

Mastercard® Concierge Services

At CUA we understand that it's the little things that make life rich. Like tickets to see your favourite band or flowers to show you care.

The Mastercard Personal Concierge service is here to help you enjoy more of those special moments. It's available 24 hours a day on +61 2 9947 1402 and it's free with your CUA Platinum Credit Card.

Mastercard Concierge Services

- **Travel information:** Details and advice on travel destinations, city guides, business etiquette in foreign countries, passport and visa requirements, and weather information for business and leisure trips. Mastercard Concierge can also provide information on tour dates, entertainment events and sports schedules, as well as restaurant recommendations in cities around the world.
- **Travel bookings:** Booking services for package holidays, flights, hotels, car rental, and/or arranging specialty travel including charter of aircraft or yachts.
- **Entertainment:** Arranging access to all types of entertainment events from rock and pop concerts to ballet and opera, sports events, Broadway or West End Shows, restaurants, and all types of nightlife at home or away.
- **Golf:** 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.
- **Gift Sourcing & Delivery:** Mastercard Concierge can help you find the perfect gift locally or internationally, and arrange delivery to the home, business or special destination.
- **Flower Delivery:** Sourcing and arranging delivery of seasonal flower arrangements or a range of bouquets both locally and internationally. Mastercard Concierge can also include a brief message with the flowers, subject to your requirements.
- **Business Services:** Mastercard Concierge offers referrals to Business Services which arrange secretarial services, interpreters or information services for trade fairs or exhibitions.
- **Personal and Medical Assistance:** Providing a wide range of personal and medical assistance services such as home assistance and emergency medical evacuation.

- **Complex or 'other' enquiries:** In addition to the services listed, Mastercard Concierge will endeavour to fulfil any other service requests you make, unless the Mastercard® Concierge Lifestyle Manager believes the provision of those services would be contrary to any laws or regulations or if the services are immoral or against public interests.

How it works

When you request personal concierge services, a Mastercard Concierge Lifestyle Manager will provide options, prices of the services (including delivery charges and any other associated charges), delivery timescales or next steps (if relevant). If requested, Mastercard Concierge will also make a reservation, booking, place an order or arrange delivery with a service provider, using your eligible Mastercard Card for payment purposes, on your approval.

Mastercard Concierge accesses suppliers (a "**Supplier**") locally and internationally to fulfill Cardholders' requests under the following Terms and Conditions:

1. The availability of Suppliers may vary by country and type of service requested.
2. All orders placed with a Supplier will be undertaken in the Cardholder's name using, where applicable, the Cardholder's eligible Mastercard Card account. The Cardholder is liable for the payment of all goods or services sourced via Mastercard Concierge and any additional charges associated with the transaction, such as payment card booking fees. Under no circumstances is Mastercard Concierge or the Mastercard Concierge Service Provider liable for the costs associated with a Cardholder's transaction. The Cardholder will be responsible directly to the Supplier for settlement of all bills for any goods or services ordered on behalf of the Cardholder where pre-payment has not been made using the Cardholder's eligible Mastercard Card.
3. There will be a direct contractual relationship between the Cardholder and the Supplier.
4. Any goods or services ordered on behalf of a Cardholder shall be subject to the Supplier's standard Terms and Conditions.
5. Some Suppliers (for example, Hotels and Car Rental companies) may reserve the right to charge the Cardholder's eligible Mastercard Card a cancellation fee or other applicable charges in the event of a Cardholder cancelling the reservation or failing to take up the arrangement.
6. Airline tickets will be subject to the rules applicable to the type of ticket purchased by Mastercard Concierge on the Cardholder's behalf.

7. Mastercard® Concierge will not be responsible for the failure of any Supplier to provide any goods or services properly booked or ordered on behalf of the Cardholder and will not be responsible for the negligence of the Supplier in providing or failing to provide any goods or services.
8. Where any request comprises the supply of information, the availability of such information may vary dependent on the country requested. Whilst every effort will be made to ensure that all information provided to Cardholders is correct, Mastercard Concierge is reliant upon many information sources outside of Mastercard Concierge's control, Mastercard is therefore not liable for the accuracy of external information sources.
9. In the event of a dispute between a Supplier and a Cardholder over the supply (or non-supply) of any goods or services, the Supplier will use all reasonable efforts to work with the Cardholder, Mastercard Concierge and the Client, if required, to resolve such dispute.

Mastercard Concierge Breakdown of Services

Here is a full list of services in which Mastercard Concierge can provide information, referrals or make necessary arrangements for the service to be provided to the Cardholder.

| CATEGORY | SERVICE NAME |
|--------------------|--|
| Dining | Restaurant Referrals and Reservations |
| Car Hire | Car Hire Information and Reservation Service |
| Business Services | Business Service Information and Arrangement |
| Business Services | Interpretation Assistance |
| Delivery Services | Courier Service |
| Events & Ticketing | Event Ticket Assistance |
| Hard to find items | Hard to find items |
| Golf | Golf Referrals and Reservations |
| Legal Services | Legal Referrals |

Travel

24 Hour Pre-Departure Information
Air Travel Information and Reservation Service
Alternative Transport Assistance
Destination Information
Embassy and consular referrals
Foreign currency exchange rates
General information on business etiquette
General information on local customs
Hotel Accommodation Assistance
Hotel Information and Reservation Service
Information on national holidays and standard business hours
Local voltage information
Luggage Assistance
Passport, visa and immunization
Personal Cash Advance
Prescription Transfer/Shipping
Return of Mortal Remains
Transport of a Family Beneficiary
Travel advisories and customs information
Value-Added Tax regulations
Weather forecasts and average seasonal temperatures

Assistance Services

Air Conditioning Assistance
Electrical Services
Emergency Bail Assistance
Emergency Cash Assistance
Emergency Cash Delivery
Emergency Payment Assistance
Location and Delivery of Routine Gifts
Locksmith Assistance
Pest Control Assistance
Plumbing and Sanitary Assistance
Repatriation of Vehicle
Towing Emergency Roadside Repairs
Urgent Message Relay
Vehicle Repatriation Services

Medical

Care of Minors left unattended due to medical incident

Critical Care monitoring

Dispatch of Physicians

Emergency Medical Evacuation

Escort of Dependent Children

Guarantee of Hospital Admission

Medical Consult, Evaluation and Travel Recommendations

Medical Referral

Medical Repatriation

How to contact us:

 Call **133 282** or **1300 367 672**

 Visit cua.com.au

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