

Chauffeur-driven airport transfers for HSBC TravelOne Credit Cardholders

Offer Provider

The Offer is brought to you by The Hongkong and Shanghai Banking Corporation Limited, India ('HSBC') and, ECO MOBILITY, and ASPIRE LIFESTYLES INDIA PRIVATE LIMITED ('Aspire'). Any participation in the said Offer is voluntary.

Eligibility Criteria

1. The offer is available to all Primary HSBC TravelOne Credit Cardholders (hereafter referred to as 'Cardholders'), excluding Corporate Cardholders. HSBC TravelOne customers are eligible to utilize the offer only 45 days after the date of card issuance, and provided that the card is activated. Note that Add-on credit Cardholders are not eligible for this offer.
2. During the Offer Period 1 January 2026 till 31 December 2026 (inclusive of both dates), only HSBC TravelOne Credit Cardholders ('Cardholder') are entitled to 4 complimentary ECO MOBILITY Airport transfer service via Aspire Global concierge at the time of placing a request for this service ('Offer').

Offer Details

Offer Description	<p>4 Complimentary Airport Transfers (only domestic) can be utilized during the Offer Period.</p> <ul style="list-style-type: none"> • Offer can be availed once per quarter • ECO MOBILITY Concierge Number - 9205782570 • ECO MOBILITY Concierge E-Mail ID - hsbcindia@ecosmobility.com • Escalation 1 contact details - 8448987790, aakash.rana@ecosmobility.com • Escalation 2 contact details - 8448838009, shivam.tomar@ecosmobility.com • Numbers and Mail ID shall be active for all 7 days from 10 AM to 8 PM • Minimum Lead time required to place a request - 72 hours (including the date of travel)
Total Distance	<p>Group 1 Cities (30 KM): Gurgaon, Mumbai, Pune, Chennai, Kolkata</p> <p>Group 2 Cities (50 KM): Bangalore, Navi Mumbai, Noida, Ghaziabad, Faridabad, Manesar, Hyderabad, Kochi</p> <p>Group 3 Cities (30 KM): Agra, Amritsar, Ahmedabad, Aurangabad, Lucknow, Ludhiana, Belgaum, Dharwad, Hubli, Haridwar, Jalandhar, Ranchi, Patna, Surat, Varanasi, Udaipur, Nagpur, Mangalore, Mysore, Bhopal, Gwalior, Jodhpur, Srinagar, Pondicherry, Jammu, Vishakhapatnam, Indore, Bhubaneswar, Bhuj, Bikaner, Calicut, Chandigarh, Dehradun, Vadodara, Coimbatore, Nasik, Jaipur, Kanpur, Kolhapur, Raipur, Rajkot</p>
Car Type	Toyota Hycross or similar premium SUV
Vehicle Capacity	3 large size bags and 3 passengers only
Offer Duration	1 January 2026 to 31 December 2026

Steps to avail the ECO MOBILITY Offer

1. HSBC TravelOne Credit Cardholder to contact the ECO MOBILITY Customer desk as mentioned in the table above.
2. Cardholder to place a request for the service with ECO MOBILITY Customer desk by availing the Offer on HSBC TravelOne Credit Card.
3. ECO MOBILITY to complete the verification process based on the customer's registered mobile number and E-Mail ID.
4. Customer to provide following travel requirements in format below:
 - a. Passenger Name
 - b. Registered Contact
 - c. Email Address
 - d. Date of Service
 - e. Pick up Location
 - f. Drop off Location
 - g. Pick up Time
 - h. Flight Number
 - i. Number of Passengers
 - j. Number of Bags

5. ECO MOBILITY to send a booking confirmation email and WhatsApp to the Cardholder.
6. Chauffeur details will be shared 30 minutes prior to the time of service.
7. For Pick-up from the Address - Chauffeur will wait for 15 minutes from the time of the pick-up, and the coordination will be ongoing between the Cardholder & chauffeur. Post 15 minutes, the trip may be cancelled. However, if there's a mutual agreement between cardholder and driver, waiting charges would be ₹100 per 30 minutes.
8. If a flight is delayed, the pickup time will be adjusted accordingly, with the Chauffeur monitoring the new pick-up time, as they will be automatically updated about it, and the same will be communicated with the Cardholder from their end.
9. Due to traffic and other unavoidable reasons (although rare) pickup maybe delayed by 30 minutes.
10. For Pick-up from the Airport - Chauffeur will wait for 1 hour maximum, and the duration of 1 hour starts from the time flight lands at the airport.
11. No show will be treated as availed service and will be counted toward the quota.
12. Transfer shall start or end at the airport only within the cities mentioned above.

General Terms and Conditions

1. Terms and Conditions of Aspire and ECO MOBILITY respectively would apply with respect to cancellation of orders, refund, and replacement. For more details visit the concerned Aspire website for more details. Cardholders are required to refer to, read, understand, accept and agree to be bound by them. The Offer may/may not be extended as mutually agreed by HSBC & Aspire.
2. During the Offer Period cardholders can avail the Offer using their valid HSBC TravelOne Credit Card ('Card') issued by HSBC in India. This Offer is not valid on HSBC net banking, debit cards, commercial, Corporate Cards or other HSBC Credit Card variants issued by HSBC.
3. Cardholders need to book the ride via Aspire global concierge services only.
4. This Offer can be availed only by & for the Primary Cardholder themselves; they cannot extend or transfer this benefit to anyone.
5. Prior to availing the Offer by requesting through ECO MOBILITY, the Cardholder should refer, read, understand, accept and agree to the user agreement and Terms and Conditions of the said website, Aspire, ECO MOBILITY & its third-party service providers ('TSP'), and proceed only if the Cardholder agrees to abide by the same. The Cardholder might be required to give personal information and other details online or over the phone. The Cardholder should read and understand the privacy policy of the website, Aspire, and ECO MOBILITY, prior to providing any such information. Any disclosure of information made by the Cardholder towards availing of or fulfilment of the Offer is at the sole discretion of the Cardholder and HSBC will not be responsible for the same. Aspire, and ECO MOBILITY may use the personal information shared by the Cardholder for any other purpose (like marketing, etc.) and HSBC shall not be held liable for such usage of personal information.
6. Acceptance of these terms is a prerequisite for participation. Such participation is voluntary and by participating in the offer it is deemed as acceptance of the terms and conditions by the Cardholder.
7. HSBC reserves the sole right to decide on whether a service rendered meets the required criteria as listed above. All decisions in respect to the offer shall be at the sole discretion of HSBC and the same shall be final, binding, and non-contestable.
8. HSBC does not endorse or make any warranties or representations as to the quality, merchantability, suitability or availability of services availed by the Cardholders. Any dispute regarding these must be addressed in writing, by the Cardholder directly to Aspire, and ECO MOBILITY or the respective TSP, as applicable.
9. Other than the specific entitlements available to the Cardholder under this offer any other claims with regard to this offer against HSBC are waived.
10. HSBC reserves the right to add, alter, modify, change or vary all or any of 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 withdraw it altogether at any point in time by providing appropriate notice to the Cardholders.
11. HSBC will not be liable for any direct or indirect loss or damage whatsoever that may be suffered, as a result of participating in the Offer.
12. Any service requested beyond the complimentary Offer will need to be paid for by the Cardholder as per the terms & conditions of Aspire and ECO MOBILITY. Please note that basis Goods and Services Tax (GST) regulations and notified GST rates, Central GST and State/Union Territory GST or Inter-state GST, will be levied on the price paid by the Cardholder, as applicable.
13. The usage of the Card is governed by applicable Terms and Conditions. Please visit www.hsbc.co.in for detailed Terms and Conditions.
14. Any disputes arising out of or in connection with this Offer shall be subject to the exclusive jurisdiction of courts in Mumbai only. The existence of any dispute shall not, by itself, constitute any claim against HSBC.
15. If the Offer and/or anything to be done by HSBC or any other entity in respect of the Offer is prevented or delayed by causes, circumstances or events beyond the control of HSBC or any other entity, including but not limited to, tampering, unauthorized intervention, interception, fraud, technical failures, floods, fires, accidents, earthquakes, riots, explosions, wars, hostilities, acts of government, or other causes of like or similar or other character beyond the control of HSBC or the merchant, then HSBC and/or the merchant shall not be liable for the same to the extent so prevented or delayed, and will not be liable for any consequences and on occurrence of such event, the Offer may be withdrawn at the discretion of HSBC. The Offer is subject to force majeure events.
16. Tax liability, if any, will be borne by the Cardholder.
17. The benefit associated with this Offer will not be settled in cash under any circumstances whatsoever.
18. This document is an electronic record in terms of Information Technology Act, 2000, and the rules there under as applicable and the amended provisions pertaining to electronic records in various statutes as amended by the Information Technology Act, 2000. This electronic record is generated by a computer system and does not require any physical or digital signatures.
19. This Offer shall be subjected to all applicable central/or state laws, rules and regulations.
20. By participating in the Offer, Cardholders are assumed to have accepted all the aforementioned Terms and Conditions in their totality.

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