



Terms and Conditions Governing Privileges of Maybank Visa Infinite Credit Card

1. General Terms and Conditions for Maybank Visa Infinite Credit Card

All prices are quoted in Singapore Dollars, unless otherwise stated. Maybank TREATS Points Rewards Programme General Terms and Conditions apply, please visit maybank.sg/rewards for details. All payments must be made with a Maybank Visa Infinite Card ("Card"). In these Terms and Conditions, a "Cardmember" shall mean a Cardmember who holds a valid Card. Maybank may vary, delete or add to any of these Terms and Conditions, or withdraw, suspend or discontinue the privileges at any time without any notice or liability to any person. All privileges are subject to the Terms and Conditions of participating merchants which may change from time to time without notice. All privileges are not valid in conjunction with other promotions, in-house offers, discount cards, loyalty programmes and vouchers offered by Maybank or a participating merchant unless otherwise stated. All visuals used are strictly for illustrative purposes and are not representative of actual goods/services provided. Maybank is not the supplier of the good(s) or service(s) and makes no representation as to the quality of the good(s) or service(s) provided. Maybank and/or Visa are not responsible for the failure of any participating merchant to provide the privileges and benefits stated herein to any Cardmember, or recognise and accord a high standard of service, to any Cardmember. Maybank will not be liable to any Cardmember or any third party for any loss, damage, cost or expense suffered or incurred by a Cardmember or any other person arising from or in connection with any of the privileges or promotions, or the termination or substitution of any service provided by any participating merchant. In the event that a Cardmember's Card account is closed or terminated by whichever party for whatever reason within twelve (12) months from the date of opening of the Card account, Maybank reserves the right to claim from the Cardmember an amount equivalent to the prevailing annual fee for the Card account as well as the value of all utilised privileges and benefits of the Card, and Maybank may debit such amounts from the Card Account prior to the closure or termination of the Card Account or deduct it from any other account that the Cardmember maintains with Maybank. By participating in or enjoying a privilege a Cardmember agrees to abide by the Terms and Conditions attached to such privilege as stated herein. The Terms and Conditions stated in the Maybank (Personal) Credit Card Agreement apply. These Terms and Conditions are governed by Singapore law. Terms and Conditions are subject to change without prior notice. All offers are valid until 31 December 2024 unless otherwise stated.

2. Maybank Visa Infinite Credit Card TREATS Points Programme Terms and Conditions

5X TREATS Points awarded under this Programme for foreign currency transactions charged to the Card consist of: i) the usual 5 TREATS Points awarded to Cardmembers under the TREATS Points programme; and ii) 20 Bonus TREATS Points, for every S\$5 charged to the Card. 25 TREATS Points awarded for every S\$5 spent is equivalent to a conversion rate of 2 air miles per dollar under the Maybank Frequent Flyer Programme. Spend in foreign currency will be converted into Singapore Dollars (per the terms and conditions of the Card), and the TREATS Points will be awarded on the Singapore Dollar equivalent of the foreign currency spend.

3X TREATS Points awarded under this Programme for Singapore Dollar transactions charged to the Card consists of: i) the usual 5 TREATS Points awarded to Cardmembers under the TREATS Points programme; and ii) 10 Bonus TREATS Points, for every S\$5 charged to the Card. 15 TREATS Points awarded for every S\$5 spent is equivalent to a conversion rate of 1.2 air miles per dollar under the Maybank Frequent Flyer Programme.

Maybank has the sole discretion to exclude any person from participating in this Maybank Visa Infinite Credit Card TREATS Points Programme without any obligation to furnish any notice and/or reason. Maybank's decision on all matters relating to this Maybank Visa Infinite Credit Card TREATS Points Programme shall be final and binding on all Cardmembers and any other person.

In the event of any inconsistency between these terms and conditions and any brochure, marketing or promotional materials relating to this promotion, these terms and conditions shall prevail.

Notwithstanding anything to the contrary stated in the Maybank TREATS Points Rewards Programme General Terms and Conditions, a Cardmember may accumulate up to a maximum of 2,000,000 TREATS Points. TREATS Points will not be awarded in respect of any Card transaction that Maybank deems to be a corporate/commercial transaction. In the event that a Card transaction is cancelled or reversed by any party for any reason or if TREATS Points were awarded in respect of any transaction that Maybank deems to be a corporate/commercial transaction, Maybank shall have the right to reverse all TREATS Points awarded for that Card transaction.



Except where otherwise indicated, the Maybank TREATS Points Rewards Programme General Terms and Conditions apply. The terms and conditions governing a Cardmember's Card Account shall also apply.

3. Minimum Spend Criteria for Airport Limousine Transfers, Day-pass to Gym and Pool at Parkroyal Collection Marina Bay and Quayside Service at JetQuay

Principal Cardmembers who have charged a minimum of S\$3,000 ("Minimum Qualifying Spend Criteria") in Eligible Transactions (defined below) **transacted** to their Card in a calendar month will be eligible to book in the next calendar month ("Booking Month") either:

- one (1) complimentary single-trip airport limousine transfers ("Limousine Transfers") available on Mercedes E-Class or Alphard only; or
- one (1) complimentary Day-pass to Gym and Pool at Parkroyal Collection Marina Bay; or
- one (1) complimentary Quayside single-trip service at JetQuay ("JetQuay Service"), subject to a maximum of 8 complimentary Limousine Transfers bookings, 6 complimentary Day-pass to Gym and Pool and 8 complimentary JetQuay Services bookings in a calendar year. For avoidance of doubt, each Cardmember is only eligible to book up to 2 Limousine Transfers in a Booking Month and booking of complimentary Limousine Transfers together with Gym and Pool and/or JetQuay Service in the same Booking Month is **strictly not allowed**. Any unutilized portion of the entitlements stated above shall not be carried forward to the next calendar year. The date on which a booking is made is determined by when Maybank receives the booking request.

These bookings are to be made in advance, at least 3 days and up to 2 months before the actual date of Limousine Transfer or JetQuay Service, at least 2 weeks prior to date of visit using the Day-pass to Gym and Pool. In the event that a Cardmember made bookings in excess of one (1) complimentary Limousine Transfers, Day-pass to Gym and Pool or JetQuay Service in a Booking Month, or more than 8 Limousine Transfers, 6 complimentary Day-pass to Gym and Pool or 8 JetQuay Services in a calendar year, S\$90 per Limousine Transfer, S\$100 per Day-pass to Gym and Pool and S\$450++ per Person will be charged to the Cardmember's Card within 2 calendar months from the scheduled date of such additional Limousine Transfers, Day-pass to Gym and Pool or JetQuay Service.

Eligible Transactions refer to local and overseas retail purchases, including recurring payments and interest-free Instalment Payment Plans (where only the monthly amount charged to the Card will be counted), but excluding fund transfers, financial charges, late charges and fees. Maybank will not be responsible for any late submission of any transactions by any merchant for whatever reason. Maybank reserves the right to charge the full cost or retail value of the Limousine Transfer or JetQuay Service should the transactions counted towards the Minimum Qualifying Spend Criteria for the redemption of Limousine Transfer(s), Day-pass to Gym and Pool or JetQuay Service(s) be cancelled or reversed by any party for any reason.

4. Specific Terms and Conditions for Complimentary Airport Limousine Transfers

Complimentary Airport Limousine Transfer is available on Mercedes E-Class or Alphard only. Travelling companions and the amount of luggage must be kept to the recommended capacity of the vehicle. Only one (1) vehicle to be used per transfer. Principal Cardmembers will need to provide the details of the arriving flight or departing flight, as applicable. The booking confirmation will be sent via SMS to the principal Cardmember. The full price of S\$90 will be charged to the Principal Card account for late cancellations (with less than 24-hour notice) and "no-shows". For avoidance of doubt, Customers who do not show up at the pick-up point within 30 minutes of the scheduled pick up time will be treated as "no-shows". In the event of vehicle breakdown or unavailability of vehicle for use at specific pick-up time, the Cardmember may seek a reimbursement of taxi claims (which must be supported with valid receipts) of not more than S\$45 and such reimbursement will be credited to principal Cardmember's Card account. Requests for stop(s) along the way to/from airport will not be accommodated. The principal Cardmember acknowledges that the Limousine Transfers will be managed by a third party limousine contractor ("Limousine Vendor") and shall not hold Maybank liable for any loss or damage caused to the principal Cardmember or any other person by the Limousine Vendor or, if applicable, a replacement vendor that Maybank may engage from time to time at the sole and absolute discretion of Maybank.



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5. Specific Terms and Conditions for Complimentary Day-pass to Gym and Pool at Parkroyal Collection Marina Bay

Complimentary Day-pass to Gym and Pool is applicable for use by principal Cardmember only. Only one Day-pass may be redeemed each time. This Day-pass privilege is non-transferable.

Once a reservation for a Day-pass to the Parkroyal Collection Marina Bay Gym and Pool is made, any changes or cancellations must be communicated to Maybank at least two (2) business days prior to the intended date of visit, failing which a “no-show” fee of S\$50⁺ will be charged to the Cardmember.

The Cardmember acknowledges that the Day-pass will be managed and provided by a third party engaged by Maybank from time to time at its sole and absolute discretion, and the Cardmember further agrees that he/she shall not hold Maybank liable for any loss, injury or damage caused to or suffered or incurred by the Cardmember as a result of the third party vendor’s services.

6. Specific Terms and Conditions for Complimentary JetQuay Services

Principal Cardmembers will need to provide flight details for their arrival flight or departure flight, as applicable, when booking a JetQuay Service. 1 JetQuay Service refers to either an arrival Quayside service or a departure Quayside service only. JetQuay Services are limited and bookings are on a first-come-first-served basis. Advanced bookings can be made **within 2 months prior to the date of use**. The Cardmember is required to present their Card for verification upon arrival at JetQuay for the JetQuay Service. Each JetQuay Service is limited to one principal Cardmember and up to one companion who must be travelling on the same flight. No charge for children aged 0 to 24 months. Any child above 24 months of age will be considered one (1) full passenger.

Complimentary car parking at JetQuay’s premises will be extended to principal Cardmembers who utilise the Quayside Service for both arrival and departure. Such complimentary car parking is available for a maximum of three (3) days only and parking is subject to availability. Additional parking charges apply at S\$30+ per day. The complimentary car parking is non-transferable. (Please note that complimentary car parking will be temporarily unavailable after September 2024.)

All passengers are subject to the respective airlines’ conditions of carriage for passengers and baggage. In addition, JetQuay’s baggage handling service is limited to two (2) standard-sized check-in baggages per passenger. Baggage handling service for additional baggage is charged at S\$50+ per bag.

The number of persons in the principal Cardmember’s receiving/sending-off party(ies) (non-travelling persons) is limited to 2 persons per booking and such receiving/sending-off party(ies) are to wait at the designated waiting area at JetQuay’s CIP Terminal. Non-travelling receiving/sending party(ies) will be charged S\$50+ per pax for consuming F&B at the JetQuay lounge.

Any changes or cancellations must be communicated to JetQuay at least forty-eight (48) hours prior to flight departure/arrival time. Late cancellations or changes (less than forty-eight (48) hours prior to flight departure/arrival time) and “no-shows” will be charged to the principal Cardmember at S\$450+ per person. Prolonged flight delays, where there is more than a six (6) hour difference between the standard time of arrival / departure and the estimated time of arrival / departure of the flight will be charged to the principal Cardmember at S\$225+ per Jetquay Service.

The Quayside services are available only for passengers travelling through Changi Airport Terminals 1, 2, 3 and 4. Departure service is not available for passengers travelling on United Airlines and Delta Airlines. Arrival and departure services are not available for all low-cost carriers. Restrictions apply for certain airlines. Please contact JetQuay for more information. JetQuay reserves the right to reject any customer who has not made prior reservations. JetQuay’s Terms and Conditions apply.

JetQuay’s tariff of S\$450+ per person will apply to redemptions during Public Holidays and eve of Public Holidays in Singapore and the following blackout dates:

- New Year: 30 December 2023 – 2 January 2024
- Chinese New Year: 8 – 14 February 2024
- Airshow: 19 – 15 February 2024
- Formula One: 18 – 24 September 2024



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- Christmas: 23 – 26 December 2024
- New Year: 30 December 2024 – 2 January 2025
- Chinese New Year: 27 January – 1 February 2025

JetQuay reserves the right to amend the blackout dates without any prior notice or liability whatsoever towards any person.

JetQuay's surcharge of S\$100+ will apply for Quayside single trip service arriving or departing from Terminal 4.

No onward selling or transfers of JetQuay Services are permitted. Any payment made to JetQuay in connection with the JetQuay Services is to be made using the Card.

Rates are subject to prevailing GST and change from time to time without any prior notice or liability whatsoever towards any person.

The Cardmember acknowledges that the Quayside Service will be managed and provided by JetQuay, and the Cardmember further agrees that he/she shall not hold Maybank liable for any loss, injury or damage caused to or suffered or incurred by the Cardmember as a result of the Quayside services.

7. Priority Pass™ Membership

Principal Cardmembers may enjoy a complimentary Priority Pass™ Membership for the first year by submitting an online application via the dedicated URL unique to Maybank on the Priority Pass website. For renewal of Priority Pass™ Membership after the first year and for new applications for Priority Pass™ Membership by a Principal Cardmember, the payment of an annual fee or a minimum spend of S\$60,000 on the Card in the previous twelve (12) months is required.

Principal Cardmembers who hold a valid Priority Pass™ Membership will be entitled to **four (4) complimentary lounge visits in a membership year**. For avoidance of doubt, the complimentary lounge visits only allow the Principal Cardmembers (and not their guests) to access the participating lounges at no additional cost. For any additional lounge visit(s) by the Principal Cardmembers and for any lounge visit(s) by the Principal Cardmembers' guest(s), Priority Pass (A.P.) Limited will charge to the Principal Cardmembers' Maybank Visa Infinite Card US\$35 (or the prevailing rate which can be accessed at www.prioritypass.com) per person per visit. Any unutilised complimentary lounge visits at the end of the membership year will not be carried over to the next membership year.

Principal Cardmembers are required to show the Digital Priority Pass™ Membership Card stored digitally on the Priority Pass Application installed on the Principal Cardmember's mobile device when visiting any of the participating airport lounges. Principal Cardmembers are also required to sign an acknowledgement indicating the terms of lounge usage (i.e. date of lounge entry and number of guests being brought into the lounge). In case of any dispute, this acknowledgment will be considered conclusive evidence.

In the event that a Principal Cardmember's Card is cancelled, his/her Priority Pass™ Membership (if any) will also be cancelled and any outstanding charges incurred will be billed to the Cardmember. There will be no reinstatement of Priority Pass™ Membership once it is cancelled for any other reason. Any lounge visits made by a Principal Cardmember and his/her guest(s) subsequent to the cancellation of the Principal Cardmember's Card and/or the Priority Pass™ Membership will be payable by the Principal Cardmember.

For the avoidance of doubt, the supplementary Cardmember of a Maybank Visa Infinite Card is not eligible to apply for Priority Pass™ Membership. Only Maybank Visa Infinite Principal Cardmembers may apply for the Priority Pass™ Membership.

Priority Pass Ltd's Terms and Conditions apply.



8. VISA Luxury Hotel Collection

Offer is only valid at participating properties. Not applicable on discounted rates and not applicable with other offers at time of enquiry/booking. One complimentary daily breakfast per person during stay. Excludes all applicable taxes, services, gratuities and charges, and payment must be made with a valid and eligible Visa Card. Offer will be void where prohibited, taxed or restricted by law. Please visit www.visaluxuryhotelcollection.com for the full Terms and Conditions and for more details and for bookings.

9. Airport Meet-and-Greet

Booking must be made online via www.AirportSpeedPass.com with a valid Card. Booking is subject to availability. Booking of the services must be made at least 72 hours prior to commencement of travel. Terms and Conditions apply. Please refer to www.AirportSpeedPass.com for details. The full price of the services will be charged for cancellations less than 48 hours before arrival/departure timing or no-shows.

10. Hertz Car Rental

To redeem, book online at www.hertz.com/asiavisa. Subject to availability at time of rental. Terms and Conditions apply. For full Terms and Conditions, please visit https://www.visa.com.sg/en_sg/visa-offers-and-perks/hertz/115137.

11. VISA International Airport Limousine Transfer

General Conditions: Offer is valid till 31 December 2024 • Booking must be made online via <https://www.tbrglobal.com/visa>. Payment must be settled with Maybank Visa Infinite Card. Booking is subject to availability. Booking for the services must be made at least 72 hours prior to service commencement. Additional charges for extra-stops, cancellation/amendment fees and waiting time charges will apply. For Airport pick-up, 60 minutes waiting time is allowed. For all other pick-up, 15 minutes waiting time is allowed. Luxury airport transfer imposes limits on the number of passengers and luggage per car. The Business Sedan type vehicle service is limited to a maximum of 3 passengers and 2 standard size check-in luggage per car. The People Carrier type vehicle is limited to a maximum of 6 passengers and 4 standard size check-in luggage per car. Please indicate when travelling with baby strollers, wheel chairs and golf bags as vehicle type change & surcharge will apply. For any cancellations made less than 48 hours prior to the scheduled service, 100% charge equivalent to a full invoice applies. For any amendment made less than 48 hours in advance of the service, a US\$10 amendment fee plus a change fee which varies depending on the airport is applicable. If your card is not eligible for the discount fare, the fare difference will be charged. Offer not to be used in conjunction with other promotions. Visa will use best efforts to ensure the offers are provided as described, but cardmembers shall not make any claim or seek compensation against Visa, even in the event that any of the offers are not provided or provided as described (whether or not such non provision is due to fault, negligence on the part of Visa). Visa shall not be liable in any manner whatsoever or howsoever for any loss or damage or claims that may arise out of (a) usage or attempted usage of any of the offers, or of any services provided by TBR Global, or (b) any refusal or failure on the part of TBR Global to provide or honor any of the offers, or benefits or privileges given under the offers, for any reason whatsoever. Visa reserves the absolute right to withdraw and/or alter any of the Terms and Conditions of any of the offers at any time without giving any notice. Cancellation and Charges: Cancellations made less than 48 hours prior to the scheduled service and No Shows will be considered as utilisation of the service.

12. Global Concierge

For more information, visit www.concierge-asia.visa.com or search Visa Concierge in the Apple App Store or Google Play. Please visit www.concierge-asia.visa.com/terms-and-conditions for the full Terms and Conditions.