

Travel Concierge FAQ

No.	Question	Answer
1.	Apa yang dimaksud dengan layanan Travel Concierge? <i>What is Travel Concierge service?</i>	Layanan pengaturan perjalanan yang dapat digunakan Nasabah UOB Privilege Banking untuk merencanakan perjalanan termasuk tetapi tidak terbatas pada pemesanan hotel, penerbangan, dan transportasi. <i>Travel arrangement services that UOB Privilege Banking customers can use to plan travel including but not limited to hotel, flight and transportation bookings.</i>
2.	Siapakah partner penyedia layanan Travel Concierge yang ditunjuk? <i>Who is the appointed Travel Concierge service provider partner?</i>	UOB bekerjasama dengan PT Golden Rama Express (Golden Rama). <i>UOB Travel Concierge is manages by PT Golden Rama Express (Golden Rama).</i>
3.	Apakah semua nasabah bisa mendapatkan layanan Travel Concierge? <i>Can all customers get Travel Concierge services?</i>	Ya. Semua nasabah UOB Privilege Banking dapat menggunakan layanan ini. <i>Yes. All UOB Privilege Banking customers have access to this service.</i>
4.	Apa jam operasional layanan UOB Travel Concierge? <i>What are the operating hours of the UOB Travel Concierge service?</i>	Layanan ini tersedia di hari Senin hingga Jumat pukul 08:45 – 16:45 WIB, dan Sabtu pukul 08:45 – 14:00 WIB. Layanan tutup pada hari Minggu dan libur nasional. <i>This service is available on Monday to Friday at 08:45 – 16:45 WIB, and Saturday at 08:45 – 14:00 WIB. Services are closed on Sundays and national holidays.</i>
5.	Bagaimana cara nasabah menggunakan layanan ini? <i>How do customers use this service?</i>	Cara mendapatkan layanan: - Nasabah menghubungi UOB Travel Concierge hotline +6221 2963 1881 atau travel_regional_id@concierge.uobtravel.com. - UOB Travel Concierge akan melakukan verifikasi status dan kelayakan nasabah menggunakan 6 digit pertama nomor kartu debit UOB Privilege Banking atau 6 digit pertama nomor Kartu Kredit UOB Indonesia - Setelah verifikasi berhasil, nasabah dapat berdiskusi dan mengatur detail perjalanan dengan agen Travel Concierge yang tersedia. <i>To get this service:</i> - Customers contact the UOB Travel Concierge hotline +6221 2963 1881 or travel_regional_id@concierge.uobtravel.com. - UOB Travel Concierge will verify the customer's status and eligibility using the first 6 digits of the UOB Privilege Banking debit card number or the first 6 digit of the UOB Credit Card Numbers. - After successful verification, customer can discuss and arrange travel details with the available Travel Concierge agent.
6.	Apa keuntungan yang didapatkan dengan menggunakan layanan Travel Concierge? <i>What advantages can customers get by using the Travel Concierge service?</i>	Nasabah dapat menikmati keuntungan tambahan berupa: Luxury Hotel Programme: upgrade kamar gratis, dining credit, dan fasilitas lainnya di group hotel yang bekerja sama dengan Luxury Hotel Programme. Status Matching Offer: meningkatkan status keanggotaan Pan Pacific Discovery ke platinum tanpa perlu memenuhi persyaratan menginap atau pembelanjaan. Exclusive Shopping di: Printemps: Diskon tambahan 5% untuk pemegang kartu UOB, layanan antar-jemput pribadi dan <i>personal shopper</i>, pengembalian pajak hingga 16.6%, dan layanan butler gratis dan transfer bandara. The Bicester Collection: Diskon VIP 10%, akses lounge pribadi, dan Hands-Free Shopping. El Corte Ingles: Kartu Rewards 10%, hadiah special untuk pembelian di atas EUR 500, <i>VIP Invitation for gourmet experience, personal shopper</i>, dan Hands-Free Shopping. <i>Customers can enjoy extra benefits:</i> Luxury Hotel Programme: complimentary room upgrades, dining credits, amenities, and more at major hotel groups that are a part of the Luxury Hotel Programme Status Matching Offer: exclusive upgrade to GHA Discovery Platinum status without needing to fulfill any stay or shopping conditions Exclusive Shopping in: Printemps: Additional 5% discount for UOB cardholders, private transfers and personal shopper services, up to 16.6% tax refund, and complimentary butler service and airport transfer The Bicester Collection: 10% VIP discount, private lounge access, and Hands-Free Shopping El Corte Ingles: 10% Rewards card, special gift on purchases over EUR 500, Gourmet Experience: <i>VIP invitation to a drink and a Spanish Tapas, priority tax refund by concierge at the VIP Lounge, bespoke personal shopper service, and Hands-Free shopping</i>
7.	Apakah semua nasabah yang menggunakan layanan Travel Concierge bisa mendapatkan complimentary room upgrade dengan Luxury Hotel Programme? <i>Can all customers who use the Travel Concierge service get a free room upgrade with the Luxury Hotel Program?</i>	Complimentary room upgrade dengan Luxury Hotel Programme bisa didapatkan tergantung dengan ketersediaan dan hanya bisa didapatkan jika melakukan pemesanan melalui UOB Travel Concierge. List hotel yang bekerjasama dapat dilihat di https://www.uobtravel.com/concierge/luxury-hotels-collection/index.page <i>Complimentary room upgrades with the Luxury Hotel Program can be obtained depending on availability and can only be obtained if you book via UOB Travel Concierge. A list of collaborating hotels can be seen at https://www.uobtravel.com/concierge/luxury-hotels-collection/index.page</i>
8.	Apakah semua Nasabah bisa mendapatkan keuntungan Status Matching Offer jika tidak memiliki keanggotaan Pan Pacific Discovery sebelumnya? <i>Can all customers get Status Matching Offer benefits if they do not have a previous GHA Discovery membership?</i>	Ya, Nasabah bisa mendapatkan keuntungan Status Matching Offer dengan mendaftar menjadi anggota Pan Pacific Discovery. Nasabah dapat langsung menghubungi UOB Travel Concierge untuk bantuan cara mendaftar menjadi anggota Pan Pacific Discovery. <i>Yes, customers can receive the Status Matching Offer benefit by signing up as a GHA Discovery member. Customers can also directly contact UOB Travel Concierge for help to guide and give instruction on how to sign up as a GHA Discovery member.</i>
9.	Apakah nasabah dapat langsung menggunakan benefit dari Pan Pacific Discovery Platinum setelah melakukan pemesanan melalui UOB Travel Concierge? <i>Can customers immediately use the benefits of GHA Discovery Platinum after making a booking via UOB Travel Concierge?</i>	Nasabah dapat menggunakan benefit dari Pan Pacific Discovery Platinum secara langsung setelah mereka keanggotaan mereka sudah di upgrade. <i>Customer can use GHA Discovery Platinum once they receive the upgrade in their account.</i>
10.	Apakah ada syarat dan ketentuan untuk mendapatkan keuntungan exclusive shopping? <i>Are there any terms and conditions to get exclusive shopping benefits?</i>	Ketentuan untuk mendapatkan exclusive shopping adalah bahwa Nasabah UOB Privilege Banking harus melakukan pemesanan melalui UOB Travel Concierge. Syarat dan ketentuan tambahan yang hanya berlaku pada layanan di Printemps: - Akses layanan antar-jemput pribadi dan personal shopper akan dikenakan biaya yang berlaku - Akses layanan butler gratis dan transfer bandara dapat dinikmati jika nasabah melakukan pembelanjaan minimum EUR 30.000 <i>The conditions for getting exclusive shopping are that UOB Privilege Banking customers must make bookings through UOB Travel Concierge. Additional terms and conditions that only apply to services at Printemps:</i> - Access to private shuttle services and personal shoppers will be subject to applicable fees - Access to complimentary butler service and airport transfers can be enjoyed if customers spend a minimum of EUR 30,000
11.	Bagaimana cara nasabah menikmati benefit exclusive shopping dengan Travel Concierge? <i>Are there any terms and conditions to get exclusive shopping benefits?</i>	Untuk exclusive shopping di Printemps: - Nasabah menghubungi agen Travel Concierge yang bersangkutan untuk detail informasi perencanaan, termasuk: - Rencana tanggal dan waktu mengunjungi Printemps - Jumlah pengunjung - Email UOB Travel Concierge akan mengatur dengan Printemps berdasarkan kebutuhan nasabah - UOB Travel Concierge akan mengirim email konfirmasi - kepada nasabah setelah mendapatkan konfirmasi dari Printemps - Pada saat mengunjungi, nasabah membawa paspor di lounge untuk melakukan registrasi dengan personal shopper yang akan menemani selama waktu nasabah berada di Printemps. Untuk exclusive shopping di The Bicester Collection: - Nasabah menghubungi UOB Travel Concierge untuk detail informasi perencanaan: - Rencana tanggal dan waktu mengunjungi Bicester Village - Lokasi Bicester Village yang dikunjungi - Perkiraan waktu keberangkatan - Jumlah pengunjung - Negara tempat tinggal - Email UOB Travel Concierge akan mengatur dengan Bicester Collection berdasarkan kebutuhan nasabah - UOB Travel Concierge akan mengirim email konfirmasi kepada nasabah setelah mendapatkan konfirmasi dari The Bicester Collection - Pada saat mengunjungi, nasabah menunjukkan email konfirmasi di Concierge Lounge untuk registrasi dan mengambil VIP Pack yang juga termasuk kupon diskon. - Ketika selesai, nasabah mengunjungi concierge/VIP lounge untuk memproses VAT tax refund sebelum mereka meninggalkan Bicester Village. Untuk exclusive shopping di El Corte Ingles: - Nasabah menghubungi agen Travel Concierge yang bersangkutan untuk detail informasi perencanaan, termasuk: - Rencana tanggal dan waktu mengunjungi outlet - Jumlah pengunjung - Email UOB Travel Concierge akan mengatur dengan El Corte Ingles berdasarkan kebutuhan nasabah - UOB Travel Concierge akan mengirim email konfirmasi kepada nasabah setelah mendapatkan konfirmasi dari El Corte Ingles - Pada saat mengunjungi, nasabah menunjukkan email konfirmasi di VIP Counter untuk registrasi dan mengambil UOB Welcome Pack yang berisi benefit. <i>Customer Journey for shopping experience in Printemps:</i> - Customer contact their Travel Concierge agent for their shopping requirements, including: - Date and Time of visit - Number of visitors - Email address - The Travel Concierge agent will arrange with Printemps based on customer's requirements - UOB Travel Concierge will send an email to the customer upon receiving confirmation from Printemps - On the day, customer goes to the venue and present their passport at the lounge to register where a personal shopper will assist them throughout the time they are in the mall. <i>Customer Journey for shopping experience in The Bicester Collection:</i> - Customer contact their Travel Concierge agent for their shopping requirements, including: - Date and Time of visit - Location of Bicester Village they plan to visit - Expected time of departure - Number of visitors - Country of residence - Email address - The Travel Concierge agent will arrange with The Bicester Collection based on customer's requirements - UOB Travel Concierge will send an email to the customer upon receiving confirmation from The Bicester Collection - On the day, customer goes to the venue and present the email confirmation at the Concierge Lounge to register and collect their VIP pack which will include the discount coupon - After their shopping experience, customer visit the concierge/VIP lounge to complete their VAT tax refund before leaving the shopping venue. <i>Customer Journey for shopping experience in El Corte Ingles:</i> - Customer contact their Travel Concierge agent for their shopping requirements, including: - Date and Time of visit - Number of visitors - Email address - The Travel Concierge agent will arrange with El Corte Ingles based on customer's requirements - UOB Travel Concierge will send an email to the customer upon receiving confirmation from El Corte Ingles - On the day, customer goes to the venue and present the email confirmation at the VIP Lounge to register and collect their UOB Welcome pack which includes all the benefit
12.	Apakah nasabah dapat menambahkan point miles atau hotel mereka saat melakukan pemesanan dengan UOB Travel Concierge? <i>Can customers add their miles or points in their own membership for airlines and hotels when booking with UOB Travel Concierge?</i>	Ya. Nasabah dapat memberikan detail keanggotaan mereka kepada Travel Concierge yang bersangkutan saat melakukan pemesanan jika mereka memiliki keanggotaan pada penerbangan atau hotel yang dipesan. <i>Yes. Customers can provide their membership details to the relevant Travel Concierge when making a booking if they have a membership to the airlines or hotel brand booked.</i>
13.	Bagaimana detail biaya yang akan dibayar oleh Nasabah melalui Travel Concierge? <i>What are the details of the fees that will be paid by the Customer via Travel Concierge?</i>	Detail biaya dapat dilihat pada UOB Travel Concierge Terms and Conditions pada link ini: go.uob.com/pv-travelconcierge <i>Fees details can be seen in the UOB Travel Concierge Terms and Conditions using this link: go.uob.com/pv-travelconcierge.</i>
14.	Apakah nasabah bisa mengubah rencana perjalanan mereka jika sudah melakukan pemesanan? <i>Can customers change their travel plans if they have already made a booking?</i>	Jika nasabah ingin mengubah rencana perjalanan, seperti pergantian tanggal, penerbitan ulang, atau validasi ulang tiket, nasabah dapat langsung menghubungi UOB Travel Concierge di +6221 2963 1881 atau travel_regional_id@concierge.uobtravel.com <i>If customers wish to change their travel plans, such as changing dates, reissuing or revalidating tickets, customers can directly contact UOB Travel Concierge at +6221 2963 1881 or travel_regional_id@concierge.uobtravel.com.</i>
15.	Apakah nasabah dapat mendapatkan keuntungan layanan Travel Concierge jika sudah memiliki booking mandiri? <i>Can customers get the benefits of Travel Concierge services if they already have an independent booking?</i>	Tidak. Keuntungan upgrade luxury hotel programme, hotel tier matching, dan exclusive shopping hanya dapat dinikmati jika nasabah melakukan perencanaan dan booking melalui layanan UOB Travel Concierge. Namun, jika nasabah sudah memiliki booking mandiri dan melakukan booking tambahan dengan UOB Travel Concierge, mereka dapat menikmati benefit tersebut. Khusus untuk keuntungan luxury hotel programme, nasabah harus melakukan pemesanan hotel dengan UOB Travel Concierge untuk mendapatkan keuntungan upgrade. <i>No. The benefits of luxury hotel program upgrades, hotel tier matching and exclusive shopping can only be enjoyed if customers plan and book through the UOB Travel Concierge service.</i> <i>However, if customers already have their own booking and use UOB Travel Concierge for another booking in their travel plan, they can receive the benefits. For Luxury Hotel Programme exclusively, customers need to do their hotel booking through Travel Concierge to receive the room upgrade benefit.</i>