

Offer Redemption Process

Purpose: To outline the process for redeeming offers available to Women Debit Card holders.

Eligibility: - Customer must hold a CSB Bank Women Debit Card (RuPay Platinum).

Offer Details:

1. 15% off on Nykaa (Min spend ·1500, Max discount ·250)
2. Complimentary SPA visit (1/year) at O2/Aroma Thai/Four Fountain/Kairali Ayurvedic
3. Airport Lounge access (1/quarter)
4. PA & Disability Insurance · ·2 Lacs
5. 24/7 Concierge Service
6. Monthly RuPay offers

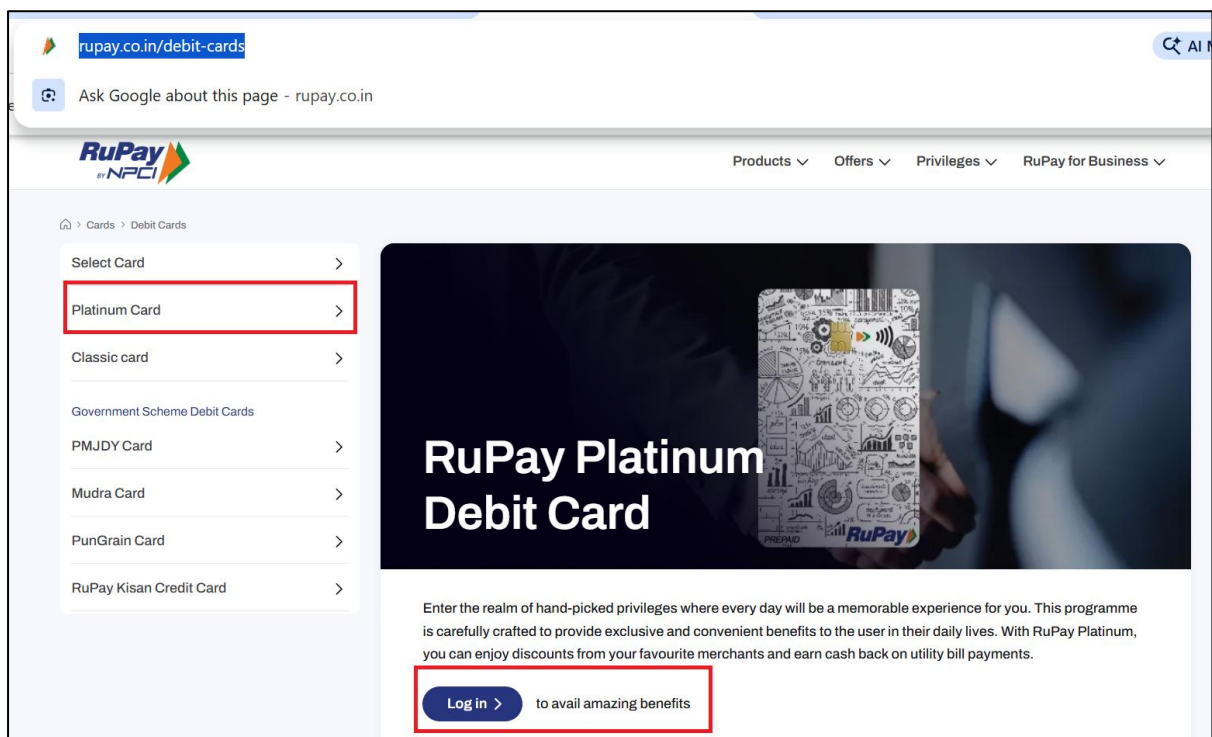
Redemption Process for offers:

Step 1:

Visit <https://www.rupay.co.in/debit-cards>

Step 2:

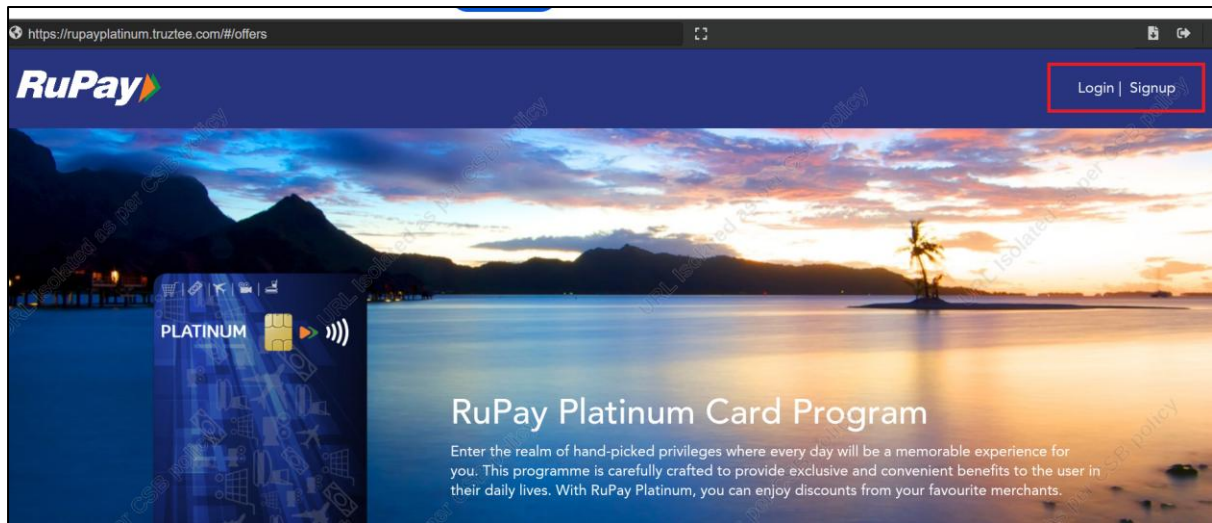
Select Card variant as 'Platinum' & click on Login.



The screenshot shows the RuPay website interface. At the top, the URL bar displays 'rupay.co.in/debit-cards'. Below the RuPay logo, there is a navigation menu with 'Products', 'Offers', 'Privileges', and 'RuPay for Business'. On the left side, a sidebar lists various card options under 'Cards > Debit Cards'. The 'Platinum Card' option is highlighted with a red box. Below this, other options like 'Classic card', 'Government Scheme Debit Cards', 'PMJDY Card', 'Mudra Card', 'PunGrain Card', and 'RuPay Kisan Credit Card' are listed. The main content area features a large banner for the 'RuPay Platinum Debit Card' with an image of the card. Below the banner, a text block describes the benefits of the card, and a 'Log in >' button is highlighted with a red box, with the text 'to avail amazing benefits' next to it.

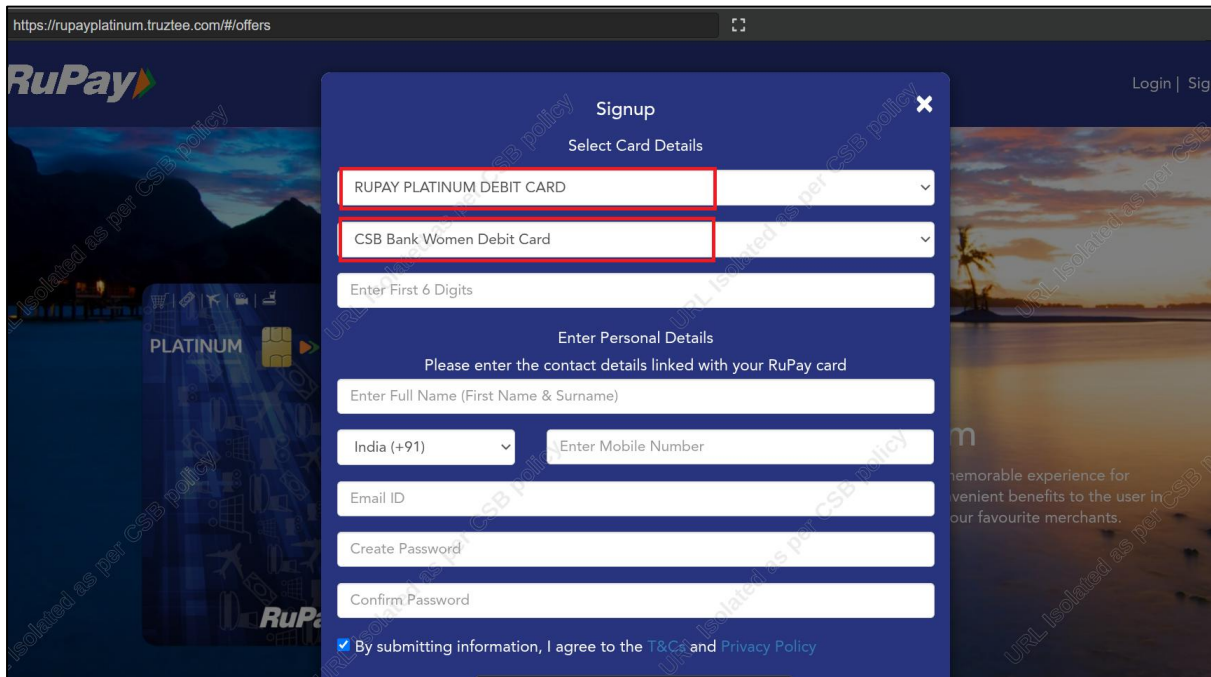
Step 3:

Click on 'Login' again located on top right corner of the page for redeeming offer and 'Sign up' in case of 1st time user



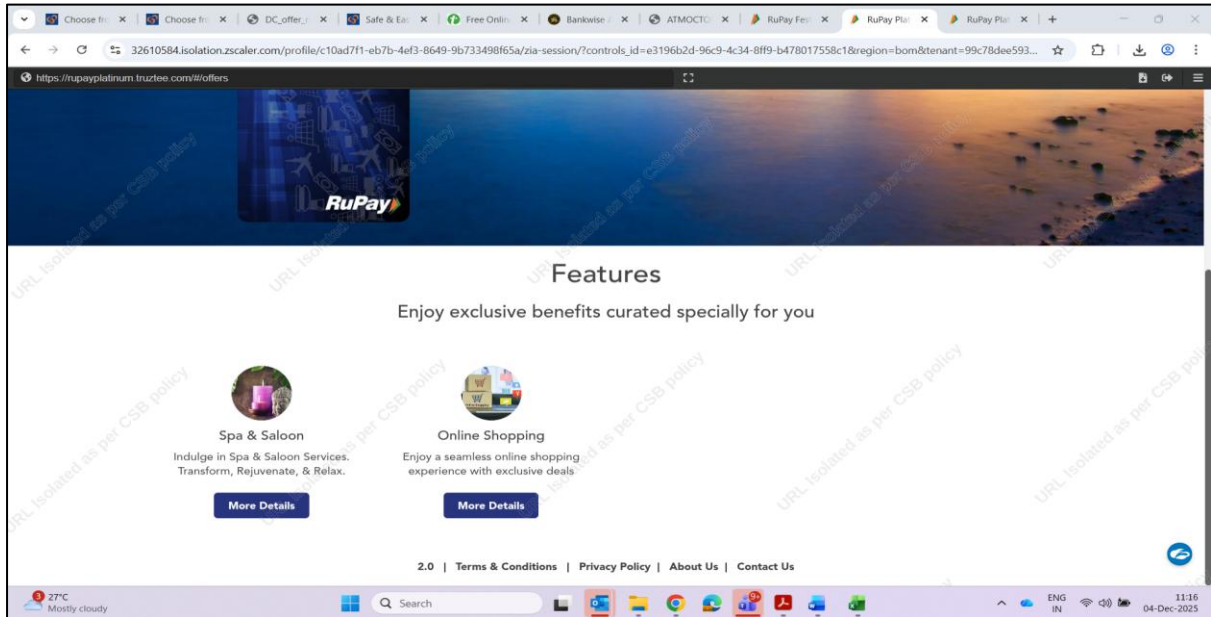
Step 4 (Signup/Login):

- Enter Name as per card
- Select Card type as 'RuPay Platinum Debit Card'
- Select Card as 'CSB Bank Women Debit Card'
- Enter the first 6 digits of the card
- Enter registered mobile number with the bank
- Email id
- Create and confirm password
- Do Captcha validation and 'Submit'



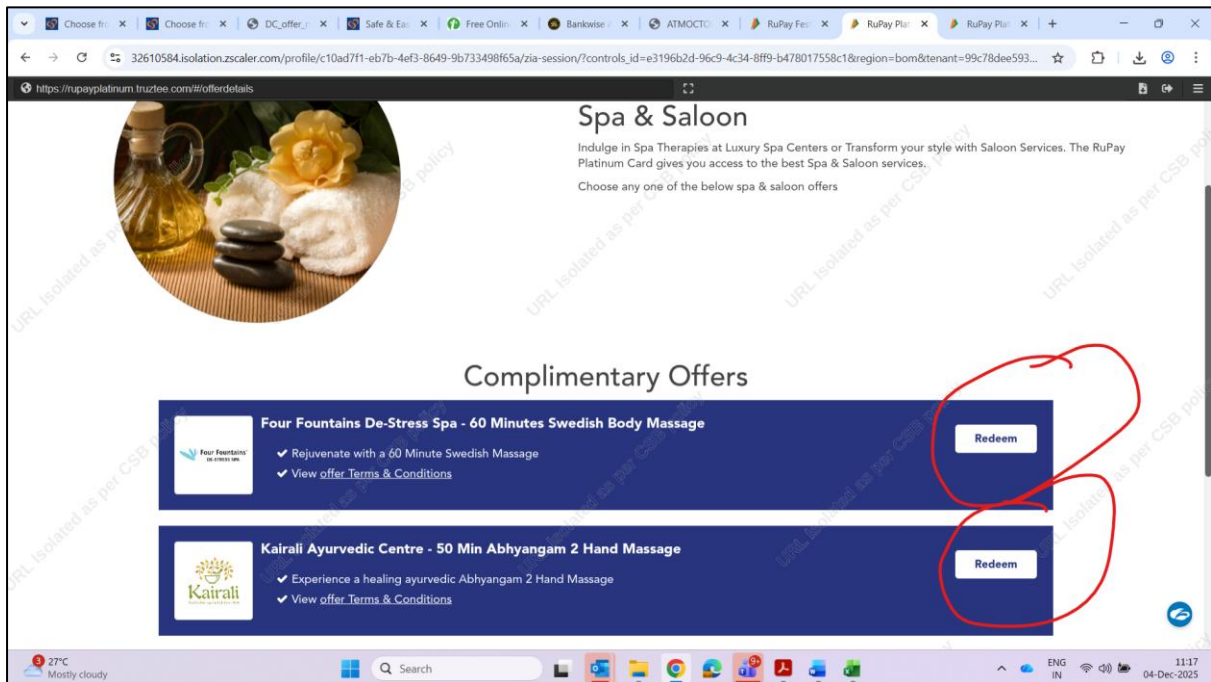
Step 5 (After login)

View the offers on the card on home page



Step 6:

Click on 'More details' and then Redeem for 'Coupon code' generation



For Four fountains (SPA redemption):

Four Fountains De-Stress Spa is known for being an affordable and family friendly spa with centers in Mumbai, Bangalore & Pune. You can now de-stress yourself with a 60 minute swedish massage that is available at the centers. To view a list of the Four Fountains Spa centers included in this offer, click on the "Locations" tab.

Booking Process:

- Click on "Redeem"
- Complete the required payment with your RuPay Platinum card to validate the offer
- You will receive a confirmation on your registered Email ID
- To redeem the service, call the RuPay Support Team +91 40 4189 1419 in advance and book an appointment
- IMP note: Advance booking of minimum 2 days (excluding the date of the session) is required to book your Spa session
- On arrival for your Spa session, please display confirmation details provided to you
- For any questions, please contact the RuPay Platinum Support Team: +91 40 4189 1419 (available Monday to Friday, 9:00 AM – 6:00 PM) or Email: rupay@truztee.com

Validity of the Coupon Code:

- The coupon code is valid for a period of 30 days from issue date for the stated service only
- The coupon code/benefit will expire if unused within the validity period
- The expired coupon cannot be extended, exchanged and is deemed to be utilized

Important Notes:

- Please arrive at least 15 mins prior to your appointment at the Spa center
- The list of locations is subject to change. Please contact the support team for more information.
- Terms & Conditions apply. You are deemed to have read & accepted the T&Cs when you proceed with the booking

Cancellation:

- Coupon codes once redeemed, cannot be cancelled
- The coupon code is valid for 30 days from issue date

Terms and Conditions: Four Fountains De-Stress Spa

- **Right to Admit & Offer Spa Therapies:** We reserve the right to admit guests and offer spa therapies. Spa therapies will be offered only to medically fit persons of age 16 years and above. The decision of the spa team in declaring a guest fit and eligible to take a spa therapy is final and binding. Appointments are subject to availability and hence we recommend booking appointments well in advance.
- **Therapist Policy:** We follow a same-gender therapist policy in some cities and offer cross-gender therapists in others. You are advised to ascertain the policy at the spa of your choice before booking your appointment if you have a clear preference. For our members and repeat guests, while reasonable effort will be made to provide a specific therapist from those available, we offer no assurance of the same. In any case we require our guests to use the disposable underclothes provided for every therapy in order to maintain the highest standards of privacy and hygiene.
- **Full Disclosure:** Guests are required to make full disclosure of their health condition, allergies etc. at the front desk before starting their therapy since some spa therapies may not be recommended in case of contraindications.
- **Medical Advice:** Advice by our Spa Team should not be construed as a substitute for medical advice by a family physician or specialist. Guests are required to cross-check with their physician or specialist before implementing recommendations relating to therapies suggested, exercise, diet and lifestyle changes.
- **Customisation:** The duration, technique and material used for every therapy is scientifically pre-determined by our technical trainers. It will not be possible to modify or customize them beyond permissible limits.
- **Spa Menu & Prices:** List of spa therapies offered and Guests are required to check with the spa front-desk for the latest menu before selecting their spa therapy. Only certain spa therapies are available as part of this offer.
- **Refunds & Extensions:** Pre-paid memberships and gift vouchers cannot be refunded. Their validity cannot be extended either
- **Late Arrivals & Therapy Duration Extension:** In case of late arrival by a guest beyond ten minutes of the scheduled appointment time, we reserve the right to shorten the therapy duration for the same price or offer a completely different therapy of a shorter duration. This is so that the next appointment is not delayed.
- **Personal Belongings:** Responsibility of personal belongings rests solely with our guests and we accept no responsibility for lost or misplaced belongings. While we strongly advise against carrying valuables to the spa, provision for a guest locker has been made in every spa room. Please use the locker and retain the keys with you during the entire duration of your visit.
- **Inappropriate Behaviour:** Our therapists reserve the right to stop any therapy at any point of time in the event of any inappropriate behavior, gestures, innuendos or requests of sexual nature by a guest. Such guests will be blacklisted and no further appointments will be offered to them.
- **No Massage on Private Parts:** We don't offer massage on private parts of the body.
- **No Massages offered to Pregnant Ladies:** We don't offer therapies to pregnant ladies as this is a specialised field and our therapists are not trained in this science.
- **Other Terms & Conditions:** Other Standard T&Cs will apply and are subject to change. Guests are required to adhere to the same.

For Kairali:

Kairali is a renowned name in Ayurvedic treatments in India & Internationally. With wellness as its core objective, Kairali offers multiple authentic ayurvedic Spa & Wellness massages and treatments. Rejuvenate with a 50 minute traditional Abhyangam 2 Hand Therapy massage and come out feeling refreshed. Available at all their India centers. To view a list of the Kairali Ayurvedic Spa centers included in this offer, click on the "Locations" tab (centers are subject to change).

Booking Process:

- Click on "Redeem"
- Complete the required payment with your RuPay Platinum card to validate the offer
- You will receive a confirmation on your registered Email ID
- To redeem the service, reply to this email with the below info or call the RuPay Support Team +91 40 4189 1419 in advance to book an appointment
 - City
 - Preferred Branch
 - Preferred Date
 - Preferred Time
- The appointment has to be scheduled at least 2 days prior to the date/time of service
- On arrival for your Spa session, please display the confirmation email at the time of registration
- For any questions, please contact the RuPay Platinum Support Team: +91 40 4189 1419 (available Monday to Friday, 9:00 AM – 6:00 PM) ?or Email: rupay@truztee.com

Validity of the Coupon Code:

- The coupon code is valid for a period of 30 days from issue date for the stated service only
- The coupon code/benefit will expire if unused within the validity period
- The expired coupon cannot be extended, exchanged and is deemed to be utilized

Important Notes:

- Please arrive at least 15 mins prior to your appointment at the Spa center
- Due to Covid-19, some branches/locations may be closed until further notice. The list of locations is subject to change. Please contact the support team for more information.
- Terms & Conditions apply. You are deemed to have read & accepted the T&Cs when you proceed with the booking

Cancellation:

- Coupon codes once redeemed, cannot be cancelled
- The coupon code is valid for 30 days from issue date

Terms and Conditions: Kairali Ayurvedic Centre

- Appointment to be scheduled minimum **24 hours** prior to the date of service.
- Post confirmation of appointment, cancellation will not be entertained.
- Extra services availed would be charged as per actual.
- This Offer cannot be clubbed or combined with any other voucher or discount offers.
- **Other Terms & Conditions:** Other Standard T&Cs will apply and are subject to change. Guests are required to adhere to the same.

For ODE Spa:

ODE Spa offers various Spa and Massage Treatments in luxurious rooms and is one of the top ranked Massage & Day Spa Centers in India. You can now indulge in a 60 minutes Swedish or Aromatherapy Massage at centers across India (excluding Airport/Airport Hotel centers). To view a list of the ODE Spa centers where the coupon code can be redeemed, click here: <https://www.woohoo.in/o2spa-store-list> (centers are subject to change)

Booking Process:

- Click on "Redeem"
- Complete the required payment with your Rupay card to validate the offer
- You will receive a confirmation email with the Booking ID instantly and **you will receive a Coupon Code for the service within 24-48 hours to your registered email ID.**
- To redeem the service, call the preferred Spa center in advance, book an appointment and provide them with the coupon code
- On arrival for your Spa session, please display the coupon code at the time of registration
- For any assistance, please contact the Support Team: +91 40 4189 1419

Validity of the Coupon Code:

- The coupon code is valid for a period of 30 days from issue date for the stated service only
- The coupon code/benefit will expire if unused within the validity period
- The expired coupon cannot be extended, exchanged and is deemed to be utilized

Important Notes:

- Please arrive at least 15 mins prior to your appointment at the Spa center
- Due to Covid-19, some branches/locations may be closed until further notice. The list of locations is subject to change. Please contact the support team for more information.
- Terms & Conditions apply. You are deemed to have read & accepted the T&Cs when you proceed with the booking

Cancellation:

- Coupon codes once redeemed, cannot be cancelled
- The coupon code is valid for 30 days from issue date

Terms and Conditions:

- The gift card is not a legal tender or replacement of credit / debit card
- This card cannot be exchanged for cash or cheque
- Every card has a validity period please check the same before using at odespa outlets.
- The holder of this card is deemed to be the beneficiary
- Maximum of five gift cards can be redeemed against single invoice
- No replacement or compensation is permissible for lost or mutilated or defaced Gift Card
- Any dispute should be referred to Ode SPA SALON PVT LTD head office and the decision of the company shall be final
- Not applicable on return/refund /cancelled orders (if applicable)

SPA POLICIES:

We strive to give you our very best in order to enhance your spa experience with us. We adhere to certain policies to benefit you, and create a harmonious environment where our therapists can focus on your needs.

We know you will have a pleasant experience with us as we strive to exceed your expectations!

- Guests shall be responsible for any damage of property or personal injury caused by their misuse of the facility equipment or personnel by themselves, their family members or guests.
- Guests should seek instructions on how to use all equipment at the facility.
- Guests should be fully aware of their responsibility in disclosing any medical or health conditions that are to prevent them from using the facility.
- Ode Spa is not responsible and will not be held liable for the disappearance, loss or theft of or damage of personal property, including money, or other valuable belongings.
- Ode Spa reserves the right to modify, eliminate and add to their facilities from time to time.
- It is anticipated that, on occasions, parts of the Spa or the entire facility may be temporarily unavailable to members while repairs, renovations or special events take place. Management will make every effort to minimize any disruption during these periods and whenever possible will schedule any work after Spa working hours. At the event of such happenings, Ode Spa will not provide any monetary or non-monetary compensation to members or guests.
- Ode Spa will announce operating hours and reserves the right to change them as seen appropriate.
- Our customer support team connects with our existing guests (through different mediums) and those who have requested a call back to discuss our services and experiences (even if the guest is enrolled on "Do Not Disturb").
- Any sexual behaviour, advances or comments made will result in immediate termination of service. In this case the service stands to be cancelled and no refund or compensation would be provided by Ode Spa Management.

LATE POLICY:

- If arrival is delayed, we will make every effort to accommodate your full appointment but this is not always possible. Service time may be abbreviated to avoid delays for other guests as treatments and are charged at full value.
- Appointments missed by 10 minutes or more are cancelled and are considered as redeemed. Last minute changes to appointments will be honored only if a service appointment is available for a later time in the day (of your appointment) and other guests are not inconvenienced with no cash reimbursement. In the case of rescheduling, if the rescheduled date is post 30 days of the validity of the voucher, the same will be treated as redeemed and no refund will be provided

SPECIAL CONDITIONS:

- Please notify our Spa Consultant before reserving your treatments if you have high blood pressure, special physical concerns, diabetes, or are pregnant. All spa guests will be asked to complete a brief questionnaire upon check-in, designed with your well being in mind.

AGE REQUIREMENT:

- Spa guests must be 18 years of age or older to receive treatments without the approval or accompaniment of an adult.

QUIET ENVIRONMENT:

- As a courtesy to other guests, please maintain a quiet level of conversation. Cell phones and pagers must be turned off when entering the spa.

MEMBERSHIPS (SEE ALSO TERMS & CONDITIONS)*:

- These terms and conditions are incorporated into the agreement between the Member and Management shall be applicable to all Ode spa Memberships. Please click [here](#) for more information on these T&Cs.

PRICES SUBJECT TO CHANGE:

- We are constantly expanding our services to bring you the latest and greatest. Although we make every effort to keep our website and spa menu updated, please note that prices and services are subject to change at any time. We love having you as a client, but we do reserve the right to refuse service at any time, to anyone, for any reason.

VISITORS:

- We are unable to accommodate visitors accompanying clients in the treatment area of the spa including those complying with our age restriction policy. All non-clients must remain in the waiting lounge.
- This is to inform any individual providing their details to Ode Spa Salon Pvt Ltd through any medium that they will be automatically enrolled to receive Calls, Messages & Email's about any Transaction, Offers, Memberships, Packages, Newsletters, Promotions related to Ode Spa Salon Pvt Ltd. To stop receiving any information from Ode Spa Salon Pvt Ltd the individual has to notify by contacting 9247020202 and sending an email to contact@o2spa.org

CLIENTS' RIGHT TO KNOW:

- We strive to exceed our clients' needs. We believe that advising our clients of the products best suited for them is as essential as the service we perform. Therefore, our clients' right to know policy advises each client on the products and techniques best suited for the client to maximize the benefits of their service.

ATTIRE:

- The Spa is a public and coed space. Proper attire is to be worn at all times. Proper attire includes bathing suits or a towel around the waist or chest. Nudity is not permitted anywhere in the facilities.

THERAPISTS:

- While we will make every effort to meet your requests, we cannot guarantee a specific therapist or gender. All therapists are trained in both treatment and draping protocols to ensure your comfort at all times.

Other Terms & Conditions: Other Standard T&Cs will apply and are subject to change. Guests are required to adhere to the same.

For Lakme Salon:

At Lakmé Salon, with over 35 years of experience, and a footprint of over 400+ Lakmé Salons in 125 cities across the length and breadth of the country, they have developed a deep understanding of the beauty industry, its professionals and the skills needed to make a mark. To view a list of the Lakme Salons, please click here: <https://www.lakmesalon.in/store-locator>

Booking Process:

- Click on "Redeem"
- Complete the required payment with your RuPay Select card to validate the offer
- You will receive a confirmation email with the Booking ID instantly and **you will receive a Coupon Code for the service within 24-48 hours to your registered email ID once the booking is validated.**
- To redeem the service, call the preferred Salon center in advance, book an appointment and provide them with the coupon code before redeeming the service
- On arrival at the Salon, please display the coupon code at the time of registration
- To view a list of the Lakme Salons, please click here: <https://www.lakmesalon.in/store-locator>
- ** Please note that if the card is showing as invalid, it could be due to the Saloon using a different tool to redeem the gift card. Please request the store team to use QC spouse tool to redeem the gift card.
- ** If the Salon is still unable to validate the Gift Card, please call the Lakme Salon Team - Toll Free: 1800-123-1952 for assistance and provide them with the Gift card number and Pin.

Validity of the Coupon Code:

- The coupon code is valid for a period of 30 days from issue date for the stated service only
- The coupon code/benefit will expire if unused within the validity period
- The expired coupon cannot be extended, exchanged and is deemed to be utilized

Important Notes:

- Please arrive at least 15 mins prior to your appointment at the Salon
- Due to Covid-19, some branches/locations may be closed until further notice. The list of locations is subject to change. Please contact the support team for more information.
- Terms & Conditions apply. You are deemed to have read & accepted the T&Cs when you proceed with the booking

Cancellation:

- Coupon codes once redeemed, cannot be cancelled
- The coupon code is valid for 30 days from issue date

Terms & Conditions:

- Lakmé Salon E-Gift Card is issued by Lakme Lever Pvt. Ltd (LLPL).
- This E- Gift Card can be redeemed only once and should be redeemed in full.
- This E-Gift card needs to be presented to the cashier at the store before final billing of your purchase(s). Please ensure you check with the store whether the E-Gift card is accepted.
- The E-Gift card is valid and can be redeemed against services as well as products at participating salons of Lakme Salon Network.
- The E-Gift Card holder(s) under no circumstances, will be paid cash or cheque in exchange for whole or part of the e-gift card.
- If the purchase amount is more than your Gift card value, you may compliment that purchase in any form of payment accepted by Lakme Salon outlets.
- This gift card will not be accepted or redeemed after the expiry date.
- LLPL and Qwiksilver Solutions Pvt Ltd does not take any responsibility of and will not be liable for any replacement or compensation in case of any mishandling of this E-Gift Card.
- Only valid E-Gift Cards at the sole discretion of LLPL shall be accepted for redemption.
- LLPL reserves the right to amend the Terms and Conditions at its own discretion without prior Notice. Any dispute shall be referred to LLPL and the decision of LLPL will be final. Subject to the foregoing, these terms and conditions shall be subject to the jurisdiction of courts at Mumbai.
- To locate your nearest Lakme Salon, log on to <http://www.lakmeindia.com>.
- The card holder(s) under no circumstances, will be paid cash or cheque in exchange for whole or part of the card.
- Terms & Conditions apply. You are deemed to have read & accepted the T&Cs when you proceed with the booking
- No returns and no refunds on E- gift cards will be done once issued.
- It is advisable to book an appointment before visiting Lakmé Salon to avoid disappointments.
- We will be happy to change / reschedule your booking with prior notice subject to availability of spare appointment slots.
- We hold appointments for 15 minutes post the booked time. In case of no show within 15 minutes, your appointment shall be treated as cancelled.
- Wherever applicable, please fill up the "Declaration cum Consent" form when handed over by the salon with true and complete information which would enable us to offer accurate consultation and services.
- Before availing any new service, we recommend that you take a patch test for all products used in providing the service to avoid any reaction and to protect your well-being.

Customer Support:

- Call 1800 266 9090 (24x7 Toll Free), - Email: customercare@csb.co.in

Terms & Conditions:

- Offers are subject to change without prior notice.
- Valid only for Women Debit Card holders.
- Bank reserves the right to modify or withdraw offers.