

**FREQUENTLY ASKED QUESTIONS (FAQs)
FOR AFFIN PREMIUM CARDS GOLF PRIVILEGE PROGRAM**

COMPLIMENTARY GREEN FEE

1. Who is eligible for Complimentary Green Fee Program?

The Program is applicable to Principal Cardmembers of AFFIN Premium Cards (“Eligible Cardmember(s)”) who meet a minimum retail spend requirement of RM2,500.00 in their latest month AFFIN Premium credit card/credit card-i statement. Minimum spend amount shall exclude Balance Transfer and monthly instalment plan.

2. How many rounds of golf can an Eligible Cardmember play in a month?

Eligible Cardmember(s) can play the following number of golf rounds in Malaysia, Indonesia or Thailand or all three (3) countries as long as the games are booked and completed within the same month.

Card type	Number of rounds
AFFIN INVIKTA Visa Infinite and AFFIN INVIKTA World Mastercard-i	Unlimited rounds of golf per month in a calendar year.
World Mastercard and Visa Business Platinum	Up to a maximum of three (3) rounds of golf per month in a calendar year.

3. Is there any quota for number of rounds for any golf club?

Yes. Eligible Cardmember(s) can play only **one (1) round per month and a maximum of four (4) rounds in a year** at following golf clubs:

- (i) Glenmarie Golf & Country Club
- (ii) Kota Permai Golf & Country Club
- (iii) Palm Garden Golf Club
- (iv) Tropicana Golf & Country Resort
- (v) Sutera Harbour Golf & Country Resort

In addition, if an Eligible Cardmember(s) has played one (1) round at the following golf clubs **on the weekend for a particular month, no more golf booking can be made for that month.**

- (i) Glenmarie Golf & Country Club
- (ii) Kota Permai Golf & Country Club
- (iii) Palm Garden Golf Club

4. Is there any limit for golf booking that can be made in a day?

Yes. A maximum of two (2) flights per day are allocated for golf booking under this Program. No more golf booking can be made by Eligible Cardmembers for a particular day if the slots have reached its maximum allocation.

5. Can an Eligible Cardmember make multiple bookings?

For bookings of tee times in Malaysia golf clubs, each Eligible Cardmember(s) can only book a maximum of one (1) flight per booking and he/she including his/her playing partner(s) cannot book the next golf game until the current booked game has been played.

For bookings of tee times in Indonesia and Thailand golf clubs, the Eligible Cardmember can book a maximum of two (2) flights per booking. However, bookings shall be subject to Program Accessibility conditions.

PRIVILEGED GOLF ACCESS**6. Who is eligible for Privileged Golf Access under AFFIN Premium Cards Golf Privilege Program?**

The program is applicable to Principal and Supplementary Cardmembers of AFFIN Premium Cards.

7. How many rounds of golf can a Cardmember play in a month under Privileged Golf Access Program?

Cardmember can play unlimited times at Participating Golf Clubs under Privileged Golf Access Program.

BOOKING PROCESS**8. How does a Cardmember make golf booking under AFFIN Premium Card Golf Privilege Program?**

Cardmember must make golf booking through AFFIN Premium Cards Dedicated Line at 03-82302323 between 9.00 a.m. to 4.00 p.m. on weekdays (“Booking Hour”). Booking requests made after the Booking Hour or on weekends/public holidays will be processed on the next working day.

9. Is a Cardmember required to make golf booking in advance?

Yes. For golf clubs under Complimentary Green Fee Program, weekday bookings must be made at least four (4) working days in advance and weekend/local public holiday bookings must be made at least six (6) working days in advance. Bookings cannot be made beyond fourteen (14) working days in advance.

For golf clubs under Privileged Golf Access Program, weekday bookings must be made at least seven (7) working days in advance and weekend/ local public holiday bookings must be made at least fourteen (14) working days in advance. Bookings cannot be made beyond twenty-one (21) working days in advance.

10. Is there any penalty for no show or cancellation of golf booking?

The following amendment/cancellation/no show charges apply to Cardmember(s) and their Paying Guest:

Time	Rate
More than three (3) days before tee-off date	RM40.00 per change/booking
Equal or less than three (3) days to tee-off date/No show	100% of total golf charges
Cancellation less than one (1) day (after 5 pm) before tee-off date, no show or late arrivals for SLGCC	RM100.00 net per person