

## Mastercard® Travel and Lifestyle Services - Description of Services

- **Information:** For business and leisure trips, Mastercard Travel and Lifestyle Services provides details and advice on travel destinations, city guides, business etiquette in foreign countries, passport and visa requirements, and weather information. Mastercard Travel and Lifestyle Services can also provide information on tour dates, entertainment events and sports schedules, as well as restaurant recommendations in cities around the world.
- **Travel:** Provides booking services for Package Holidays, Flights, Hotels, Car Rental, and/or arranging Specialty Travel including charter of aircraft or yachts.
- **Entertainment:** Provides expertise in 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 Travel and Lifestyle Services will check the availability of tee times and confirm any specific handicap requirements.
- **Gift Sourcing & Delivery:** Mastercard Travel and Lifestyle Services offers the ability to find the perfect gift locally or internationally. Mastercard Travel and Lifestyle Services will also arrange delivery to the home, business or special destination.
- **Flower Delivery:** Locally or internationally, Mastercard Travel and Lifestyle Services will source information and arrange delivery for seasonal flower arrangements or a range of bouquets. Mastercard Travel and Lifestyle Services can also include a brief message with the flowers, subject to the Cardholder's requirements.
- **Business Services:** Mastercard Travel and Lifestyle Services offers referrals to Business Services which arrange Secretarial Services, Interpreters or Information Services for Trade Fairs or Exhibitions.
- **Personal Assistance:** Mastercard Travel and Lifestyle Services also provides a wide range of personal assistance services such as home assistance.
- **Complex or 'other' enquiries:** In addition to those services listed, Mastercard Travel and Lifestyle Services will use best endeavours to fulfil any other service requests that may be made by the Cardholder unless, if in the opinion of the Mastercard Travel and Lifestyle Services Lifestyle Manager the provision of such services would be contrary to any laws or regulations or if such services or the provision of any such services is immoral or against public interests.

## How it works

Mastercard Travel and Lifestyle Services Lifestyle Manager may provide options, price of the services (including delivery charges and any other associated charges), delivery timescales or next steps (if relevant). If requested, Mastercard Travel and Lifestyle Services will make a reservation, booking, place an order or arrange delivery with a Service Provider, using the Cardholder's eligible Mastercard Card for payment purposes, upon approval by the Cardholder.

Mastercard Travel and Lifestyle Services accesses suppliers (each, a "**Supplier**") locally and internationally to fulfill a Cardholder's request(s). The Terms and Conditions associated with the fulfillment of requests is set forth below:

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. For the avoidance of doubt, the Cardholder is liable for the payment of all goods or services sourced via Mastercard Travel and Lifestyle Services and any additional charges associated with the transaction, for example, payment card booking fees. Under no circumstances is Mastercard or the Mastercard Travel and Lifestyle Services 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, which tickets may be purchased by Mastercard Travel and Lifestyle Services on the Cardholder's behalf.
7. Mastercard 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 Travel and Lifestyle Services is reliant upon many information sources outside of Mastercard Travel and Lifestyle Services'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 Travel and Lifestyle Services and the Client, if required, to resolve such dispute.

### Mastercard Travel and Lifestyle Services Breakdown of Services

Set forth below is a list of services in which Mastercard Travel and Lifestyle Services can provide information, referrals or make necessary arrangements for the service to be provided to the Cardholder.

CATEGORY	SERVICE NAME
Dining	Information, referrals and when available, reservations of table
Car Hire	Car hire information and reservation service
Interpretation Service	Emergency language interpretation and referral to translators
Business Services	Business equipment rental (computer, projector)
Gift Services	Floral arrangements, balloons, gift baskets and packages
Delivery Services	Courier service
Events & Ticketing	Information on events and local attractions such as concerts, theatre and sporting events and ticket arrangement for events, shows and museums
Hard to find items	Location of out of print books, art objects and specialty items
Golf	Information, referrals and reservations to public and semi-private courses
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
	Travel advisories and customs information
	Value-Added Tax regulations
	Weather forecasts and average seasonal temperatures
Assistance Services	Air conditioning assistance
	Electrical services
	Location and delivery of routine gifts
	Locksmith assistance
	Pest control assistance
	Plumbing and sanitary assistance

*Mastercard is a registered trademark and the circles design is a trademark of Mastercard International Incorporated.*