

Privilege Banking Travel Concierge Terms and Conditions

Syarat dan Ketentuan Travel Concierge

- PT Bank UOB Indonesia (“UOB Indonesia”), bekerja sama dengan PT Golden Rama Express (“Golden Rama”) menawarkan layanan UOB Travel Concierge kepada Nasabah Privilege Banking UOB Indonesia
 - Layanan UOB Travel Concierge yang ditawarkan mencakupi:
 - Layanan Pengaturan Perjalanan: Termasuk tetapi tidak terbatas pada pemesanan hotel, penerbangan, dan transportasi.
Nikmati keuntungan tambahan *upgrade* kamar gratis, *dining credit*, dan fasilitas lebih banyak di group hotel yang bekerja sama dengan **Luxury Hotel Programme*** jika Nasabah memesan layanan pengaturan perjalanan melalui UOB Travel Concierge.
*Tergantung ketersediaan
 - Layanan *complementary* untuk Nasabah Privilege Banking UOB Indonesia:
 - Status Matching Offer:** Meningkatkan status keanggotaan Pan Pacific DISCOVERY ke Planitum atau Titanium tanpa perlu memenuhi persyaratan menginap atau pembelanjaan.
 - Keuntungan belanja eksklusif** di:
 - Printemps:** Diskon tambahan 5% untuk pemegang kartu UOB, layanan antar-jemput pribadi dan *personal shopper***, 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 Inglés: Kartu Rewards 10%, hadiah special untuk pembelian di atas €500, *VIP Invitation for gourmet experience, personal shopper, dan Hands-Free Shopping*.
- Nasabah bertanggung jawab atas seluruh biaya yang timbul dari layanan yang dipesan melalui Travel Concierge. Detail biaya seperti dibawah ini:

No.	Item	Basis	Biaya (IDR)
Biaya Layanan Lengkap/Transaksi yang dilakukan Online			
1.	Tiket Pesawat - Domestic (Indonesia)	Per tiket	3% + VAT
2.	Tiket Pesawat - Regional (ASEAN)	Per tiket	3% + VAT
3.	Tiket Pesawat - Asia	Per tiket	3% + VAT
4.	Tiket Pesawat - International	Per tiket	3% + VAT
5.	Hotel Booking - GDS* Hotel (dipesan dengan tiket pesawat)	Per transaksi	5% + VAT
6.	Hotel Booking - GDS* Hotel (dipesan tanpa tiket pesawat)	Per transaksi	5% + VAT
7.	Hotel Booking - Non GDS* Hotel Booking (Surcharge)	Per transaksi	5% + VAT
8.	Airport Meet and Greet	Per transaksi	450.000
9.	Premium Airport Transfers	Per transaksi	5% + VAT (Tariff nett berdasarkan jenis kendaraan)
Value Added Services			
10.	Reservasi Penerbangan (Untuk Re-routing, Revalidasi, Penerbitan ulang tiket pesawat yang memerlukan penerbitan tiket baru)	Per tiket	Biaya yang sesuai berlaku 100.000
11.	Refund tiket penerbangan (Tidak termasuk biaya administrasi maskapai penerbangan dan semua tiket yang diterbitkan secara lokal)	Per tiket	250.000
Pengiriman Ad-hoc			Tagihan pada saat terjadi
12.	Bantuan Visa (Normal)	Per dokumen	500.000
13.	Bantuan Visa (Urgent)	Per dokumen	1.000.000
Lain-lain			
14.	Bantuan Perjalanan Darurat / Diluar Jam Kerja	Per bantuan	Tanpa Biaya Tambahan

Layanan tambahan lainnya tersedia berdasarkan permintaan. Biaya tidak termasuk biaya pihak ketiga.

*GDS = Global Distribution System

- Cara mendapatkan layanan:
 - Langkah 1:** Nasabah menghubungi UOB Travel Concierge hotline +6221 2963 1881 atau travel_regional_id@concierge.uobtravel.com.
 - Langkah 2:** 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.
 - Langkah 3:** Setelah verifikasi berhasil, Nasabah dapat berdiskusi dan mengatur detail perjalanan dengan agen Travel Concierge yang tersedia.
- 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.
- Layanan UOB Travel Concierge 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 hari libur nasional.
- Syarat dan Ketentuan dapat berubah sewaktu-waktu. Perubahan akan diberitahukan kepada Nasabah melalui Website, Email, atau SMS.

Travel Concierge Terms and Conditions

- PT Bank UOB Indonesia (“UOB Indonesia”) is partnering with PT Golden Rama Express (“Golden Rama”) to offer UOB Travel Concierge Services to UOB Indonesia Privilege Banking Customers.
- UOB Travel Concierge services offered include:
 - Travel arrangement services: Including but not limited to hotel, flight, and transportation reservations.
Enjoy complimentary room upgrades, dining credits, amenities, and more at major hotel groups with our exclusive **Luxury Hotel Programme*** if customer order travel arrangement services through UOB Travel Concierge.
*subject to availability
 - Complementary service for UOB Indonesia Privilege Banking Customer:
 - Status Matching Offer:** Receive an exclusive upgrade to Pan Pacific DISCOVERY Platinum status and indulge in their benefits and rewards
 - Exclusive Shopping Privileges** at:
 - Printemps:** Private transfers and personal shopper services**, additional 5% off for UOB cardholders, up to 16.6% tax refund, complimentary butler service and airport transfer***
 - The Bicester Collection:** 10% VIP discount, private lounge access, hands-free shopping
 - El Corte Inglés:** 10% Rewards Card, special gift on purchases over EUR 500, Gourmet Experience: VIP invitation to a drink and a Spanish tapas, priority tax refund by concierge at the VIP lounge, bespoke personal shopper service, hands free shopping

Printemps:

**Private transfers and personal shopper services: applicable charges apply.

***To enjoy complimentary butler service and airport transfers, a minimum spend of EUR30,000 is required.

- Customer is responsible for all costs arising from services ordered through Travel Concierge. Cost details are as below:

No.	Item	Basis	Fees (IDR)
Full Service / Online Assisted Transaction Fees			
1.	Flight Ticket - Domestic (within Indonesia)	Per ticket	3% + VAT
2.	Flight Ticket - Regional (ASEAN)	Per ticket	3% + VAT
3.	Flight Ticket - Asia	Per ticket	3% + VAT
4.	Flight Ticket - International	Per ticket	3% + VAT
5.	Hotel Booking - GDS* Hotel (booked with air ticket)	Per transaction	5% + VAT
6.	Hotel Booking - GDS* Hotel (without air ticket)	Per transaction	5% + VAT
7.	Hotel Booking - Non GDS* Hotel Booking (Surcharge)	Per transaction	5% + VAT
8.	Airport Meet and Greet	Per transaction	450.000
9.	Premium Airport Transfers	Per transaction	5% + VAT (Nett fare based on type of vehicle)
Value Added Services			
10.	Air Reservation (For Re-routing, Revalidation, Re-issue of air thicket which requires a new ticket to be issued)	Per ticket	Corresponding fee applies 100.000
11.	Refund of air tickets (Excluding airline administration charges and for all tickets issued locally)	Per ticket	250.000
Ad-hoc Delivery			Bill as incurred
12.	Visa Assistance (Normal)	Per document	500.000
13.	Visa Assistance (Urgent)	Per document	1.000.000
Others			
14.	Emergency / After Hours Travel Assistance	Per assistance	No Additional Fees

Other additional services are available upon request. All fees excludes third party cost.

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- How to get Travel Concierge service:
 - Step 1:** Customers can contact the UOB Travel Concierge hotline +6221 2963 1881 or travel_regional_id@concierge.uobtravel.com
 - Step 2:** 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 digit of the UOB Credit Card Numbers.
 - Step 3:** After successful verification, the Customer can discuss and arrange travel details with the available Travel Concierge agent.
- If customers wish to change travel plans, such as changing dates, reissuing or revalidating tickets, customers can directly contact UOB Travel Concierge on +6221 2963 1881 or travel_regional_id@concierge.uobtravel.com.
- UOB Travel Concierge service is available Monday to Friday 08.45 – 16.45 WIB, and Saturday 08.45 – 14.00 WIB. Services are closed on Sundays and national holidays.
- Terms and Conditions may change at any time. Changes will be notified to the Customer via the Website, Email or SMS.



Right By You

