

## **Concierge – Service Conditions**

1. Concierge assists in providing a broad range of services to its users which includes travel services, golfing services, wine and dine assistance, art and cultural tour assistance, shopping services, business services and other services required by users on worldwide basis.
2. Cardholder can call at 1800 210 0298 or 022-42320298 from registered mobile number or write to [creditcard.concierge@aubank.in](mailto:creditcard.concierge@aubank.in). This is a 24 X 7 hours concierge service.
3. Below mentioned Services are provided, which are rendered on a world-wide basis/in India:

### **(a) Travel Services**

#### **(i) Inoculation and Visa Requirement Information**

Concierge will assist in providing information concerning visa and inoculation requirements for foreign countries, as those requirements are specified from time to time in the World Health Organization's website.

#### **(ii) Hotel Referral and Reservation Assistance**

Concierge will assist you by providing the name, address and telephone number of hotels and holiday resorts in major cities. If requested by you and whenever possible, Concierge will also facilitate in making the reservation on behalf of you.

#### **(iii) Flight Information and Ticketing Assistance**

Concierge will assist you by providing the name, address and telephone number of airlines in major cities as well as flight times whenever possible. If requested by you and whenever possible, Concierge will facilitate in making the flight reservation on behalf of you.

#### **(iv) Luxury Car Rental and Limousine Referral and Reservation Assistance**

Concierge will assist you by providing the name, address and telephone number of luxury car/bike rental and limousine companies in major cities. If requested by you and whenever possible, Concierge will also facilitate in making the reservation on behalf of you.

#### **(v) Currency Rates and Conversions**

Concierge shall provide you with indicative exchange and conversion rates based on information as reflected on the website [www.oanda.com](http://www.oanda.com).

#### **(vi) Trip Planning and Assistance**

Concierge will assist you by providing the name, address and telephone number of the travel and tour companies. If requested by you and whenever possible, Concierge will facilitate in making the arrangement on behalf of you.

#### **(i) Airport Limousine Transfer Service**

Concierge will assist you to arrange for limousine transportation to and/or from the airport. You can book Airport Limousine Transfer Service with Concierge at least 48 hours prior to your arrival at or departure from the airport. Any cancellation of such booking shall be notified no later than 24 hours in advance of your arrival.

#### **(vii) Airport Meet and Assist Service**

Concierge shall assist arriving at or departing from the airport in arranging for "Meet and Assist", luggage clearance and immigration clearance services. You can book Airport Meet and Assist Service with us at least 72 hours prior to your arrival to facilitate arrangement. Any cancellation of such booking shall be notified no later than 48 hours in advance of your arrival.

**(viii) Airport Lounge Access Service**

Concierge shall avail access to selected airport lounges for the User whenever requested upon.

You will have to book this service with Concierge at least 30 mins prior to your arrival to facilitate arrangement. No cancellation shall be allowed once such booking has been made.

**(ix) Overseas Language/Translation Support**

Concierge will provide you with telephonic translation services and emergency support whenever a need arises.

**(x) Sightseeing and Destination Recommendations**

Concierge will assist you by providing the name, address and telephone number of travel agencies at your travel destination. If requested by you and whenever possible, we will assist in the faxing of travel packages from these travel agencies to you and coordinate the arrangements on your behalf.

**(xi) Luxury Yacht/Cruise Information and Reservations**

Concierge will assist you by providing the name, address and telephone number of luxury yacht/cruise/ sea liner operators in major cities as well as departure/arrival times whenever possible. If requested by you and whenever possible, Concierge will facilitate in making the reservation on behalf of you.

**(xii) Train or Rail Information and Ticketing**

Concierge will assist you by providing the name, address and telephone number of train/rail operators in major cities as well as departure/arrival times whenever possible. If requested by you and whenever possible, Concierge will facilitate in making the reservation on behalf of you.

**(b) Golfing Services**

**(i) Golf Course Referral and Reservation Assistance**

Concierge will assist you, whenever possible, by providing the address and telephone number of golf courses in major cities. If requested by you and whenever possible, Concierge will facilitate in making the reservation on behalf of you.

**(ii) Golf Lessons Information and Referral Assistance**

Concierge will provide you with referrals to private golf coaches and classes on a worldwide basis. If possible and upon request, Concierge shall also provide you with information concerning the class schedules as well as the locations where these classes are held.

**(iii) Golf Equipments and Apparels**

Concierge shall, whenever requested upon by you, assist you with the purchase and delivery of high-end golf clubs and golf accessories such as apparels from authorized boutiques. Concierge will not be responsible for cost of the item as well as all associated third party costs which shall be borne by you.

**(iv) Golf Events Assistance**

Concierge will assist in the provision of information on major golfing events and/or competitions on a global basis. Whenever requested upon, Concierge shall facilitate in the booking and purchase of entry tickets to the designated event.

**(c) Wine and Dine**

**(i) Dining Referral and Reservation Assistance**

Concierge will assist you by providing the name, address and telephone number of restaurants in major cities. If requested by you and whenever possible, Concierge will facilitate in making the reservation on behalf of you.

**(ii) Private Dining Assistance**

Concierge will assist you in providing referrals to caterers based on the type of cuisine as specified by you. Although Concierge shall provide such referrals, the ultimate selection of the caterer as well as the food menu will be the onus of you.

**(iii) Food Tours Referral and Assistance**

Concierge will provide referrals to event companies who organize food tours on a worldwide basis. Whenever requested upon, Concierge shall assist you in the purchase of the air tickets and the bookings of hotel accommodation in the location as advised by you. Concierge shall not be responsible for the planning of the itinerary of the tour on behalf of you.

**(iv) Food Tasting Events Information Service**

Concierge will provide to you, as and when available, with information concerning food tasting events on a worldwide basis.

**(v) Vineyards Information and Referral Services**

Concierge will assist you by providing information on the popular vineyards on a worldwide basis. If possible, Concierge shall also provide you with their opening hours and addresses. On a best effort basis, Concierge shall also assist you in the purchase and delivery of selected wine as specified by you from the vineyards and/or authorized distributor.

**(d) Arts and Culture**

**(i) Special Events and Performance Assistance**

Concierge will assist you, whenever possible, by providing information of special events and performance held in major cities. If requested by you and whenever possible, Concierge will facilitate in making the reservation on behalf of you.

**(ii) Information on New Books and Albums Releases**

Concierge will, upon request from you, provide information on the release of the latest books and music records, and if necessary, the locations of book and music stores where these items are available. Whenever possible, Concierge shall facilitate in the purchase of any such item from the stores and/or provide you with the website link where these items are available.

**(iii) Cultural Centers, Museums, Art Gallery and Exhibition Information and Referral Services**

Concierge will provide, upon request by you, information on exhibition events, including the date, operating hours as well as the venue. Whenever necessary, Concierge will assist you in the reservation, purchase and delivery of the tickets.

**(iv) Cultural and Historical Tours**

Concierge will assist you in providing referral services to authorized tour agents specializing in cultural and historical tours. Whenever requested upon by you, Concierge will also assist in the booking of designated tours with the selected authorized tour agent. If you require tailor-make tour packages, Concierge shall refer you to the authorized tour agent for direct liaison.

**(e) Shopping Services**

**(i) Flower and Gift Delivery Assistance**

Concierge will assist you by arranging for delivery of flowers or gifts to his family or business associates.

**(ii) Jewellery and Watches Referral Assistance**

Concierge will assist you by providing the name, address and telephone number of jewellers and timepiece shops in major cities.

**(iii) Arts and Antiques Dealers Information Assistance**

Concierge will assist you by providing the name, address and telephone number of arts and antiques dealer in major cities. If possible and upon request, Concierge will also provide you with the opening hours of the shop/dealer.

**(iv) Major Shopping Belts/Locations Information Assistance**

Concierge will assist you by providing the name, address and telephone number of shopping locations in major cities. If possible and upon request, Concierge will also provide you with the opening/closing hours of the shops.

**(v) Spa, Fitness Centre and Sports Centre Information and Referral Assistance**

Concierge will assist you by providing the name, address and telephone number of spa and fitness centers in major cities. Whenever possible, Concierge shall also provide you with the opening/closing hours of the shops. If requested by you and whenever possible, Concierge will facilitate in making the reservation on behalf of you.

**(vi) Tailoring**

Concierge will assist you by providing the name, address and telephone number of tailoring shops in major cities. Whenever possible, Concierge shall also provide you with the opening/closing hours of the shops.

**(f) Business Services**

**(i) Conference Information and Referral Services**

Concierge will assist you by providing conference service referral. If requested by you and whenever possible, Concierge will facilitate in making the arrangements on behalf of you.

**(ii) Messenger Service Assistance**

Concierge will assist you by helping relay message between you and your family or business associates.

**(iii) Courier Service Assistance**

Concierge will assist you to send documents or parcels by arranging courier services to your family or business associates.

**(iv) Translation Services**

Concierge will assist you the name, address and telephone number of translating agencies in major cities. Whenever possible, Concierge shall also provide you with the opening/closing hours of these agencies. If requested by you and whenever possible, Concierge will facilitate in making the arrangements on behalf of you with an identified translating agency.

**(g) Other Services**

**(i) Event Planning**

Concierge will assist in referring you to an event planner for the organization of birthday parties, black tie events or private get-togethers.

**(ii) Pet Care Assistance**

Concierge will assist you in making arrangements for the following services:

Pet grooming services – to collect from your residence or from the address given by you to the pet grooming center, and have the dog returned to the requested place.

Delivery services – to arrange for the delivery of pet food and other related pet articles to your residence subject to a minimum purchased amount as set forth by the service providers.

Pet sitting services – to arrange for pet sitter to provide daily care to the pet by:

- a. giving feedings to the dog; or
- b. walking the dog.

Pet transportation services – to arrange for pet taxi to/from the veterinary.

Pet lodging services – to arrange for pet accommodation while you are not in your usual Country of Residence.

**(iii) Laundry Pick-up/Drop-off Services**

Concierge will assist in arranging on behalf of you, laundry service providers who are able to provide a 'pick-up/drop-off' service from/to your home.

**(iv) Home Grocery Delivery**

Concierge will assist in the ordering and delivery of non-perishable groceries to your home.

**(v) Massage and Aromatherapy Services**

Concierge will assist in the arrangement of a qualified masseur or aroma therapist for home visits to provide a 'spa at home' service for your holistic well-being.

The above services are purely on arrangement basis only. Concierge shall not be responsible for any third-party expenses incurred which will be your responsibility.

4. The Concierge service is provided by a third party and is bound by such third-party terms and conditions.
5. AU Bank does not offer the services and is not representative of the delivery, quality and sustainability of products/ services availed from the concierge service provider.
6. The concierge service provider reserves the right to decline fulfilment of any card member request that is outside of the scope of services as agreed with AU Bank.
7. Cardholders will be required to pay for any purchase/ booking that they have agreed to accept, once that request has been fulfilled by concierge service provider. Payments should be made with valid AU Bank Credit Card only.
8. AU Bank or the Concierge service provider will not be responsible for any third-party expenses incurred. Such expenses shall be borne by the Cardholder.
9. Additional terms and conditions may apply to a particular service or benefit or as may be specified from time to time.
10. AU Bank reserves the right to disqualify any Card Member/s from the benefits of the program. In case of any fraudulent activity, prosecution will be carried out according to the purpose of availing the benefits under the Program.
11. AU Bank reserves the right to modify/change all or any of the terms applicable to the Program without assigning any reasons or without any prior intimation whatsoever.
12. AU Bank also reserves the right to discontinue the Program without assigning any reasons or without any prior intimation whatsoever.