

Delhi Airport Retail Promotion

TERMS & CONDITIONS

By participating in the Delhi Airport Retail Promotion (the “Promotion”) at Indira Gandhi International Airport (“IGI Airport”), organised by Delhi International Airport Limited (“DIAL”) in collaboration with its authorized agencies, you are deemed to have accepted the terms and conditions listed below, and which may be revised from time to time by DIAL, and you understand and agree that you are bound by such terms and conditions.

DIAL reserves the right to change these terms and conditions at any time without any obligation to inform you and it is your responsibility to make yourself aware. All intellectual property rights including, but not limited to, copyright, trademark, etc. in this website, are owned by DIAL. Any use of this website or its contents, including copying or storing it in whole or part without the permission of DIAL is prohibited.

Promo Condition

1. All customers, who are shopping at the IGI Airport are eligible to participate in the Promotion, to win cash vouchers (“Vouchers”) issued by DIAL’s retail outlets (“Outlets”), during the period 20th October, 2022 to 30th November, 2022.
2. Participation in this Promotion is applicable on all purchase of apparel, accessories, leather, perfumes & cosmetics, sunglasses, toys, jewellery & gifting, packed food, confectionaries, electronics, pharmacy, destination merchandise and watches. Shopping from all duty paid retail outlets (for afore-stated categories) at Terminal 1, Terminal-2 and Terminal-3 - Departures and Arrival, IGI Airport shall be considered.
3. Participation in this Promotion is not applicable on purchase of liquor and Tobacco from IGI Airport.
4. On their first purchase from the Outlets at Terminal 1, Terminal-2 and Terminal-3 - Departures and Arrival of IGI Airport, customers will be provided Vouchers valued upto maximum of 10% of the net amount of such purchase, which can be redeemed by them in their next purchase, within the given timeline.
5. Vouchers will not be issued on transactions where a Voucher is already being redeemed.
6. The maximum discount permissible for the next purchase shall be INR 5000/- or 50% of the net amount of next purchase, whichever is lesser.
7. Vouchers cannot be redeemed at the same Outlets from where it is issued.
8. Vouchers will be issued by the Outlets after scanning the PNR number of the customers, at the time of purchase from the Outlets.
9. A maximum of 3 Vouchers can be issued per PNR number.
10. A single Voucher cannot be redeemed for multiple transaction.
11. Customers will have to redeem the Vouchers within 4 HRS from the time of issuance, failing which the gratification will stand cancelled.
12. Vouchers cannot be exchanged for cash.
13. Vouchers issued from the Departure Outlets of the IGI Airport can only be redeemed at other Departures Outlets of the same terminal, excluding the Outlet issuing the Voucher. Similarly, Vouchers issued at the Arrival Outlets of the IGI Airport can only be redeemed at other Arrivals Outlets of the same terminal, excluding the Outlet issuing the Voucher.
14. Post redemption of the Voucher, the invoice on which the Voucher is redeemed cannot be refunded/cancelled.
15. The discount provided under this Promotion will be over and above other discount, if any, provided by the concessionaire of the Outlets.
16. Participation in this Promotion is valid at operational Outlets only.

Your Obligations

1. You have to provide your boarding pass containing the PNR number at the time of invoice for scan, for issuance or redemption of the Voucher.
2. You have to provide the bill of the first purchase, which is linked with the PNR number used in the first purchase, for redeeming the Voucher in your next purchase.
3. You have to provide true, accurate, current and complete information, as applicable and required by DIAL or any authorised personnel, for the purpose of issuing or redemption of the Voucher.
4. If you provide any information that is inaccurate, incomplete or not correct or if DIAL has reasonable grounds to suspect that such information is inaccurate or incomplete, then DIAL has the right to disqualify you from the Promotion.
5. In the event that a Voucher is not issued or redeemed, on account of a mistake by you (i.e. wrong or incomplete PNR, bill or any other wrong information), then DIAL shall not be held liable in any manner whatsoever.
6. DIAL and/or the concessionaires of Outlets will not be liable for any claims on account of non-issuance/ non-redemption of Vouchers on account of technical issues, if any, or due to any reason beyond our control i.e., natural calamity, public holidays or any other unforeseen circumstance.

Liability

1. In no event shall, DIAL or the concessionaire(s) of the participating Outlets be liable for any injury, loss, claim, damage, direct or otherwise, including any consequential, special, exemplary, punitive, indirect or incidental damages of any kind (including, but not limited to loss of profits, revenue or savings), or any cost or expense, whether based in contract, tort, warranty, strict liability or otherwise, which arises out of or is in any way connected with the Promotion.
2. DIAL reserves the right to withdraw/ suspend/ amend/ extend/ cancel/ discontinue or alter at any time the terms of the Promotion, without any prior notice and without assigning any reason thereof.
3. Only the Courts at New Delhi shall have exclusive jurisdiction to in relation to any dispute arising from the Promotion or any other aspects in relation thereto.