

"DBS Credit Card iGO Rewards" Terms and Conditions

1. "DBS Credit Card iGO Rewards" (the "Service") is only applicable to the principal cardholders ("Cardholders") of the DBS Credit Cards and Co-branded Cards (excluding Private Label Cards and Business Cards) (each an "Applicable Credit Card", collectively "Applicable Credit Cards") issued by DBS Bank (Hong Kong) Limited (the "Bank").
2. The Service is provided and managed by the Bank's designated merchant, Hutchison Travel Limited (the "Merchant"). Cardholders are required to log into DBS Card+ mobile application and select an Applicable Credit Card in order to enter iGO Rewards website (the "Website") to make bookings of flight ticket and/or hotel accommodation or other Travel Services ("Travel Services").
3. All bookings made on the Website are subject to DBS Credit Card DBS\$ Reward Scheme Terms and Conditions or COMPASS CARD Reward Scheme, this Terms and Conditions, the Merchant's iGO Rewards Booking Terms & Conditions and the Merchant's iGO Rewards Privacy Policy. The Merchant's iGO Rewards Booking Terms & Conditions and the Merchant's iGO Rewards Privacy Policy can only be accessed after entering the Website.
4. The prices of all the Travel Services provided in the Website are in DBS\$, COMPASS Dollar or Hong Kong Dollar, and the total prices are inclusive of taxes and surcharges required. If a Cardholder does not have sufficient DBS\$ or COMPASS Dollar to book a certain Travel Service, he/she can pay the balance in Hong Kong Dollars based on the conversion rate specified in the Website to complete the booking. A booking administration fee of HK\$50 payable to the Merchant are required for each booking. Cardholder must use the chosen Applicable Credit Card during Website login to settle the payment of the amount of HK\$ component and the booking administration fee.
5. Booking of Travel Services is subject to there being sufficient DBS\$ or COMPASS Dollar, and/or available credit limit under the Cardholders' Applicable Credit Card account and the approval of the Bank and the Merchant. The DBS\$ or COMPASS Dollar, the Hong Kong Dollars payment and any additional fee(s) (including but not limited to Booking Administration Fee, taxes and surcharges) required for the booking will be debited from the Applicable Credit Card account immediately. A Booking Reference Number on the booking confirmation page will be provided for record by the Website upon successful booking. A confirmation email will also be sent to the email address provided by the Cardholder during booking within 2 hours. The DBS\$ or COMPASS Dollar and Booking Administration Fee debited are non-refundable under all circumstances.
6. Unless otherwise specified, Cardholders can redeem Travel Services that valued at HKD1 with DBS\$1 or \$1 COMPASS Dollar in the Service. E.g. a round-trip flight ticket that valued at HKD1,000 can be redeemed using DBS\$1,000 or \$1,000 COMPASS Dollar at the Website.
7. The DBS\$ or COMPASS Dollar balance of different Applicable Credit Card accounts of the same Cardholder cannot be combined for use.
8. For enquires of any completed bookings (e.g. not receiving confirmation email after 2 hours upon successful booking), Cardholders can contact the Merchant's iGO Rewards Travel Services Centre (the "Travel Services Centre") via below channels.
 - Phone number: 852-3163-0303

- Email: cs@iGOrewards.com.hk
 - Operating hours: (Hong Kong time) 9am - 7pm on Monday to Saturday and closed on Sunday and public holidays
9. Cardholders must contact the Travel Services Centre for any changes or cancellations of Travel Services booking made. No changes or cancellations can be made on the Website.
 10. An Amendment/ Cancellation Fee of HK\$275 and other relevant charges by airlines and/or hotels (where applicable) will be charged for each change or cancellation per request. All changes and cancellations of booking are subject to the Merchant's iGO Rewards Booking Terms and Conditions and the conditions and charges stipulated by the relevant airlines and/or hotels. Cardholders should contact the Travel Services Centre for any change or cancellation of booking request. Additional fees incurred in connection with a change or cancellation must be paid in Hong Kong dollar using an Applicable Credit Card and redemption of DBS\$ or COMPASS Dollar is not accepted. For more details, please refer to the Merchant's iGO Rewards Booking Terms & Conditions.
 11. Use of the Service is subject to there being no abuse/non compliance by the Cardholders, failing which the Bank will debit the value of any flight ticket and/or hotel accommodation inappropriately awarded to the Cardholders from their account without notice and/or take such action to recover any outstanding amounts.
 12. The Travel Services Centre, the Website and its information are provided by the Merchant. Any enquiry, claim or complaint in relation to the quality or availability of the products/services shall be directed to the Merchant. The Bank shall assume no liability in respect thereof.
 13. The Bank may change these terms and conditions and/or modify or terminate the Service. The Bank's decision is final.
 14. The English version shall prevail if there is any inconsistency between the English and Chinese versions.