

Terms and conditions of VISA

1. Introduction: This document outlines the terms and conditions ("Terms") of the Visa Worldwide Pte. Ltd.'s ("Visa") marketing campaign (the "Campaign") to increase the Visa card issuance, activation, reactivation and usage of Tap to Pay across multiple Cardholders (as defined below). The Campaign is offered by Visa to all holders of a valid and current Visa consumer debit or credit card ("Eligible Card") issued by a licensed issuer in India ("Cardholder", "you", "your"). The Campaign is valid for the Campaign Period (as defined below) subject to availability of stock. For avoidance of doubt, no Visa prepaid, commercial, business or forex card shall fall within the definition of Eligible Cards or be eligible for any benefits under the Campaign.

2. Eligibility:

To participate in the Campaign, you must be an existing Cardholder of an Eligible Card or obtain a new Eligible Card ("New Eligible Card") issued by any of the licensed Issuers/Canara Bank of Eligible Cards ("Issuers/Canara Bank") and perform any of the following:

- At least one transaction of at least INR 300 in a single receipt other than cash withdrawal ("Eligible Transaction") on a newly obtained Visa credit card ("New Visa Credit Card"), either online or at any of the merchants ("Merchants") during the Campaign Period.
- At least one Eligible Transaction online or at any Merchant during the Campaign Period, on an "Inactive Card," i.e., an Eligible Card on which the Cardholder has not made a transaction processed on VisaNet between October 1, 2024 to March 31, 2025.
- At least one Eligible Transaction at any Merchant using 'Tap to Pay' during the Campaign Period on an "Inactive Contactless Card," i.e., an Eligible Card on which the Cardholder has not made a contactless transaction processed on VisaNet between October 1, 2024 to March 31, 2025 or on a New Eligible Card.
- Multiple Eligible Transactions using an Eligible Card during the Campaign Period, with a cumulative spend of INR 50,000 or more spread across at least 50 transactions with a minimum of 2 different merchants having distinct merchant category codes to become eligible the 'Transact and Win' campaign ("Transact and Win Eligibility Criteria").

- All Eligible Transactions should have been processed on the VisaNet and will include those processed by the Issuer on the VisaNet.
- Any product return, request for refund, or order cancellation including partial cancellation for any reason whatsoever will disqualify an Eligible Transaction from the Campaign for the amount of refund or cancellation. If an order is partially cancelled or returned, the Cardholder will qualify for the Campaign only if the payment transaction value of the items that were not cancelled or returned continues to meet the Eligible Transaction criteria mentioned in these Terms.

3. Campaign Period: The Campaign will run from May 1, 2025 till October 31, 2025 (inclusive of both dates), or till such date the stocks last, whichever is earlier (“Campaign Period”).

4. Vouchers: The vouchers for the Campaign (each a “Voucher”) are as follows:

- For an Eligible Transaction on New Visa Credit Cards:
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- Visa Platinum credit card: INR 250 Paytm recharge and bill payment Voucher + INR 5000
- Voucher redeemable against booking for a stay at a Elivaas/ Alaya Stays villa.
- Visa Signature credit card: INR 500 Paytm recharge and bill payment Voucher + INR 5000
- Voucher redeemable against booking for a stay at a Elivaas/Alaya Stays villa.
- Visa Infinite credit card: INR 750 Paytm recharge and bill payment Voucher + INR 5000
- Voucher redeemable against booking for a stay at a Elivaas/ Alaya Stays villa.
- For an Eligible Transaction on an Inactive Card: INR 100 Paytm recharge and bill payment Voucher + INR 5000 Voucher redeemable against booking for a stay at a Elivaas/Alaya Stays villa.
- For an Eligible Transaction on an Inactive contactless Card or a New Eligible Card : INR 100 Paytm recharge and bill payment Voucher
- For a Cardholder meeting the Transact and Win Eligibility Criteria - The top 10 (ten) Cardholders meeting the Transact and Win Eligibility Criteria and who have performed the maximum number of Eligible Transactions on an Eligible Card

during the Campaign Period which are processed through the VisaNet will be declared winners of the 'Transact and Win' campaign ("T&W Campaign Winners"). The T&W Campaign Winners will each win a Voucher for a 2 (two) night stay at either an Elivaas or Alaya Stays luxury villa.

- The Cardholder notes that each type of Voucher can be earned only once during the Campaign Period on an Eligible Card.
- Vouchers are non-transferable, non-exchangeable, and non-refundable. No cash alternative or substitute to the Vouchers will be provided. The validity of a Voucher starts from the procurement of the code.
- Only one Voucher can be issued to one natural person.

5. Redemption and Use of Vouchers:

- More details about the Campaign are available at this [Transact & Win Offers | Visa -](#)
- Eligible Cardholders can claim their Vouchers by clicking on the above link, where they will have the option to "Claim" the Voucher. Accordingly, the Cardholder would be redirected to a landing page ("Website"), for entering the card number and other details to claim such applicable Voucher.
- Other than Vouchers of the 'Transact and Win' campaign, each Voucher can only be claimed after 7 (seven) days from the date of the Eligible Transaction that qualifies the Cardholder for the Voucher, but no later than 97 (ninety-seven) days from the aforesaid date. The Voucher details will be available to the Cardholder on the Website upon claiming of such Voucher. Additionally, Visa may deliver the Voucher details to the Cardholder via SMS.
- Paytm Vouchers, once claimed, must be redeemed on Paytm mobile application ("Platform A") within 90 (ninety) days from the date of claim. INR 5000 discount Elivaas/ Alaya Stays discount Vouchers must be redeemed on the Elivaas/Alaya Stays website ("Platform B") by June 30, 2026 for booking a stay at a Elivaas/ Alaya Stays property before December 31, 2026. If Voucher(s) are not redeemed within the above dates, the Voucher(s) will expire. Expired Vouchers cannot be replaced.

- The list of T&W Campaign Winners will be announced within 1 (one) month from the conclusion of the Campaign. The T&W Campaign Winners should claim their respective Vouchers within 30 (thirty) days from the date of release of the list of winners. If the Voucher is not claimed by a T&W Campaign Winner within this period, T&W Winner will forfeit the Voucher, and it will be offered to the next Eligible Cardholder meeting the Transact and Win Eligibility Criteria, based on their ranking in the 'Transact and Win' campaign. The next Eligible Cardholder will be notified in writing and must claim the Voucher within 15 (fifteen) days from receiving the notification. Once claimed, Vouchers must be redeemed at Elivaas or Alaya Stays website by June 30, 2026 for booking a stay at an Elivaas or Alaya Stays villa before September 30, 2026("T&W Booking Period"). If Voucher(s) are not redeemed within the above dates, the Voucher(s) will expire. Expired Vouchers cannot be replaced.
- Visa, Issuers/Canara Bank and Merchants will not be responsible for any delay, loss, or damage in the delivery of the Vouchers.
- Terms and conditions relating to redemption of each type of Voucher:
 - Paytm recharge and bill payment Voucher:
 - The Voucher can be used for payment of utility bills, i.e., mobile prepaid and postpaid bills, DTH recharge and electricity bills.
 - The amount of the payment transaction should be equivalent or more than the Voucher denomination.
 - This offer cannot be clubbed with any other platform discounts or benefits.
 - 1 (one) Voucher can be used for only 1 (one) payment.
 - No two Vouchers can be clubbed.
 - Any balance payment over and above the Voucher value can be made only using a Visa debit card or Visa credit card
 - Voucher to be used within 90 (ninety days) from the date of claim by user.
 - Elivaas/Alaya Stays INR 5000 discount Voucher:
 - Voucher can be used to claim a discount against booking a stay at a villa on either Elivaas or Alaya Stays website, irrespective of the total amount payable.

- The Voucher is not applicable on booking of apartments.
 - There is no restriction on the number of nights booked at any of the above properties.
 - This offer can be clubbed with a platform discount.
 - 1 (one) Voucher can be used only for 1 (one) booking.
 - No two Vouchers can be clubbed.
 - Any balance payment over and above the Voucher value can be made only using a Visa debit card or Visa credit card.
 - Once claimed, Vouchers must be redeemed at Elivaas or Alaya Stays website by June 30, 2026 for booking a stay at an Elivaas or Alaya Stays villa before December 31, 2026.
- Elivaas/ Alaya Stays stay Voucher for T&W Campaign Winners:
- T&W Campaign Winners can redeem the Voucher for booking a stay at a luxury Villa at Elivaas or Alaya Stays properties, depending on the assigned Voucher. Once claimed, Vouchers must be redeemed within the T&W Booking Period.
 - The Voucher will include only accommodation for the persons staying at a Elivaas or Alaya Stays villa for 2 (two) nights.
 - The Voucher does not cover meals, transportation, including to and from the resort.
 - T&W Campaign Winners will be allocated their respective villas based on their ranking in the T&W campaign. No alternate property will be allocated other than what is preassigned in the Voucher provided. However, in the event of unavailability of any property for booking during the T&W Campaign Winner's preferred booking period, the eligible winner can contact the Merchant for an alternative. The Merchant will, on a best effort basis and subject to availability, endeavor to allocate an alternate property for the T&W Winner's stay, provided that Visa, the Issuer and the Merchant do not guarantee the availability of such alternate property during any part of the T&W. Booking Period and shall not be responsible for the services available at such alternate property or any issues faced by the T&W Campaign Winner regarding booking a stay at such alternate property.
 - Winners cannot make the bookings during Merchant blackout period provided below:

Month Period Occasion

Month	Period	Occasion
25-Oct	1st to 5th Oct	Dussehra
25-Oct	18th to 26th Oct	Diwali
25-Dec	25th Dec to 3rd Jan	Christmas/New Year's
26-Jan	14th Jan	Pongal/Makar Sankranti
26-Jan	23rd to 26th Jan	Republic Day
26-Feb	13th - 15th Feb	Valentine Weekend
26-Feb	28th Feb to 4th Mar	Holi Weekend
26-Mar	20th to 22nd Mar	Eid Weekend
26-Apr	3rd - 5th Apr	Good Friday
26-Jun	26th - 28th June	Moharram Weekend
26-Aug	14th - 16th Aug	Independence Day Weekend
26-Aug	28th - 30th Aug	Rakhi Weekend
26-Sep	4th - 6th Sep	Janmashtami
26-Sep	11th- 14th Sep	Ganesh Chaturthi Weekend

6. General terms and conditions: By participating in the Campaign, you agree to/that:

- Abide by these Terms and the decision of Visa with respect to the Campaign.
- Release and indemnify Visa, Issuers/Canara Bank and Merchants from any liability, claim, loss, damage, cost, or expense arising from or in connection with the Campaign or the Vouchers.
- Understand that participation in the Campaign is voluntary and not binding in any manner.
- Accept that Visa reserve the right to modify, suspend, cancel, or terminate the Campaign and these Terms or any part of it without prior notice or reason.
- Accept that Visa has the sole and final discretion to determine the winners and the Vouchers, and that their decisions are final and binding.
- All taxes, fees, and surcharges on Vouchers are the sole responsibility of the Cardholder.
- Visa reserves the right to disqualify any participant who tampers with the entry process or submits an entry not in accordance with these Terms or in any manners subvert or tries to subvert the objective of this Campaign.
- Visa is not responsible for any technical failures that may prevent an individual from participating in the Campaign.

- Once awarded, the Voucher shall not be resold or commercially traded in any manner, directly or indirectly.
- Comply with the terms and conditions applicable to the issue and use of the Vouchers as decided by Paytm and/or Elivaas/ Alaya Stays, as applicable on respective Platform A and Platform B. o
- comply with the terms and conditions of Elivaas and Alaya Stays related to the booking and stay at their properties.
- Visa may, in its sole discretion, provide an alternate voucher or such other benefit of equal amount.
- Nothing herein amounts to a commitment by Visa, Issuers/Canara Bank or Merchants to conduct further similar or other Campaigns.
- This Campaign is void where prohibited by law.

7. Limitation of Liability:

- Visa, Issuers/Canara Bank and Merchants are not responsible for any incorrect or inaccurate information, whether caused by website users or by any of the equipment or programming associated with or utilized in the Campaign.
- Visa, Issuers/Canara Bank and Merchants assume no responsibility for any error, omission, interruption, deletion, defect, delay in operation or transmission, communications line failure, theft or destruction or unauthorized access to, or alteration of, entries.
- Visa, Issuers/Canara Bank and Merchants are not responsible for any problems or technical malfunction of any telephone network or lines, computer online systems, servers or providers, computer equipment, software, failure of email or players on account of technical problems or traffic congestion on the internet or at any website or combination thereof, including injury or damage to participants or to any other person's computer related to or resulting from participating or downloading materials in the Campaign.
- Visa, the Issuers/Canara Bank and the Merchants shall not be responsible for the services provided by Paytm, Elivaas, or Alaya Stays or any alternate property allocated by the Merchant and for any accidents or incidents that may occur while making a booking or during a stay at an Elivaas or Alaya Stays property or any alternate property allocated by the Merchant.

8. Personal Data:

- By participating in the Campaign, you acknowledge and agree that Visa, and service providers acting on Visa's behalf, may collect, use, process and share your personal information for the purpose of administering and managing the Campaign ("Personal Data"). The Personal Data may include amongst other

things name and contact information, or special requirements for arranging the prize. For more information on how Visa collects and protects your personal information, please review our Global Privacy Notice (<https://www.visa.co.in/legal/globalprivacy-notice.html>).

- Where you wish to exercise any of your privacy choices under relevant laws, please contact us at Visa Privacy Centre (<https://www.visa.co.in/legal/privacy-policy.html>).

9. Intellectual Property: By participating in the Campaign, you acknowledge that any intellectual property rights in the Campaign and any materials used in connection with the Campaign are owned by Visa, and you do not have any rights to such materials.

10. Governing Law:

- These Terms are governed by the laws of India and any dispute arising out of or in connection with them will be subject to the exclusive jurisdiction of the courts at New Delhi, India.

11. Entire Agreement:

- These Terms constitute the entire agreement between each participant and Visa with respect to the Campaign and supersede all prior or other arrangements, understandings, negotiations, and discussions, whether oral or written.
- No waiver of any of the provisions of these Terms shall be deemed or shall constitute a waiver of any other provisions.

Please read these Terms carefully. If you do not agree to these Terms, please do not participate in the Campaign. Participation in the Campaign signifies your agreement to these Terms. You will be prompted to accept the Terms on the Website.

For any queries or concerns, please reach out to the customer service team at Razorpay at Visaoffersupport@razorpay.com . Please note that Visa and Issuers/Canara Bank are not responsible for customer service related to this Campaign. For avoidance of doubt, the sole responsibility of the customer services shall be of Razorpay.

12. Any customer queries or escalations will be handled exclusively by VISA support. Canara Bank will not be responsible for the same in any manner.

13. Canara Bank shall not be liable in any manner whatsoever for any loss/ damage/ claim that may arise out of use or otherwise of any services availed by the customer under the Offer.

14. VISA/Canara Bank reserves the right, at any time, without prior notice and liability and without assigning any reason whatsoever, to add/alter/modify/change or vary all of these terms and conditions or to replace, wholly or in part, this offer by another offer, whether similar to this offer or not, or to extend or withdraw it altogether.

14. VISA/Canara Bank reserves the right to disqualify/ exclude any customer from the offer, if any fraudulent activity is identified as being carried out for the purpose of availing the benefits under the offer or otherwise by use of the Card.

15. Canara Bank shall not be held liable for any delay or loss that may be caused in delivery of services.