- (a) 50% of the total chargeable amount* will be charged for cancellations made 3 working days before tee-off date
- (b) 75% of the total chargeable amount* will be charged for cancellations made 2 working days before tee-off date
- (c) 100% of the total chargeable amount* will be charged for cancellations made 1 working day before tee-off date, no-show or late arrivals

*** total chargeable amount includes green fee, buggy fee, caddy fee, turf mate fee, insurance and locker at normal published rates or walk-in rates at the golf clubs where applicable. Complimentary golf privileges for cardholders do not apply during cancellation**

5. To the fullest extent permissible by law, each participating Cardholder releases Mabank, Global Concierge and each of their respective employees, agents and authorized representatives, from any claim, loss, damage, death, injury, cost or expense (including any claim for legal expenses) sustained or incurred by him/her in connection with their participation in the program
6. Mabank and Global Concierge do not underwrite or warrant the services performed by the golf courses and shall not have any liability for any deficiency, delay or imperfection in such services or for any loss or damage that may be suffered, or for any personal injury or death to a customer directly or indirectly by use or non-use of the services provided by the golf club