

# Standard Services & Process Flow for IndusInd Bank Pioneer Private Debit Card Concierge Programs

## Operational Flow

In case of any assistance needed, the eligible IndusInd Bank VISA Pioneer Private Debit Card Concierge member shall call the Aspire Lifestyles alarm centre at the following number -

Language	Country Code	City Code	Toll Free Number
English/Hindi	+91	22	1800-2099-071

## 1. SCOPE OF SERVICES

### 1.1. Domestic Meet & Assist

IndusInd Bank Pioneer Private Debit Cardholder (or Users) shall be offered special rates for domestic airport meet & greet services from IndusInd Bank. The details of the program are as follows:

#### Domestic Arrival (INDIA)

- Warm welcome at the Arrival gate by the staff (Officer/ Sr. Baggage Assistant)
- Placard will be used at selected airports
- Assistance from the arrival gate till the exit gate /receiving party.
- Golf cart transfer from the arrival gate to the Baggage Hall area (subject to availability/ shared basis).
- Guidance towards transportation

#### Domestic Departure (INDIA)

- Warm welcome by the staff (Officer/Sr. Baggage Assistant) at the Curb side /car drop-off zone
- Assistance from the Curb side/car drop-off zone till the boarding gate.
- Guidance with Airline and Airport related processes.
- Golf cart for gate transfer (subject to the availability post-security/ shared basis)

#### International Arrival Terminal (INDIA)

- Warm welcome at the Arrival gate by the staff (Officer/Sr. Baggage Assistant). (Subject to Customs approval)



- Placard will be used at selected airports
- Assistance from the arrival gate to the exit gate /receiving party.
- Golf cart transfer from the Arrival gate to the immigration hall (subject to availability/ shared basis).
- Guidance with Airline and Airport related processes.

### **International Departures Terminal (INDIA)**

- Warm welcome by the staff (Officer/Sr. Baggage Assistant) at the Curb side /car drop-off zone
- Assistance from the Curb side/car drop-off zone till the boarding gate.
- Guidance with Airline and Airport related processes.
- Golf cart for gate transfer (subject to the availability post-security/ shared basis) till the Boarding gate.

If there are exceptions to this, then user shall be informed at the time of booking.

### **1.1.1. Terms and Conditions for Meet & Assist Services Shall Be:**

1. International Terminals booking should be made 72 hrs prior to travel date. (Excluding the Date of Travel)
2. Domestic Terminals booking should be made 48 hrs prior to travel date. (Excluding the Date of Travel)
3. The services are subject to availability. Service inclusion can change as per availability at the Airport Service provider.
4. The services are subject to government regulations.
5. Prevailing at the time of delivery of service.
6. Service provision is contingent upon availability.
7. Not applicable for Transit services
8. For non-complimentary services, Concierge will share rates with customer which are subject to change and are as per adult/PAX basis.
9. Express charges will be applicable if booking window timeline is not followed.
10. The bookings can only be cancelled / amended before 12 hours of service time.
11. Round trips can only be amended if the first trip has not commenced.
12. Group / Family discounted bookings cannot be partially cancelled or changed.
13. Lounge access will depend on availability as per the MAAS package selected.
14. Buggy services are subject to availability at the time-of-service execution.
15. E-ticket is mandatory for booking Meet & Assist services.
16. Guest should be aware of the customs rules/laws of the land.
17. In case of any Documentation issue at immigration/Customs/Airlines service will be terminated with zero refund

- 18. No refunds will be made in case of No Show, Cancellation.
- 19. Rescheduling requests will be processed as per availability. IndusInd Bank Concierge (Aspire Lifestyles) will revert to user regarding availability within 5 hours of rescheduling availability. Any charges applicable will be borne by the customer.
- 20. Porter/Baggage assistance up to 3 bags allowed within selected package. For more than 3 bags, charges may be applicable: to be borne by the customer.
- 21. In case of urgent request, Express charges Applicable within 48hrs booking for International Airports: 1500 INR per person. However, this will be done only on best effort basis and will be looked into on case-to-case basis. The additional express charges will be borne by the customer.
- 22. Express charges applicable for domestic airports will vary from airport to airport and will be shared at time of booking as feasible. The additional express or rescheduling charges to be borne by customer.
- 23. Details on how to avail the service and list of eligible airports where Meet & Greet Services are mentioned below. Services would be available only at these airports.
- 24. Airport List is subject to change without any prior intimation to the customer.

### 1.1.2. Booking Process for Meet & Assist Services Shall Be

- 1. User/RM calls IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) and places a domestic M&A request via call/email.
- 2. IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) registers the request and informs user of the relevant TAT for call back/reply.
- 3. IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) checks availability, T&C's and booking procedures with provider as per user's request.
- 4. Once IndusInd Bank Pioneer Private Debit Concierge confirms that service is available for specified details, IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) contacts SP (Service Provider) and organizes the booking on user's behalf by taking down the following User details:

Booking Details	Passenger Details
Passenger Name	
Passenger Age (Some Service Providers Require Age to ascertain if the passenger is an Adult, Senior/ Elderly. Can be approximate age.)	
Passenger Contact Number (Call)	
Passenger Contact Number (WhatsApp)	



Passenger Email ID	
No of Adults	
No of Child (Between 01-12 years)	
Flight Number	
Flight Date	
Service Type (Departure/ Arrival/ Transit)	
Service Location (Airport)	
E-Ticket Copy (Mandatory)	
No of Bags (Optional)	
Special Request	
Passport No. (In case of International MAAS)	

5. Concierge sends the payment link to the customer to pay for the services requested. Additional 2.5% will be added toward merchant gateway fees to be borne by end user.
6. Concierge sends confirmation mail to the user. User is informed that they will receive agent details (Meet & Assist officer) within 1 to 2 hours of travel time on the date of the booking.
7. IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) sends agent details as soon as we receive the same via mail.
8. IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) calls agent to check if it's the right number given, do hygiene checks (proper placard, proper customer name, details, etc)
9. Request is closed.

### 1.1.3. List of Eligible Airports

List of Eligible Airports (Domestic - Arrival/ Departure)	
Mumbai	Mangaluru
Ahmedabad	Trivandrum
Guwahati	Delhi
Lucknow	Hyderabad Goa
Jaipur	Bangalore



## 1.2. Airport Cab Transfers

IndusInd Bank Pioneer Private Debit Cardholder (or Users) shall be offered special rates for Airport Cab Transfer Services from IndusInd Bank. The details of the program are as follows:

1. The coverage for airport cab transfer program is as follows.
2. **Tier 1:** Mumbai, Pune, Delhi, Gurgaon, Chennai, Jaipur, Kolkata
3. **Tier 2:** Bangalore, Hyderabad, Noida, Faridabad, Ghaziabad, Navi Mumbai, Thane, Airoli, Goa, Cochin, Agra, Amritsar, Aurangabad, Lucknow, Leh, Ludhiana, Belgaum, Dharwad, Hubli, Haridwar, Jalandhar, Ludhiana, Ranchi, Patna, Shimla, Srinagar, Surat, Varanasi, Nagpur, Gandhinagar, Mangalore, Mysore, Madurai, Bhopal, Gwalior, Patna, Jodhpur, Srinagar, Pondicherry, Jammu, Vishakhapatnam, Trivandrum, Indore, Manesar, Bhubaneswar, Bhuji, Bikaner, Calicut, Chandigarh, Dehradun, Dharwad, Vadodara, Coimbatore, Nasik, Jalandhar, Jodhpur, Kanpur, Kolhapur, Raipur, Rajkot, Rishikesh, Udaipur & Vijayawada
4. Airport coverage will depend as per vendor's availability

### 1.2.1. Terms & Conditions of Airport Cab Transfers services shall be:

1. 12% GST applicable on rates
2. Rates are subject to vendor availability at desired locations
3. Above airport transfer flat rate is only applicable for the point-to-point one-way transfers starting or finishing at the airport. No detours or stopovers will be allowed. In case of detours or stopovers, the normal daily rate will be applicable.
4. At the time of making the reservation, it must be clearly specified that the booking is for an Airport Transfer only.
5. Any additional charges other than the airport cab transfer package to be borne by customer.
6. The above rate is inclusive of uniformed chauffeur (with Mobile), fuel and all maintenance costs.
7. Night Charges (same as outstation night charges) applicable for all local run between 11 pm to 5 am.
8. Time and mileage are noted from Garage to Garage (in all cities). And the service should conclude in 4 Hrs, inclusive of time from/to Garage, additional charges will be applicable depending on the destination.

9. All Interstate Taxes, Permit Fee, Tolls, MCD tax and Parking etc. shall be extra as per actual. In cases where toll is prepaid or e-toll/fast tag, no. of trips with amount of per trip toll shall be mentioned on the signed duty slip or invoice.
10. Executive, Luxury, Royale segment vehicles and SUVs subject to availability in Group-2 cities.
11. The supplier shall not be held responsible for any belongings left by Customers in the vehicle, or any losses incurred by renter due to any reason.
12. Rates in some cities may change during peak period. In such cases Aspire Lifestyles shall inform client at the time of service
13. **Cancellation Charges:** For Economy/Executive cars: Cancellation made more than 3 hours before the duty reporting time: Nil. Cancellation within 2 hours before dispatch or no show once the car has left garage: Half day (4hrs / 40kms).

### 1.2.2. Booking Process for Airport Cab Transfers Services Shall Be:

1. User/RM calls IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) and places a domestic Airport Cab Transfer request via call/email.
2. IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) registers the request and informs user of the relevant TAT for call back/reply.
3. IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) checks availability, T&C's and booking procedures with provider as per user's request.
4. Once IndusInd Bank Pioneer Private Debit Concierge confirms that service is available for specified details, IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) contacts SP (Service Provider) and organizes the booking on user's behalf by taking down the following User details:

Booking Details	Passenger Details
Passenger Name	
Passenger Age (Some Service Providers Require Age to ascertain if the passenger is an Adult, Senior/ Elderly. Can be approximate age.)	
Passenger Contact Number (Call)	
Passenger Contact Number (WhatsApp)	
Passenger Email ID	
No of Adults	
No of Child (Between 01-12 years)	
Special Request	
Destination to and fro details	



5. Concierge sends payment link to the customer to pay for the services requested. Additional 2.5% will be added toward merchant gateway fees to be borne by end user.
6. Concierge sends confirmation mail to the user. User is informed that they will receive Chauffers details within 1 to 2 hours of travel time on the date of the booking.
7. IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) sends Chauffers details as soon as we receive the same via mail.
8. IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) calls Chauffers to check if it's the right number given, do hygiene checks (proper placard, proper customer name, details, etc)
9. Request is closed.



### 1.3. Dining Benefits

IndusInd Bank Pioneer Private Debit Cardholder (or Users) shall be offered special benefits for Dining Benefits services from IndusInd Bank. The details of the program are as follows:

- 1) Assured Table reservation Assistance across 12k+ restaurants over 150+ cities
- 2) Access to Restaurant deals across 12k+ premium restaurants over 150+ cities
- 3) Guaranteed 25%-50% off at 2000 plus premium restaurants/ bars across India & Dubai (Prime Benefits)

**AND/OR**

- 4) 1+1 Buffet deal at Premium restaurants (Prime Benefits)

#### 1.3.1. Booking Process for Dining Privileges Shall Be:

1. Users/RM calls IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) to book a table and avail discounts provided by Eazydiner (and Prime Benefits) as per details above in offers & services
2. IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) to collect customer details (in below format provided by Eazydiner)
3. IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) to send customer details (in below format) to Eazydiner dedicated email ID for Aspire Lifestyles Bookings, from Aspire Lifestyles' designated email ID.
4. Upon sending email and making a reservation with Eazydiner, IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) receives an email confirmation from Eazydiner within 1 hour TAT (7 AM -12 AM)
5. If same is not received within 1 hour TAT (7am-12AM), IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) shall contact the dedicated phone line of Eazydiner (9 AM/10 AM - 8 PM) as secondary escalation point. Third escalation point would be Pranav Sharma. (Refer to Escalation Matrix below)
6. Contact: Eazydiner support executives will correspond to IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) queries through email & Calls, a. Aspire can contact the Eazydiner support team for all booking coordination/escalations/rescheduling/cancellations / Special Requests / General Communications on the following contacts.
  - A. Email: [aspirebooking@eazydiner.com](mailto:aspirebooking@eazydiner.com)
  - B. Phone: 7428928812
7. Eazydiner will be involved in booking and confirming same to IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) via email/phone while





IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) will be responsible for communicating same to Customers via email

8. While sharing details of customer, Aspire may share its office phone number instead of customer’s mobile number to ensure that auto-messages if any from provider, are shared with Aspire and not with end customers (all means of communication towards end customers to be closed by Eazydiner)
9. Eazydiner shares confirmation details with Aspire over email and Aspire sends an email to customer with confirmation details.
10. While customer visits the restaurant, He/ She will share with reservation the email confirmation received from IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) which would have details such as No of Pax, Slot and discount or benefits applicable at the restaurant
11. The customer has the option to pay via any means, however if customer uses Eazypay app, then customers gets some additional discount as applicable, however the customer should not be forced to use the app while paying.
12. In case restaurant denies customer offers discount/ benefits, IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) team can connect with the Eazydiner escalations team
13. In case restaurant denies customer for table at given slot, IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) team can connect with the Eazydiner escalations team
14. Please specify process and TAT for escalations/rescheduling/cancellations
  - Escalations – 24 – 48 hr
  - Rescheduling – 1hr
  - Cancellation- 1 hr

**Aspire Lifestyles Concierge Booking details to Eazydiner:**

Booking Details	Details
Customer Name	
Restaurant Name, Location	
Customer Contact Number	
No of Pax	
No of Child (between 02 - 12 years)	
Booking Date	
Booking Time	
Special Occasion Request	



### 1.4. Travel Privileges

IndusInd Bank Pioneer Private Debit Cardholder (or Users) shall be offered special benefits for Travel Privileges services from IndusInd Bank. The details of the program are as follows:

1. Users/ RM's call IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) for travel i.e. flights
2. IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) to collect relevant field information from Customers/Members/Owners/RM's.
3. IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) to check for the availability of the above on myBiz portal.
4. IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) to share quotes and availability with the Customers/Members/Owners/RM's.
5. Once the Users/ RMs confirm the quote, IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) to go ahead and make the final reservation.
6. IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) to confirm payment options from Customers/Owners/RM's and proceed with making the payment. i.e. UPI, Google pay.
7. In case Customers/Owners/RMs want to pay with CC then IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) generates a payment link through air pay and sent to Customers/Owners/RM's. The IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) explicitly explains there is a 2.5% convenience fee for payment link.
8. Once payment is received from User/ RM's Aspire on air pay, IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) to make payment through the prefilled myBiz wallet.
9. Once tickets are issued on myBiz, the IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) to attach tickets on ePC and send email confirmation to Customers/Members/Owners/RM's.
10. In case Customers/Members/Owners/RM's request for invoice, IndusInd Bank Pioneer Private Debit Concierge (Aspire Lifestyles) to check which invoice is needed i.e., myBiz invoice without convenience fees and/or Aspire Invoice with air pay convenience fees mentioned or both. Accordingly, the invoice is to be shared with Customers/Members/Owners/RM's.
11. Case to be updated with appropriate notes.

#### Aspire Lifestyles Concierge Booking details to MakeMyTrip:

Booking Details	Details
Customer Name	
Customer Travel Date	
Customer Travel Time	
No of Pax	



No of Child (between 02 - 12 years)	
Travel Destination	
Special Assistance Required	

### 1.5. Concierge & Lifestyles Services

Aspire shall, subject to the terms and conditions as defined under the Agreement and the Customer eligibility as defined in the Program Certificate, provide the following Services to the Customer (whom for the purpose of this Schedule only shall be referred to as “Customer”) calling Aspire.

The Services provided hereunder are rendered on a world-wide basis.

#### 1.5.1. Travel Services

##### 1.5.1.1. Pre-trip Inoculation and Visa Requirement Information

- Aspire Lifestyles shall provide information concerning visa and inoculation requirements for foreign countries, as those requirements are specified from time to time in the most current edition of World Health Organization Publication “Vaccination Certificates Requirements and Health Advice for International Travel” (for inoculations) and the “ABC Guide to International Travel Information” (for visas).

##### 1.5.1.2. Hotel Referral and Reservation Assistance

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

##### 1.5.1.3. Flight Information and Ticketing Assistance

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



#### 1.5.1.4. Luxury Car Rental and Limousine Referral and Reservation Assistance

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

#### 1.5.1.5. Currency Rates and Conversions

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

#### 1.5.1.6. Trip Planning and Assistance

- Aspire Lifestyles will assist the Customer by providing the name, address and telephone number of the travel and tour companies. If requested by the Customer and whenever

possible, Aspire Lifestyles will facilitate in making the arrangement on behalf of the Customer.

#### 1.5.1.7. Airport Limousine Concierge

- Aspire Lifestyles shall assist the Customer to arrange for limousine transportation to and/or from the airport. The Customer shall book Airport Limousine Service with Aspire Lifestyles at least 24 hours prior to the Customer's arrival at or departure from the airport. Any cancellation of such booking shall be notified no later than 24 hours in advance of the Customer's arrival.
- A case fee shall be chargeable for each booking made by the Customer and shall be borne either by the Bank or by the Customer depending up on Credit Card that the customer holds and the feature entitlement. The case fee shall be applicable in the event that the cancellation notice period was not adhered to.

#### 1.5.1.8. Airport VIP Service (Meet-and-Greet)



- Aspire Lifestyles shall assist the Customer arriving at or departing from the airport in arranging for "Meet and Greet", luggage clearance and immigration clearance services ("Airport VIP Service"). The Subscriber/Customer shall book Airport VIP Service with Aspire Lifestyles at least 48 hours prior to the Customer's arrival to facilitate arrangement. Any cancellation of such booking shall be notified no later than 24 hours in advance of the Customer's arrival.
- A case fee shall be chargeable for each booking made by the Customer and shall be borne either by the Bank or by the Customer depending up on Credit Card that the customer holds and the feature entitlement. The case fee shall be applicable in the event that the cancellation notice period was not adhered to.

#### 1.5.1.9. Airport Lounge Access Service

- Aspire Lifestyles shall avail access to selected airport lounges for the Customer whenever requested upon.

#### 1.5.1.10. Overseas Language/Translation Support

- Aspire Lifestyles shall provide the Customer with telephonic translation services and emergency support whenever a need arises.

#### 1.5.1.11. Sightseeing and Destination Recommendations

- Aspire Lifestyles will assist the Customer by providing the name, address and telephone number of travel agencies at the Customer's travel destination. If requested by the Customer and whenever possible, Aspire Lifestyles will assist in the faxing of travel packages from these travel agencies to the Customer and coordinate the arrangements on behalf of the Customer.

#### 1.5.1.12. Luxury Yacht/Cruise Information and Reservations

- Aspire Lifestyles will assist the Customer 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 the Customer



and whenever possible, Aspire Lifestyles will facilitate in making the reservation on behalf of the Customer.

#### 1.5.1.13. Train or Rail Information and Ticketing

- Aspire Lifestyles will assist the Customer 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 the Customer and whenever possible, Aspire Lifestyles will facilitate in making the reservation on behalf of the Customer.

### 1.5.2. Golfing Services

#### 1.5.2.1. Golf Course Referral and Reservation Assistance

- Aspire Lifestyles shall assist the Customer, whenever possible, by providing the address and telephone number of golf courses within and outside the usual country of residence. If requested by the Customer and whenever possible, Aspire Lifestyles will facilitate in making the reservation on behalf of the Customer.

#### 1.5.2.2. Golf Lessons Information and Referral Assistance

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

#### 1.5.2.3. Golf Equipment and Apparels

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

#### 1.5.2.4. Golf Events Assistance

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



### **1.5.3. Wine and Dine**

#### **1.5.3.1. Dining Referral and Reservation Assistance**

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

#### **1.5.3.2. Private Dining Assistance**

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

#### **1.5.3.3. Food Tours Referral and Assistance**

- Aspire Lifestyles shall provide referrals to event companies who organize food tours on a worldwide basis. Whenever requested upon, Aspire Lifestyles shall assist the Customer in the purchase of the air tickets and the bookings of hotel accommodation in the location as advised by the

Customer. Aspire Lifestyles shall not be responsible for the planning of the itinerary of the tour on behalf of the Customer.

#### **1.5.3.4. Food Tasting Events Information Service**

- Aspire Lifestyles shall provide to the Customer, as and when available, with information concerning food tasting events on a worldwide basis.

#### **1.5.3.5. Vineyards Information and Referral Services**

- Aspire Lifestyles shall assist the Customer by providing information on the popular vineyards on a worldwide basis. If possible, Aspire Lifestyles shall also provide the Customer with their opening hours and addresses. On a best effort basis, Aspire Lifestyles shall also assist the Customer in the purchase and



delivery of selected wine as specified by the Customer from the vineyards and/or authorized distributor.

#### **1.5.4. Arts and Culture**

##### **1.5.4.1. Special Events and Performance Assistance**

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

##### **1.5.4.2. Information on New Books and Albums Releases**

- Aspire Lifestyles shall, upon request from the Customer, 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, Aspire Lifestyles shall facilitate in the purchase of any such item from the stores and/or provide the Customer with the website link where these items are available.

##### **1.5.4.3. Cultural Centers, Museums, Art Gallery and Exhibition Information and Referral Services**

- Aspire Lifestyles shall provide, upon request by the Customer, information on exhibition events, including the date, operating hours as well as the venue. Whenever necessary, Aspire Lifestyles shall assist the Customer in the reservation, purchase and delivery of the tickets.

##### **1.5.4.4. Cultural and Historical Tours**

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

#### **1.5.5. Shopping Services**





**1.5.5.1. Flower and Gift Delivery Assistance**

- Aspire Lifestyles will assist the Customer by arranging for delivery of flowers or gifts to his or her family or business associates.

**1.5.5.2. Jewellery and Watches Referral Assistance**

- Aspire Lifestyles will assist the Customer by providing the name, address and telephone number of jewellers and timepiece shops in major cities.

**1.5.5.3. Arts and Antiques Dealers Information Assistance**

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

**1.5.5.4. Major Shopping Belts/Locations Information Assistance**

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

**1.5.5.5. Spa, Fitness Centre and Sports centre Information and Referral Assistance**

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

**1.5.5.6. Tailoring**

- Aspire Lifestyles will assist the Customer by providing the name, address and telephone number of tailoring shops in major cities. Whenever possible, Aspire



Lifestyles shall also provide the Customer with the opening/closing hours of the shops.

### **1.5.6. Business Services**

#### **1.5.6.1. Conference Information and Referral Services**

- Aspire Lifestyles will assist the Customer by providing conference service referral. If requested by the Customer and whenever possible, Aspire Lifestyles will facilitate in making the arrangements on behalf of the Customer.

#### **1.5.6.2. Messenger Service Assistance**

- Aspire Lifestyles will assist the Customer by providing assistance to relay message between the Customer and his/her family or business associates.

#### **1.5.6.3. Courier Service Assistance**

- Aspire Lifestyles will assist the Customer to send documents or parcels by arranging courier services to his or her family or business associates.

#### **1.5.6.4. Translation Services**

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

### **1.5.7. Other Services**

#### **1.5.7.1. Event Planning**

- Aspire Lifestyles will assist in referral the Customer to an event planner for the organization of birthday parties, black tie events or private get-togethers.

#### **1.5.7.2. Pet Care Assistance**

- Aspire Lifestyles will assist the Customer in making arrangements for the following services:



- (a) **Pet grooming services** – to collect from the Customer’s residence or from the address given by the Customer to the pet grooming centre, and have the dog returned to the requested place.
- (b) **Delivery services** – to arrange for the delivery of pet food and other related pet articles to the Customer’s residence subject to a minimum purchased amount as set forth by the service providers.
- (c) **Pet sitting services** – to arrange for pet sitter to provide daily care to the pet by:
  - (i) Giving feedings to the dog; or
  - (ii) Walking the dog.
- (d) **Pet transportation services** – to arrange for pet taxi to/from the veterinary.
- (e) **Pet lodging services** – to arrange for pet accommodation while the Customer is not in his/her usual country of residence.

#### 1.5.7.3. Laundry Pick-up/Drop-off Services

- Aspire Lifestyles will assist in arranging on behalf of the Customer laundry service providers who are able to provide a ‘pick-up/drop-off’ service from/to the Customer’s home.

#### 1.5.7.4. Home Grocery Delivery

- Aspire Lifestyles will assist in the ordering and delivery of non-perishable groceries to the Customer’s home.

#### 1.5.7.5. Massage and Aromatherapy Services

- Aspire Lifestyles will assist in the arrangement of a qualified masseur or aromatherapist for home visits to provide a ‘spa at home’ service for the Customer’s holistic well-being.
- The above services are purely on arrangement basis only. Aspire Lifestyles shall not be responsible for any third- party expenses incurred which shall be the responsibility of the Customer.



## **2. GENERAL EXCLUSIONS**

### **2.1. Territorial Limits**

Non-funded Concierge requests will be provided as per service location.

### **2.2. Force Majeure**

Aspire Lifestyles shall not be responsible for delays or failures to provide assistance caused by any strike, war, invasion, act of foreign enemies, armed hostilities (regardless of a formal declaration of war), civil war, rebellion, insurrection, terrorism, political coup, riot and civil commotion, administrative or political impediments, or radioactivity or any other event of force majeure which prevents Aspire from providing such Assistance.

