

## **TSavaari Loyalty Program - Terms and Conditions**

1. Travel More – Earn More!!!
2. Participation in the TSavaari Loyalty program is subject to these Terms and Conditions. The Company, in its sole discretion, may amend/modify, vary or terminate the Loyalty Program or these Terms and Conditions, at any time with or without notice, in accordance with the terms set out hereinafter. By registering on or purchasing a ticket through the TSavaari App, you will automatically be entitled to reward points and shall be deemed to have agreed to the Terms and Conditions of the App. Continued participation in the Loyalty Program constitutes acceptance of the Terms & Conditions.
3. It is hence each customer's responsibility to read and understand the Terms and Conditions before undertaking participation in the TSavaari Loyalty program
4. Hyderabad Metro Rail introduces TSavaari Loyalty Program to all its customers
5. Eligibility: Passengers booking QR Ticket or recharging smart card only on the TSavaari App
6. Loyalty points are offered on separate programs as below
  - TSavaari Loyalty Program on QR Tickets
  - TSavaari Loyalty Program on Recharge
7. Passengers can collect the reward points against the ticket booked on TSavaari
8. Loyalty Reward points slab:

S. No.	Ticket Fare (in INR)	Loyalty Reward Points (in Numbers)	Redemption amount in INR
1	1-15	10	1
2	16-25	20	2
3	26-35	30	3
4	36-45	40	4
5	46-55	50	5
6	56-60	60	6
7	61-75	70	7

9. TSavaari Loyalty Program on Recharge process details on collection of Reward points
  - Passengers can collect the reward points against the recharge of smart card on TSavaari
  - Recharge of smart card is possible only in the multiples of Rs. 100/- and can be done with minimum of Rs. 100/- to maximum of Rs. 3000/-

- You can collect equal points to the amount recharged. For example, for recharge value of Rs. 100, you will get the credit of 100 reward points which translates to Rs 10 INR
- Loyalty points credited for a Metro card recharge will be equal in value to the digital cash paid.
- Points would be present on the TSavaari app and gets updated usually by the next business day

If the Metro card is not used within 15 days of recharge (not tapped at the automatic gate), only the digital cash portion will be refunded. Loyalty points used for the recharge are non-refundable

10. Redemption process for both the type of loyalty program is same as below:

- Each 10 points is equal to Rs. 1/- ie., 10 points = Rs. 1/-
- Your account must have minimum balance of 100 reward points every time the points are redeemed
- Reward points will be valid for 30 days from the date of credit

11. Cancellation process for the ticket purchased with digital cash in full

- Digital cash means the currency / amount available in your bank account.
- You purchase a ticket with digital cash in full and decide to cancel the ticket, then you will get refund of digital cash you paid, and if any points have been credited, will also be deducted which was credited for the ticket booked.

For example,

- Ticket purchased for Rs. 35 and you get 30 points added to your account.
- On cancellation of this ticket, Rs. 35 will be refunded to your bank account and 30 points will be deducted from your Reward Points balance.

12. Cancellation process for the ticket purchased in combination of digital cash and Reward Points balance You buy a ticket in a combination and on cancellation of this ticket, only the digital cash will be refunded, and reward points will not add back to the balance.

For example, you buy a ticket for Rs. 35 in a combination as follows:

- Rs. 35/- = Rs. 10/- (by redeeming 100 points) + Rs. 25/- of digital cash
  - On cancellation, only Rs. 25 will be refunded; Rs. 10 which is equal to 100 points will not be added back
  - Also note your reward points of 30 earned on purchase of this present ticket will also be deducted from the balance.
  - No reward points will be credited on purchase of ticket fully from the balance of reward points earned earlier

13. In case of questions / queries on Loyalty program you can call 040-23332555 or email us at [customerservice@ltmetro.com](mailto:customerservice@ltmetro.com). Please give 48-72 hours for our team to look into your query and respond appropriately. Please also note that the management's decision with regards to Loyalty points will be final
14. Loyalty points cannot be redeemed on tickets booked from any other channel / platform other than TSavaari official App
15. The management has the right to cancel the loyalty points of a user in case it deems to be misusing the App or points system
16. The management has the right to cancel the loyalty points of a user in case it deems the user to be misleading other customers by spreading incorrect news / services of the TSavaari App.
17. We expect the customers to write to us at [customerservice@ltmetro.com](mailto:customerservice@ltmetro.com) and directly get the queries addressed.
18. If a customer deletes the App or loses points due to own mistake, management would not be held responsible. Points lost would not be refunded back to the customer
19. Users must not act in any way which breaches these Terms and Conditions, indulge in any Fraudulent Activity, or abuse or misuse any benefits, facilities, services, arrangements, etc.
  - knowingly supplying or attempting to supply false, incorrect, or misleading information, digitally or otherwise, whether in regard to themselves or otherwise, or making a misrepresentation about Hyderabad Metro or TSavaari App or TSavaari Loyalty program
  - altering any document, using or attempting to use counterfeit tickets
  - accessing or attempting to access another customer's ticket or card
  - selling, bartering, purchasing or misusing any points to another customer
  - Attempting to benefit through the creation of multiple identities and multiple TSavaari accounts,
20. The Company rewards customers for its loyalty and encourages to use the Tsavaari App, however, please note the Loyalty Program can be withdrawn any day without notice. The slabs and loyalty points can also be changed from the current program system as per management decision on any day.
21. These Terms & Conditions shall be governed by and construed in accordance with the laws of India. Any disputes arising in connection with this Loyalty Program shall be subject to the exclusive jurisdiction of the competent courts at Hyderabad.
22. The Company shall not be liable for any delay or failure in crediting or redeeming Reward Points due to technical or system failures, network issues, or circumstances beyond its reasonable control.

23. The Company reserves the right to suspend or terminate the participation of any user in the Loyalty Program in case of breach of these Terms & Conditions, misuse, or fraudulent activity.
24. Refunds for Metro Card Recharges: If the Metro card is not used within 15 days of recharge (not tapped at the automatic gate), only the digital cash portion will be refunded. Loyalty points used for the recharge are non-refundable.
25. TSavaari points is valid for 30 days only from the date the points get credited to the account of the customer management decision would be regarded as final with regards to validity of points
26. By clicking 'I Agree' to the Terms and Conditions before purchasing a ticket or recharging a smart card, you are automatically enrolled in the loyalty program and deemed to have accepted the Terms and Conditions.

Happy Travelling with the TSavaari points system!