

1. Customer is eligible for 2 complimentary nights for two in a one bedroom villa at Soneva Kiri, Thailand OR Soneva Fushi, Maldives
2. Customer is eligible to claim the actual cost of air ticket (one economy return fare) to Thailand or Maldives
3. Taxes & any other costs to be paid by the customer
4. Promotion is eligible for customers who pay the promotional card annual fee (AED 2,000) & cannot be waived
5. Bank will credit the actual cost of the air ticket subject to a maximum cap of Aed 3,000 (whichever is lower)
6. Customer must use Al Masraf credit card to buy the air ticket to Thailand or Maldives & call Al Masraf contact center to claim by mentioning the transaction with the details
7. The amount will be credited to the customer credit card only
8. Credit will be done within 30 days of request
9. In the case the air ticket transaction is reversed/cancelled, the credited promotional amount will be charged back to the customer's credit card & charge the customer's credit card.
10. Customer is liable to pay dues as per normal credit card terms and conditions & these terms are in addition to normal Al Masraf credit card terms and conditions\
11. Customer must have paid the minimum due & not be delinquent
12. Closed, terminated or permanently blocked cards will forfeit the right to claim
13. Customer must call the Concierge number to book the hotel in Thailand/Maldives well in advance. Normal high season blackouts / non-availability may apply.
14. Prize is valid for 6 months from issuance of card after which it will expire with no recourse
15. Prize cannot be converted to cash value
16. Normal Hotel terms and conditions apply
17. Stay at Soneva is part of Mastercard offer & normal Mastercard terms and conditions apply.
18. The bank, its officers, employees or agents are not liable or responsible for partner offers, loss, damage or expense arising in connection with the promotion
19. This promotion is valid upto March '19
20. Bank reserves the right to amend, withdraw and modify the offer at its sole discretion or at its absolute discretion exclude any card/account from the promotion without giving any notice and/or reason including which it deems doubtful or under purview or not managed satisfactorily