

**UOB VISA INFINITE METAL
OVERSEAS LIMOUSINE TRANSFER SERVICE TERMS AND CONDITIONS**

A. General

1. The Overseas Limousine Transfer Service (“Overseas Limo Service”) is a privilege for selected Visa cardholder made exclusive to UOB Visa Infinite Metal principal cardmember only (“Cardmember”).
2. Booking and redemption of this service is valid from 4 December 2024 – 31 December 2025
3. Overseas Limo Service will be provided by Visa Concierge, a third-party service provider (“Service Provider”) that will be fully responsible for this offer of the service. The offer terms are based on the terms as provided by the third-party Service Provider.

B. Eligibility

1. Each Cardmember is entitled to four (4) complimentary redemptions of Overseas Limo Service, per calendar year upon satisfying the terms and conditions to the redemption.
2. After Cardmember utilized the four (4) complimentary redemption of Overseas Limo Service, Cardmember may enjoy a discount of 20% off the Overseas Limo Service published rates.
3. Each Cardmember is entitled to complimentary one-way or return airport limousine services per itinerary:
 - (a) *An itinerary is defined as either a one way or return to and from the destination country from the cardmember’s country of issuance. This is inclusive of itineraries with more than 1 stopover eg. Singapore cardmember travelling to Thailand, from Thailand to Taiwan and Taiwan back to Singapore will be able to enjoy the Overseas Limo Service in Thailand.*
 - (b) *The complimentary service is capped at 1 time per outbound trip from Bangkok.*
4. Overseas Limo Service have a complimentary transfer allowance, which is based on driven kilometers in each city. Any excess charges beyond the complimentary transfer allowance will be advised to cardmember upon confirmation of the booking. Cardmember will be charged for excess charge per kilometer.
5. Overseas Limo Service imposes limits on the number of passengers per car and/or the amount of luggage per passenger. This service is limited to a maximum of 2 large suitcases (size not more than 28 inches) and 3 passengers per car.
6. Redemption and utilization of the Overseas Limo Service will be subject to further terms and condition imposed by the Service Provider from time to time.

C. Bookings

1. Prior booking is required and is subject to availability.
2. Booking for the Overseas Limo Service must be made at least 72 hours prior to commencement of travel. UOB and Service Provider reserves the right to reject booking of services if less than 72 hours before commencement of travel. A USD10 late booking fee will be incurred if the service can be provided. To book for the Overseas Limo Service, Cardmember must contact UOB Visa Infinite Concierge at +603 2772 3528 or email to UOBVIMetalConcierge@aspirelifestyles.com and to provide the following details.
 - a. Cardmembers’ Name
 - b. Email Address and Contact number
 - c. Airline and Flight No.
 - d. Airport Location
 - e. Date and Time of arrival/departure
 - f. Passport No. / Nationality
 - g. Number of Passengers
 - h. Number of Luggage
3. Cardmember must be one of the passengers who utilize the Overseas Limo Service.
4. Upon confirmation of availability of the Overseas Limo Service, the Service Provider will send a confirmation letter (“Confirmation Letter”) to the Cardmember via email as per details provided in Clause C(2).
5. The Confirmation Letter must be presented to the driver upon arrival at the airport. The Confirmation Letter is not valid if defaced, mutilated or altered and are not replaceable.
6. Please refer [here](#) for destination covered for this service.

D. Cancellation and Charges

1. There is no charge for any cancellations or amendments made more than 48 hours in advance of the service and capped entitlement will not be considered utilized.
2. In situation Cardmember requires amendments or cancellations, please contact UOB Visa Infinite Concierge line at +603 2772 3528 or email to UOBVIMetalConcierge@aspirelifestyles.com
3. The amendments or cancellation must be made within 48 hours prior to the scheduled date
4. For any cancellations made less than 48 hours prior to the scheduled time, there is a 100% charge equivalent to full invoice and capped entitlement will be considered utilized.
5. For any amendment made less than 48 hours prior to the scheduled time, this will be considered as a cancellation and customer have to submit a new booking. Hence, one redemption will be considered utilized. Cardmember will need to pay the additional charges that is required for the new booking.
 - (i) Service Provider will review each case to determine for any exceptional circumstances.
 - (ii) New booking subjects to standard T&C and additional fees that is required will be applicable.
6. Any amendments of a reservation must be done at least 48 hours in advance. Amendment fee of USD10.00 will be charged for amendment made 48 hours or less and if Overseas Limo Service Provider is able to fulfil assignment on the new date. The Overseas Limo Service is subject to availability and information relating to the Cardmember and the respective services requested will be passed on to the assigned agent, contractor, correspondent, or third-party service provider to facilitate the request.
7. Additional charges apply for additional luggage, a larger vehicle, additional stops, waiting time exceed 15 minutes or child or infant car seat is required. Please provide number of passengers, luggage, luggage sizes, and number of infant seats required during booking. Note that some destinations have made it mandatory for infant seats to be provided.
8. Any additional charges imposed will be informed and charged at the time of booking or during upon driver arrival at the airport.
9. Additional charges are to be borne by Cardmember and details of the charges will be emailed to Cardmember's email address within 48 hours after Cardmember's confirmation on the cancellation or amendments.

E. Miscellaneous

1. Overseas Limo Service is not exchangeable for cash or in kind and not applicable in conjunction with any other promotions, discounts, or privileges.
2. UOB and Service Provider reserve the right to vary the terms and conditions of this offer with adequate prior notice.
3. It is the responsibility of the Cardmember travelling to allow enough time to get to the airport and check-in before the check-in counter closes. Local traffic conditions and unforeseen circumstances can affect travel time, and the Cardmember accepts those risks when using the Overseas Limo Service
4. Cardmember acknowledges that Overseas Limo Service is provided by Service Provider and not by UOB. The vehicle used shall be an executive-type sedan. Vehicle make and model are subject to Service Provider's fleet availability, and UOB does not guarantee a specific vehicle model.
5. UOB is not responsible for the acts or omissions of such by the Service Provider, or for any deficiency in the facilities and services offered. In particular, UOB has no liability for loss, personal injury, or death incurred during the use of such facilities and services unless:
 - (i) such loss, personal injury or death is / are caused solely by UOB's negligence; or
 - (ii) such liability cannot be excluded under law (in which case it is limited to the maximum extent permitted under the law). In some countries, services may come with a non-excludable guarantee or warranty that they will be provided with due care and skill. The nature and application of these guarantees or warranties will depend on the relevant country.