



+ Terms & Conditions:

The Concierge services are offered by Citibank in association with Visa & its third party supplier (Concierge Services).

The Cardholder is responsible for the costs, charges and expenses incurred for the goods and services arranged by the Concierge Services staff at the Cardholder's request.

The purpose of the Concierge Services is to provide assistance and support for Cardholder's travel, entertainment and business needs. Concierge Services staff may at their discretion refuse to entertain any Cardholder request which:

- (a) is in contravention of local laws of the country in which a service is being requested;
- (b) relates to child prostitution or child pornography;
- (c) is too vague or general in nature; or
- (d) does not clearly provide some recreational benefit to the Cardholder.

Citibank, Visa and its Concierge Services service providers do not make any representations and warranties (express or implied) as to: a) the accuracy or veracity of any information assembled; b) the merchantability or fitness for purpose of any item obtained; or c) the merchantability, fitness for purpose, or adequacy of standards of service of the services booked or reserved, by the Concierge Services staff on request of a Cardholder.

Any disputes regarding delivery, service, suitability, merchantability, availability or quality of products/services under the Concierge Services must be addressed in writing, by the Customers directly to Concierge Services staff and that Citibank shall not entertain any communication in this regard.

Citibank shall not be liable for any loss or damage whatsoever that may be suffered, or for any personal injury that may be suffered, to a customer, directly or indirectly, by use or non-use of products/services under this Service.

Citibank reserves the right to extend or terminate this Service without prior notice.

Citibank reserves the right at any time, without prior notice, to add/alter /modify/change or vary all of these terms & conditions or to replace wholly, or in part, the Service by other services, whether similar to this Service or not, or to withdraw it altogether.

If a Cardholder's card details are required to secure the booking or reservation of any goods or services which the Cardholder has requested the Concierge Services staff to obtain, Citibank, Visa and its Concierge Services service providers are not liable for any costs, charges or expenses incurred by the Cardholder (including reservation fees, cancellation or "failure to appear" charges) as a result of such booking or reservation.



From time to time, the services rendered via Concierge Services may be modified. For latest information on Concierge Services, and Visa terms of use, please visit <https://www.visa-asia.com/premium/platinum/ap/concierge/index.shtml>