

Terms and Conditions

- All Jet Airways Citibank Platinum Credit Card members(primary cardholders only) will be entitled to one-way Jet Airways domestic free ticket on enrollment and subsequent annual renewal
- Ticket for the FREE travel should be booked atleast 7 days in advance, and the travel completed before the expiry of the Promotion Code (expiry date is mentioned below the promotion code)
- Under the FREE travel Offer only the base-fare will be waived off. Card Holders will have to bear all the additional charges like taxes, surcharges and other levies as applicable on the ticket at the time of booking and/or travel.
- The FREE travel will be valid only for one-way travel.
- The FREE travel will be valid only in economy class.
- The FREE travel will be valid only on Jet Airways domestic network.
- The FREE travel will be valid only on Jet Airways marketed and operated flights. Codeshare flights of Jet Airways are excluded from this Offer.
- The Free ticket offered under this promotion is applicable on select classes subject to availability
- Seats under this offer are subject to availability. Jet Airways does not guarantee availability of seats under this Offer.
- The free travel can be redeemed only through www.jetairways.com
- The card holder will need to enter the unique "7" character promotion code provided by Citibank and as printed on the redemption voucher to avail of the Free travel.
- The card holder will need to enter the promotion code in the promotion field on www.jetairways.com
- The promotion code will be available for one time usage and will become invalid on utilization.
- The Free travel benefit will not be extended on promotion codes not utilized before the expiry date.
- Similarly the card holder cannot claim rebate/cash back on the travel that has been already booked and ticketed if the card holder has not utilized the promotion code at the beginning of the booking process.
- The free travel will be valid only for single segment and single flight number.
- The FREE travel will not be available up to the destination if there is a break in the journey at a transit point. In such an instance the FREE travel will be available only up to the transit point
- Payment of taxes/surcharges/applicable levies and ticketing must be done instantly at the time of redeeming on www.jetairways.com
- Payment for taxes/surcharge/applicable levies can be made using only the Jet Airways Citibank platinum Credit Card
- Payment for taxes/surcharge/applicable levies made using a Jet Airways Citibank Platinum Credit Card will not qualify for accrual of double JPMiles for bookings on www.jetairways.com as double JPMiles are awarded only for revenue ticket booking
- The name of the guest (passenger) and the name of the Card Holder to whom the Free travel has been made available can be different.
- Once booked and ticketed the card holder has to utilize the ticket.
- Once booked and ticketed, if the Card holder is unable to fly on date of travel then he/she cannot transfer the ticket to another person.
- Once booked and ticketed if the card holder is unable to fly on the date of travel, then he/she cannot cancel the booking and make a fresh booking through any of the booking channels by paying full value of the ticket.
- Unutilized tickets will not be extended under any circumstances.
- Unutilized ticket cannot be exchanged for an MCO for future use or cannot be monetized in any manner.
- If the Card Holder is unable to undertake the travel on the said date and wishes to cancel the ticket then such a cancellation will be subject to Jet Airways ticketing policies and rules governing refund of taxes/surcharge/levies.
- Certain airports in India levy an airport development fee for every domestic/international travel. Such taxes are charged at the time of booking. In case of cancellation of travel, refund of such taxes will be subject to policies governing refund of such taxes.
- All Card holders waive any and all rights of claim with regards to the Offer against Jet Airways (India) Limited.
- The decision of Jet Airways (India) Limited will be final and binding on all the card holders participating in this offer and that the same is non-contestable.
- Jet Airways and Citibank reserves the rights to change, amend, withdraw and/or alter any of the terms and conditions of this Offer at anytime without prior notice of giving any reasons.
- This Offer is an independent offer and cannot be combined with any other promotional offer from Jet Airways.
- This Offer is subject to the applicable rules and regulations as may be in force in respective jurisdictions/states.
- This Offer is purely optional to people traveling on Jet Airways.
- The carriage is subject to Jet Airways regulations relating to the conditions of contract respectively and all other terms and conditions regarding Jet Airways policies and procedures.
- Disputes, if any, will be subject to Indian laws and shall be subject exclusively to the jurisdiction of the courts in Mumbai.
- Payment of fees/service charges/all other amounts due from the card holder to Citibank from usage of the Citibank Credit Card by the card holder under this offer and/or otherwise will be governed by Citibank terms and conditions and the card member terms and conditions.
- Citibank does not hold any warrant or make any representation of the availability, delivery,quality,merchantability or suitability of offer and/or products/services under this offer and that Jet Airways shall be solely liable for the same.
- Any disputed regards the availability, delivery, quality, merchantability or suitability of this offer and/or products/services must be addressed by the card member in writing to Jet Airways directly and that Citibank will not entertain any communication in this regard.
- Citibank shall not be liable for any loss or damage whatsoever that may be suffered or for any personal injury that may be suffered to the card holder directly or indirectly, by use or non-use of products/services under this Offer.
- The Free travel can be redeemed only through India country site of www.jetairways.com
- In the event cardholder has utilized the last free ticket issued to him at the time of enrollment/annual renewal, no refund of annual fees would be done for the customer if the customer wishes to close his card