

White Glove Service Terms and Conditions :-

1. Please make a reservation at least 2 days in advance before the service date via RSVP Concierge, contact number 02-016-9950 daily from 9:00 a.m. - 9:00 p.m. or email : service@lifestyle-privilege.com or whiteglove@worldrewardsolutions.com
2. The Service Areas are within Bangkok, Samutprakarn, Nonthaburi and Pathumthani. It is the right for the company and the driver to reserve and provide the service to only the location that has been informed during the reservation process. The driver will not stop anywhere else except in the event of unexpected health conditions.
3. If the destination is not in the abovementioned service areas stated in 2, there will be an additional charge which will be quoted differently according to the designated location and vehicle type
4. If the customer wishes to have additional dropped off for Airport Transfer service or point-to-point service, the request must be notified in advance and there will be additional charges depending on the distance, location and vehicle type. The company has the right to deny the service if the requests can not be fulfilled.

5. Airport pickup arrangement:

Suvarnabhumi Airport : Meeting Point at the arrival hall, 2nd floor, between gate number 3 and 4. Don Mueng Airport (International flight) : Meeting Point at the arrival hall, 1st floor, gate number 5.

Don Mueng Airport (Domestic flight) : Meeting Point at the arrival hall, 1st floor, gate number 11.

Our driver will be on standby at the airport for up to 2 hours to pick-up our guest/s once the flight has landed safely at the airport. If our airport representative could not find the guest/s or unable to reach out to guest/s via the given contact information, the airport pick-up car will be released and it will be considered as no-show with 100% no-show-charge directly to the guest/s account.

6. Other pick-up arrangement: Our driver will be waiting at the designated pick-up location up to 30 minutes from the requested pick-up time. Additional charge on waiting time beyond the 30-minute-mark applies differently according to the vehicle type.. Also, kindly be informed that we are not responsible for any delayed requests from guest/s to request the driver to depart later than the pick-up time.
7. The reservation will be successfully completed only when the customers received the confirmation via SMS or emails.

8. The company reserves the right to refuse any services to the customers who are at the state of intoxication from any liquor, alcohol or drugs or those who are likely to become unruly or undesirable. The company also reserves the right to refuse the service if the officer feels unsafe, threatened verbally and physically or one way or the other and it will be considered as service completion to the guest/s account.
9. Weapons, explosives, oxygen, pets, livestock and other hazardous items including firearms, fireworks, flammable, toxic or dangerous materials are strictly prohibited. The company reserves the right to refuse the service if the customer insists on bringing such objects or animals into the vehicle either partially or fully and whether it is contained in any parts of the car. It will be considered as service completion to the guest/s account.
10. The company and service personnel are not responsible for any loss or damage of belongings and luggage that occur during the trip. Passengers will be liable and responsible for ensuring that the belongings and luggage are properly stored. Nevertheless, the company and service personnel reserves the right to refuse the service if the customer does not comply with the baggage allowance of each vehicle. This is for safety reasons and it will be considered as service completion to the guest/s account.
11. In the event of emergency situation where we cannot offer the requested car of choice on time due to unforeseen

circumstances such as accidents / heavy traffic / blocked or detour road / flash flood / terrorist attacks etc., We will immediately offer a replacement car and inform our guests accordingly; However, if the unforeseen situation is severe and unable to offer the service to the customer, the company reserves the right to cancel the service and the customer will be informed as soon as possible.

12. Cancellation and amendment policy

- In case of cancellation or change of benefit booking less than 24 hours prior the service date, it will be considered as a waiver of the right to use the service at that time. It will not be compensated in any other form.
- If there is any unexpected event due to the airlines, the customer must inform the company immediately at RSVP concierge, contact number 02-016-9950. This is to avoid being disqualified for “No Show”, together with evidence accompanying such changes.

13. Any valuable, expensive items or invaluable belongings must be kept closely and taken care of by the customers while traveling in the car.

14. If the customers are not comfortable or convenient to take care of the above-mentioned items stated in 13, the service personnel will arrange such luggage or items inside the car according to suitability. In case of force majeure and damage to your property due to vehicle movement, traffic conditions,

- falling while opening the door, or any event of unpleasant circumstances, the company reserves the right to not refuse any responsibility and any compensation to such events.
15. Our service Sedan (4 doors) car can accommodate up to 2 passengers, 2 pieces of standard luggage (28 inches) and 2 carry-on luggage. Moreover, the sedan car is not applicable for wheelchairs. In the event of transporting any wheelchairs, the customers must inform the company in advance and it is compulsory to upgrade to a van. Thus, an additional charge will occur depending on the upgraded vehicle type.
 16. We reserve the right to not be responsible and do not compensate for damages in all cases except for the events mentioned in number 17 below.
 17. In the event of a service failure which is a willful misconduct of the company or its gross negligence, causing damage to the customer, the company is willing to compensate for the limousine service fee / actual travel expenses, or compensation for actual damage but not exceeding the total amount of 10,000 baht or in accordance with the compliance of the company
 18. The company has the right to arrange the transportation for the service accordingly and upon availability. The company has the right to provide the same model,

equivalent model or upgrade the vehicle type without informing the customers in advance.

19. The company has always given importance to the protection of your personal information. If you have any concerns, suggestions or questions or complaints, please contact number 02-016- 9950 everyday from 09.00 - 21.00 or email dpo@worldrewardssolutions.com
20. For more information, please contact our RSVP concierge at 02-016- 9950 everyday from 09.00 - 21.00 or email service@lifestyle-privilege.com or whiteglove@worldrewardssolutions.com