

Domestic Flights Offer for RuPay Credit Card Transactions

Terms and Conditions:

- Use code FLYRUPAY & RUPAYDOM on domestic flight ticket booking to avail flat 12% instant discount up to INR 1800.
- Minimum booking value is INR 5,000.
- Offer is applicable on RuPay Credit Card transactions only.
- Offer is valid for one-time usage per user, per card for the entire campaign duration.
- Maximum available discount per card is INR 1800 per month.
- Offer applicable on flight ticket bookings through Paytm website, m-site and App.
- To avail this offer, users need to have a verified mobile number on Paytm.
- Transactions completed during this offer period with the appropriate deal/promo code will only be considered. The date of travel can be beyond the expiry date of the offer.
- Convenience fee or ancillaries purchased (meals, insurance, baggage, etc.) will be excluded from the total booking amount for calculation of discount.
- Customers making payment through any other bank cards will not be eligible for instant discount.
- The offer will be LIVE on all days from 22-Aug-25 to 31-Oct-25.
- If bookings are fully canceled (during and/or outside the offer period), the corresponding instant discount applicable on that order/transaction will not be granted.
- RuPay and Paytm reserves its absolute right to withdraw and/or alter any terms and conditions and duration of the offer at any time without prior notice.
- All customer queries/disputes on the offer should be raised during the offer period or within 30 days after the expiry of the promotion period.
- For any disputes, the customer needs to furnish a scanned copy of the invoice for the case to be investigated further.
- The offer is non-transferable, non-negotiable, and cannot be encashed.
- The campaign will run as per the Offer Period mentioned above. However, RuPay and Paytm reserve the right to extend or cut short the offer at their discretion.
- Offer will not be applicable on Commercial and Corporate RuPay Credit Cards.

International Flights Offer for RuPay Credit Card Transactions

Terms and Conditions:

- Use code INTRUPAY & RUPAYINT on international flight ticket booking to avail flat 10% off up to INR 5000
- Minimum booking value is INR 10,000.
- Offer is applicable on RuPay Credit Card transactions only.
- Offer is valid for one-time usage per user, per card for the entire campaign duration.
- Maximum available discount per card is INR 5000 per month.
- Offer applicable on flight ticket bookings through Paytm website, m-site and App.
- To avail this offer, users need to have a verified mobile number on Paytm.
- Transactions completed during this offer period with the appropriate deal/promo code will only be considered. The date of travel can be beyond the expiry date of the offer.
- Convenience fee or ancillaries purchased (meals, insurance, baggage, etc.) will be excluded from the total booking amount for calculation of discount.
- The offer will be LIVE on all days from 22-Aug-25 to 31-Oct-25.
- If bookings are fully canceled (during and/or outside the offer period), the corresponding instant discount applicable on that order/transaction will not be granted.
- RuPay and Paytm reserves its absolute right to withdraw and/or alter any terms and conditions and duration of the offer at any time without prior notice.
- All customer queries/disputes on the offer should be raised during the offer period or within 30 days after the expiry of the promotion period.
- For any disputes, the customer needs to furnish a scanned copy of the invoice for the case to be investigated further.
- The offer is non-transferable, non-negotiable, and cannot be encashed.
- The campaign will run as per the Offer Period mentioned above. However, RuPay and Paytm reserve the right to extend or cut short the offer at their discretion.
- Offer will not be applicable on Commercial and Corporate RuPay Credit Cards.

Steps to redeem the flights offer

- Open the Paytm app
- Scroll through the app and go to 'Book Your Travel' section
- Click on 'flight tickets', select your itinerary as per your travel plan
- Enter/Apply 'FLYRUPAY/RUPAYDOM' for domestic flight ticket booking and 'INTRUPAY/RUPAYINT' for international flight ticket booking in the promo code available in the offers section
- Proceed to the payment page and complete the transaction using RuPay Credit Card

Escalation Matrix for Customers Complaints

Escalation Level	Point of Contact	Email	Role/Responsibility	Response Time	Next Steps if Unresolved
Level 1	Customer Support Executive	escalations-travel@paytm.com	First-contact resolution, logs issue, basic troubleshooting	Within 24 hours	Escalate to Level 2
Level 2	Team Lead / Supervisor	ankur1.tiwari@paytm.com chandan.jaiswal@paytm.com	In-depth investigation, coordinates with relevant teams	Within 4 hours	NA

Other Terms and Conditions:

- The offer will be applicable to the customers/cardholders as per the criteria defined by NPCI/Merchant.
- Any person availing this Offer shall be deemed to have accepted the terms and conditions as mentioned by the NPCI and Merchant.
- Offer details as shown are based on information provided by the Merchant and NPCI. No warranties are made by the Canara Bank that the information is correct. Please check directly with the merchant/NPCI to confirm the availability and validity of the offer.
- The Merchant is the sole provider of all goods and/or services under this offer. Accordingly, the Canara Bank credit card holder understand, acknowledges and agree that the procurement by him/her of any goods and /or services under this offer shall constitute a contract solely between the merchant and him/her, and Canara Bank is not, nor will become, a party thereon.
- By utilizing or attempting to utilize any of the goods and services under this Offer, the Canara Bank Credit Cardholder understands, acknowledges and agrees that: Any claim, complaint or dispute of any nature arising out of or in relation to the procurement, or attempted procurement by the cardholder of any goods and/or services under this offer (each a “Claim”) shall be settled by the Canara Bank credit Cardholder directly with the Merchant, and Canara Bank Credit Cardholder shall not make any Claim against Canara Bank.
- Without prejudice to the foregoing, and to the fullest extent permitted by law, Canara Bank shall not be liable to any person for any loss, damage, expenses or claim

(whether direct or indirect) in relation to any personal injury, death, false representation, damage or omission arising from or in connection with the usage or attempted usage of the Offer or goods and/or services provided under the Offer.

- The Canara Bank reserves the right to disqualify the Cardholder(s) from the benefits of the Offer, if any fraudulent activity is identified as being carried out for availing the benefits under the said Offer or otherwise by use of the Credit Card.
- The Bank reserve the right, at any time, without prior notice and without assigning any reason whatsoever, to add/alter/modify/change or vary these terms and conditions or to replace, wholly or in part, this offer by another offer, whether similar to this Offer or not, or to extend or withdraw it altogether.
- By participating in this Offer you agree to be bound by these terms and conditions of the Offer, standard terms and conditions, terms of use, privacy policy (as amended from time to time).
- This Offer shall be subject to all applicable laws, rules and regulations which are in existence and which may be promulgated anytime by any statutory authority.
- All government Levies like Sales Tax, TDS, any Local Tax etc., shall be payable by the Cardholder as applicable at the time the respective Offer.
- This Offer is made available at the discretion of NPCI and Merchant and Canara bank does not have any role in it nor will Canara Bank be responsible for any issues arising out of the offer.
- Cardholders are not bound in any way to participate in this Offer. Any participation is voluntary and the Offer is being made purely on a best effort basis.
- Nothing herein amounts to a commitment by Canara Bank/NPCI/Merchant to conduct further, similar or other offers.
- The Cardholder shall indemnify and hold the Canara Bank harmless against all damages, liabilities, costs, expenses, claims, suits and proceedings (including reasonable attorneys fee) that may be suffered by the Canara Bank as a consequence of (i) violation of these terms and conditions, of the terms of user agreement, privacy policy (subject to change) published on the Platform, by Cardholder; (ii) violation of applicable laws by Cardholder; and (iii) any action or inaction resulting in willful misconduct or negligence on the part of the Cardholder.
- Returned transactions, disputed or unauthorized/fraudulent transactions will not be considered for the Offer.
- To know more about the offer & other exciting deals, please click on the RuPay logo banner placed in our website under the Credit Card Offer page.