

# *Mastercard Concierge Service Terms and Conditions*

# Mastercard Concierge Service

The Mastercard Concierge Service is available to the Cardholders set out below:

- a Cardholder of a Mastercard Platinum Plus
- a Cardholder of a Mastercard Corporate Platinum ("You", "Your" or the "Cardholder" for the purposes of this service description and the "Rules of Use")

The Mastercard Concierge Service is provided subject to the Rules of Use set out below. Please keep this service description and the Rules of Use for future reference as together they constitute the terms and conditions which form a contract between You and the Bank, "We" or "Us". As a Mastercard Cardholder, You agree to abide by the following terms and conditions when using the Mastercard Concierge Service (including all orders for goods and services from a supplier offered by the Mastercard Concierge Lifestyle Manager (the "Supplier")).

We reserve the right to change or amend this benefit by giving the Account holder for the relevant Mastercard account at least 30 days' notice. We will only do this for one of the reasons set out in the Terms and Conditions of the Card.

## Description of Concierge Services available

- Air Travel Information and Reservation
- Car Hire Information and Reservation
- Chauffeur Driven Car Service
- Destination Information
- Golf Course Information
- Holiday Information and Reservation
- Hospitality and Event Ticketing
- Restaurant Reservation

## How to Use the Concierge Service

If You want to use the Concierge Service You should call:

Cardholder of a Mastercard Platinum Plus	Cardholder of a Mastercard Corporate Platinum
<ul style="list-style-type: none"> <li>· 0370 850 2487 (+44 2890 049203 if outside the United Kingdom)</li> <li>· Select option 3 (Concierge 24/7)</li> </ul>	<ul style="list-style-type: none"> <li>· 0370 850 1068 (+44 2890 049206 if outside the United Kingdom)</li> <li>· Select option 3 (Concierge 24/7)</li> </ul>
This service is available 24 hours a day, 7 days a week.	This service is available 24 hours a day, 7 days a week.

**Air Travel Information and Reservation:** Mastercard Concierge can source comprehensive flight information and provide the best available options pertaining to the Cardholder's request.

**Car Hire Information and Reservation:** Mastercard Concierge can source information pertaining to Rental locations, Hours of Business, Collection/Return Information and Vehicle classes available. Please note that most rental companies reserve the right to give you an alternative car if your initial choice is not available.

**Chauffeur Driven Car Service:** Mastercard Concierge can source information in many locations on chauffeur driven cars for airport transfers, meetings, events or for the full duration of a trip.

**Destination Information:** A Mastercard Concierge Lifestyle Manager will provide the Cardholder with destination information for many locations and destinations worldwide, which can be individually tailored to a Cardholder's individually stated requirements and preferences.

**Golf Course Information:** Information, referrals and tee-times to public and semi-private golf courses in major cities around the world. Where possible, Mastercard Concierge will check the availability of tee times and confirm any specific handicap requirements.

**Holiday Information and Reservations:** A Mastercard Concierge Lifestyle Manager will assess the travel requirements of the Cardholder and offer the Customer tailored holiday 'packages' designed to meet their needs.

**Hospitality and Event Ticketing:** Mastercard Concierge will provide information on the availability of tickets to any ticketed event at most major worldwide destinations.

**Restaurant Reservation:** Mastercard Concierge can provide information on dining options at most major worldwide destinations. Mastercard Concierge Lifestyle Manager will, if requested, check the availability of tables.

In all instances a Mastercard Concierge Lifestyle Manager will provide options, price of the services (including delivery charges and any other associated charges), delivery timescales or next steps (if relevant). If requested, Mastercard Concierge will make a reservation, booking, place an order or arrange delivery with a Service Provider, using the Cardholder's eligible Mastercard Card for payment purposes, upon approval by the Cardholder.

## Information Services

Where any Service comprises of the supply of information, whilst every effort will be made to ensure that all information supplied is correct, the Concierge Service Provider is reliant on many information sources outside the Concierge Service Provider's control and the Concierge Service Provider is not liable for the accuracy of this third party information provided. The Concierge Service Provider will make reasonable efforts to ensure that Cardholders are provided with accurate information. The availability of information may vary dependant on the country requested.

## Rules of Use

1. Your right to use this service is exclusive to You. You are responsible for ensuring that no one else uses this privilege. You are required to provide accurate details when using this service.
2. You may request to source for information, services, benefits or products. The Mastercard Concierge Lifestyle Manager has the absolute discretion not to provide or make any requested arrangement if in its opinion, the provision of such services would be contrary to any laws or regulations or if such services or the provision of any such services is immoral or against public interests.
3. The Mastercard Concierge Lifestyle Manager will contact You via the contact details provided by You as to the availability of any of the services You have requested to be sourced. The Mastercard Concierge Lifestyle Manager shall not be liable to You, if it is not able to source any of the services You have requested for or if there is any delay in sourcing any such services for You.
4. You agree that the sale of any tickets for any event is final and there are no refunds or cancellations after You have purchased Your tickets. In the event of show cancellations directly by the artist/promoter, any refund is subject to the discretion of such artist/promoter and Mastercard Concierge is not liable to You for any such refunds or any losses, damages or liabilities suffered by You as a result of such cancellations.
5. Unless stated otherwise, You are required to make payment for all the services You ordered or requested through the service upon the acceptance of Your order by the Supplier. You agree that You will use Your Mastercard Card exclusively for payment of anything ordered through this service. Any additional associated costs or Supplier expenses incurred in the sourcing, provision, or the delivery of the services shall also be paid for by You and such costs or expenses will be billed to Your Mastercard Card.
6. Your contract for the purchase of products or services is made directly with the relevant Supplier only. Mastercard Concierge and its Service Provider hereby disclaim any and all liability for any act or omission of any Supplier or any loss incurred by You as a result of any act or omission of a Supplier or use of any product or service provided by a Supplier whether or not arranged through a Mastercard Concierge Lifestyle Manager.
7. Services may not be available in all countries. For instance, restrictions may apply where a country is involved in an international or internal conflict, the existing infrastructure is deemed inadequate to support service or where applicable law prohibits or restricts Mastercard Concierge from providing or arranging for such services.
8. Subject to local privacy and data protection laws in processing telephone conversations, as part of the fulfilment of the services requested, the Mastercard Concierge Lifestyle Manager will record the telephone conversation. This will be retained for a period of six (6) months for the exclusive purposes of security, monitoring, quality assurance and the training of Mastercard Concierge Lifestyle Managers.
9. The Bank will provide personal data about the Cardholder to the Concierge Service Provider in relation to the provision of the Concierge Service. The Cardholder may also be asked to provide personal data to the Concierge Service Provider in relation to the provision of the service. Mastercard or the Concierge Service Provider may contact You to conduct surveys and follow up questions, with the Cardholder's consent, in relation to the Cardholder's perception of the services received from the Concierge Service Provider. By availing of the Concierge Service, the Cardholder consents to the personal data being shared in this way.
10. You understand and agree that in order to provide fulfillment of the concierge services requested, information about You may be transferred locally or internationally. In all cases, the Mastercard Concierge Service Provider shall respect the applicable privacy and data protection laws in processing such data and information. For more information about Mastercard's information practices and Mastercard's Privacy Policy, please visit [www.mastercard.com/privacy](http://www.mastercard.com/privacy).
11. Mastercard will sometimes arrange for Service Providers or Suppliers from outside the EEA to provide services and Your personal data may be transferred outside the EEA, processed and retained by such Service Providers or Suppliers for this purpose.
12. If the Bank is made aware by the Cardholder of an expression of dissatisfaction, disappointment or complaint in relation to the provision of the Concierge Service, the Bank will provide all relevant information provided by the Cardholder to their Mastercard Account Manager to enable Mastercard Concierge to launch an investigation. To support the investigation, the Bank will provide Cardholder information including Cardholder name, date and time of call and the nature of the dissatisfaction, disappointment or complaint. Mastercard Concierge will make reasonable efforts to provide a response to the Bank of any escalation within three (3) business days.

This publication is also available in Braille, in large print, on tape and on disk. Speak to a member of staff for details.

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