

Cleartrip Gift Cards ("Gift Cards") are issued by Pine Labs Pvt. Ltd. ("Pine Labs"), a private limited company incorporated under the laws of India, and is authorized by the Reserve Bank of India ("RBI") to issue such Gift Cards. The Gift cards are issued under the brand name of "Qwiksilver". By purchasing the e-Gift Card(s), you are agreeing to and accept these Terms & Conditions. Your use of the e-Gift Cards shall be deemed to be your understanding of, and agreement, to each of the terms and conditions set forth below. The Gift Cards can be redeemed online against bookings of Hotels/Flights as applicable on www.cleartrip.com or Cleartrip Mobile App ("Platform") only. Up to 3 gift cards can be used in a single transaction. Gift Cards once purchased cannot be cancelled, unless expressly allowed to do so by Cleartrip. Gift Cards cannot be clubbed with any other offer including but not limited to cashbacks, discounts etc. on a particular credit/debit card. Any balance amount left on the used Gift Cards can be reused within the validity period. Gift Cards are valid for a period of 12 months from the date of issuance. The cardholder may request for revalidation of the expired Gift Card. Upon receipt of such request the Gift Card may be revalidated after due verification and maybe subject to additional terms and conditions. Maximum amount of each Gift Card cannot exceed Rs.10,000/. Cleartrip/Vananam is not responsible if the Gift Card is lost, stolen or used without permission. Gift Card once issued cannot be re-issued nor can the PIN be reset. It is the responsibility of the customer to ensure that the Gift Card once purchased is not lost, stolen, or used without the purchaser's consent. The Gift Cards cannot be replaced, refunded, or exchanged for cash. If the order value exceeds the Gift Card amount, the balance must be paid by Credit Card, Debit Card, UPI, Net Banking or any other applicable payment mode. If the order value is less than the amount of the Gift Card, the outstanding balance (after deduction of order value) will reflect under the same Gift Card and can be used for subsequent transactions. Convenience Fee will be applicable for all Gift Card bookings (as how it's applicable for any payment method). In case of transaction failures after Gift Card is applied, amount would be automatically refunded to the same cards as per the terms of use of the Cleartrip platform. Cleartrip reserves the right to deny accepting any Gift Card if it suspects that there is fraud or duplicity of Gift Cards. Products and services offered by Cleartrip are subject to availability and terms of use of the Cleartrip platform. In no event the liability of Cleartrip for any claims arising by the purchase or usage of Gift Cards shall exceed the value of the respective Gift Card. You shall be responsible for maintaining strict confidentiality of the Gift Card pin/ Gift Card unique number issued to you. Cleartrip shall not be responsible to provide you new Gift Cards in the event this confidentiality obligation is breached by you. Any misuse/unauthorized disclosure of Gift Cards shall result in cancellation of the booking of the flight ticket/hotel, as applicable, without any liability of Cleartrip. Gift Cards are for individual use only, Travel agents found using Gift Cards would lead to cancellation of booking and no refund would be made. Gift Card balance and transactions can be viewed at <https://cleartripgcbal.qwiksilver.com/QwikSilver/sclp.ssa/welcome.aspx?orgname=CleartripCredit> and Debit Cards issued outside India cannot be used to purchase Gift Cards. Gift Cards cannot be used to purchase other Gift Cards. Gift Cards cannot be redeemed for Cash or Credit. Gift Cards cannot be reloaded or resold. Any offer on Gift Cards including offers by banks and instant cash backs could be withdrawn anytime at the sole discretion of Cleartrip/ Pine Labs/Vananam. Gift Cards are subject to the relevant RBI guidelines and other statutory guidelines. Cleartrip at any point of times reserves the right to request from You to provide relevant ID proof and other documents as required under law from time to time. In case You are unable to provide the same, then Gift Cards issued to you may be suspended and/or terminated. You expressly agree and acknowledge that You shall have no claims against Cleartrip for the balance forfeited from Your Gift Card due to such reason. Pine Labs Pvt. Ltd./Cleartrip/Vananam reserves the right to cancel the Gift Card if the same have been found to be purchased with fraudulent means and/or the beneficiary/ Know Your Customer ("KYC") details as per RBI Guidelines are found to be incorrect/insufficient. In such cases, the funds shall be credited back to the same source from where these were received. Cleartrip at its sole discretion reserves the right to change or revise the above terms and conditions. You shall be responsible to update yourself on the revised terms and conditions and Terms of Use at the time of accessing or using Gift Cards. You agree and understand that Gift Cards are a pre-paid

payment Instrument subjected to regulations by RBI Under the RBI guidelines, Cleartrip/ Pine Labs/Vananam may be required to share KYC details of the purchaser/ redeemer of the Gift Card and/or any other information with relation to the purchase of the Gift Cards and/or transaction undertaken using the Gift Card with RBI or such statutory authorities. Cleartrip/ Pine Labs/Vananam may contact the purchaser/redeemer of the GC for any such information. There is no fee or other charges associated with Gift Card purchase. Dispute Resolution: Please refer the Customer Grievance policy for dispute resolution, unauthorized transactions and liability related aspects at <https://www.qwiksilver.com/grievance-policy/>. Any disputes concerning Gift Cards shall be subject to jurisdiction in Bangalore and you by purchasing Gift Card agree and submit to such jurisdiction.