

Terms and Conditions

General Conditions

- a. Offer ("Golf Privilege") is fully subsidized by Visa and not a direct offer from the golf clubs ("Participating Clubs").
- b. Golf Privilege is valid for Citibank Ultima main cardholders ("Cardholders") with cards issued in Asia Pacific.
- c. Cardholders are entitled to book and play for a maximum of 5 times per calendar year in Japan.
- d. For Sentosa Golf Club, a minimum of 1 paying guest per cardholder is required. Usage is capped at a maximum of 10 cardholder bookings per week.
 - o Complimentary golf for Sentosa Golf Club is offered only to Ultima cardholder and subjected to a minimum of one full paying guest (published golf rates) per cardholder. Subsequent guest(s) joining the flight will pay the prevailing published golf rates.
- e. For Mission Hills Shenzhen/Dongguan, a minimum of 1 night's stay is required for each game.
- f. Complimentary green fees in 280 participating overseas golf clubs are limited to main Cardholders only, and capped at a maximum of 3 times per calendar year.
- g. There is no mandatory paying guest required in order for cardholders to enjoy the golf privilege with the exception of Sentosa Golf Club. However, a minimum number of golfers per flight may be required for booking to be processed as per golf club's policy.
- h. Cardholder and his/her guests should hold valid golfer's insurance as individual golf clubs may impose golf insurance requirement.
- i. Cardholders must follow the terms and conditions of booking (set out in "Reservations" section below, or will not be granted access rights to the Participating Clubs.
- j. For the 22 clubs listed above, cardholders with existing golf game booked, are not allowed to book subsequent golf game/s until the current game has been played, regardless if Cardholders are booked as the main Cardholder or as a Guest in the booking submission.
- k. For the 280 clubs with maximum of 3 times complimentary green fees per calendar year, cardholders, who are traveling outside of their issuing country, are allowed to book more than 1 golf games in their destination country/countries. This will still be subjected to the cap of 3 complimentary fees per calendar year.
- l. Golf Privilege is not valid for use in conjunction with other non-Citibank Ultima promotions, discounts or offers, and cannot be utilised for participation in corporate golf events, private golf events or golf tournaments.
- m. Golf Privilege is valid for use when booked directly by a Citibank Ultima Lifestyle Manager, on behalf of Cardholders.
- n. Accordingly and for the avoidance of doubt, Cardholders are not allowed to take over tee times transferred from other golfers/Participating Club members to make use of the Golf Privileges.
- o. Cardholder must be present for their own booking made under their name.
- p. Cardholders are not allowed to use this program to request a pairing, or to join a flight booked by other golfers/Participating Club members at any Participating Clubs, and such requests will not be entertained by Citibank. All pairings are at the sole discretion of, and administered by, the Participating Golf Clubs.
- q. Cardholders understand and acknowledge that Participating Clubs will not entertain any direct correspondence/enquires, attempts for checking availability and bookings, attempts in securing tee time, transfer of confirmed tee time, and/or amendment of a confirmed golf booking from Cardholders. Citibank reserves the right to reject/cancel Cardholders' complimentary golf booking if the Cardholders contact any Participating Clubs directly.

Reservations

- r. All bookings must be made through the Citibank Ultima Lifestyle Manager.
- s. A status update on the golf booking request will be sent to Cardholders within 2 business days.
- t. Golf Privilege is valid for weekdays and weekends, except public holidays. The policy for public holidays varies by golf clubs.

- u. Minimum balls per flight may be required for tee-off by Participating Clubs in accordance with their club policy
- v. Bookings cannot be made less than 5 calendar days and more than 14 calendar days in advance before day of tee-off, not inclusive of day of tee-off. (As an example, tee-off on a Friday means booking must be made latest by the previous Sunday). The following booking deadline apply for the specific golf clubs in the table below.

Singapore Golf Clubs	Weekday Booking Submission	Weekend Booking Submission <i>(tee times available for Sun PM only)</i>
Sembawang Country Club	Maximum 7 days in advance	Maximum 5 days in advance
Marina Bay Golf Course	Maximum 18 days in advance	Maximum 18 days in advance
Sentosa Golf Club	Maximum 10 days in advance	Maximum 10 days in advance

- w. Acceptance of all golf bookings, pairings and changes to tee times will be at the discretion of the Participating Clubs, and are subject to availability. Cardholders will not be granted access rights to the Participating Clubs without prior bookings through the Citibank Ultima Lifestyle Manager.

Fees and Charges

- x. Complimentary green fees for Cardholders and one guest will be absorbed by Visa under the Golf Privileges in the 22 participating clubs with the exception of Sentosa Golf Club. A complimentary buggy per booking will be provided, if available.
- y. Additional guests have to pay for green fee, buggy, caddie, turf mate, locker fee, insurance, taxes and all other ancillary and miscellaneous charges (“Other Usage Charges”) at normal published rates at the Participating Clubs where applicable, subject to the Participating Clubs’ terms and conditions.
- z. Cardholders and the first guest have to pay for caddie, turf mate, locker fee, insurance, taxes and all other ancillary and miscellaneous charges (“Other Usage Charges”) at normal published rates at the Participating Clubs where applicable, subject to the participating clubs terms and conditions.
- aa. All payment made in relation to usage of the Golf Privileges, and any Other Usage Charges incurred while utilizing the Golf Privileges, must be made with a Citibank Ultima card.

Cancellation and Charges

- bb. Cancellations and/or amendments to bookings are strictly to be made through the Citibank Ultima Lifestyle Manager via phone, and not directly with the Participating Clubs.
- cc. Any cancellation and/or amendment to bookings must be made at least 3 working days prior to tee-off date, or as in accordance with golf club’s cancellation policy (as an example, confirmed bookings at Mission Hill are non-amendable and non-cancellable).
- dd. Cancellation made less than 3 working days or less than duration stated by club’s policy, late arrivals or non-shows shall be subjected to full published rates and penalty stipulated by the Participating Clubs. Penalty charges will be borne in full by Cardholders.

- ee. Amendment fee of US\$10 + GST applies if changes are made to bookings after confirmation has been issued.
- ff. Rain check policy will apply as per Participating Clubs' policy.

Miscellaneous

- gg. Golf Privileges are valid for golf rounds only. They do not provide Cardholders and their guests with access to the other recreational facilities at the Participating Clubs.
- hh. Cardholders understand and acknowledge that Participating Clubs will not entertain any correspondence/enquires, and/or attempts for bookings from Cardholders, in the event that Cardholders contact the Participating Clubs directly to book the Golf Privileges.
- ii. Cardholders acknowledge and agree that Citibank and Visa are not responsible for non-fulfilment of any privileges or any defect or lack in service or goods supplied by third parties, including the Participating Clubs. Accordingly, Cardholders irrevocably agree not to make any claim against Citibank and Visa in relation to any loss, damage, disappointment or distress of any kind arising from their use or attempted use of the Golf Privileges, including but not limited to failure or inadequacy of service or fulfilment of privileges by the Participating Clubs.
- jj. Citibank reserves the right at any time and without assigning any reason, to change or to cancel any Participating Club – it is the duty of the Cardholders to check the list of Participating Clubs prevailing at any time.
- kk. To the fullest extent permissible by law, each participating Cardholder releases Citibank and the respective Participating Clubs from any claim, loss, damage, cost or expense (including any claim for legal expenses) sustained or incurred by him/her in connection with his/her participation or attempted participation in the Golf Privileges.