



Terms and conditions

A. PAID MEMBERSHIP AGREEMENT

Each paying member of 1Platinum Concierge Management DMCC will have an exclusive and tailored agreement between the paid member and 1Platinum Concierge Management DMCC. These agreements are confidential and private in order for 1Platinum Concierge Management DMCC to protect the members rights of privacy.

B. ONLINE MEMBERS

The terms and conditions outlined in this document apply to all online members. Once any site visitor has given 1Platinum Concierge Management DMCC their email address, they will automatically become an online member and will benefit from purchasing services and products from the 1Platinum Concierge Management DMCC website

C. SITE VISITORS

The terms and conditions outlined in this document apply to all website visitors.

1. OVERVIEW

1.1 Introduction

This document sets out the terms and conditions (the "Agreement") under which 1Platinum Concierge Management DMCC (hereinafter referred to as "1PLATINUM CONCIERGE MANAGEMENT DMCC", "Us" or "We" where applicable) provides ("you", "You", "Your" or "Customer") the opportunity to purchase concierge services and packages on 1PLATINUM CONCIERGE MANAGEMENT DMCC Website at www.1platinumconcierge.com (the "Website"). By using the Website and purchasing concierge services and packages over the Website you expressly agree to be bound by the following terms and conditions.

1.2 Modification.

If we decide to amend, alter or otherwise change the terms of the Agreement, we shall notify you by posting a revised version of the Agreement on the Website and emailing you at your registered email address. Such new agreement will automatically take effect and replace the terms of this Agreement. Your continued use of the Website will constitute your acceptance of the revised Agreement. If you do not agree with the terms of this Agreement or any revised version of this Agreement, do not continue to use the Website.

1.3 About Us

1Platinum Concierge Management DMCC is a limited liability company registered in Dubai, UAE. We can be reached at +971 4 364 4829 or by contacting <http://www.1platinumconcierge.com/contact-us>. We are not directly affiliated to event promoters and organizers and we act as a consultancy offering the Customer the opportunity to purchase concierge services and packages through the provision of our network of event suppliers and International Agents. 1Platinum Concierge Management DMCC also works closely with tour operators in providing the Customers with exciting tours and activities in every destination as part of our concierge services and package options.

2. REGISTRATION

2.1 Registration



Registration is required for you to purchase concierge services and packages from 1Platinum Concierge Management DMCC via the Website. You may register with us by providing your real name, address, phone number, and email address. Your registration details are completely confidential and private. Once registered online or through

2.2 Username and Password

You will need a username and password to access certain areas of the Website. In order to place and confirm your booking, you will need to have a registered account. You are responsible for maintaining the security of your username and password and you are responsible for any action taken under your username or password. We take all reasonable steps to ensure the security of your information on our systems.

3. SELECTING PACKAGES AND SERVICES

3.1 Selecting Packages and Services

As a Customer, you can select concierge services and packages from the listings on the Website and, when you have found the concierge services and packages you want, you can request to purchase through 1Platinum Concierge.

3.2 Pricing

Concierge services and packages are purchased in a free and fluctuating market where prices may change at any time. Only when you have successfully completed a transaction in accordance with clause 3.4 below is that transaction concluded at that price. Ticket prices are also usually set at a level which exceeds their original "face value". 1Platinum Concierge Management DMCC does not set the ticket prices; the price advertised at the time of purchase is based on a service fee for obtaining the premium ticket for the Customer from its international ticket agents. Please note that prices can change on a daily basis until a contract is formed with 1Platinum Concierge Management DMCC. 1Platinum Concierge Management DMCC does not hold any responsibility for a late contract being formed with the Company. Some tickets are sold at 0 (nil) value of the ticket but carry service fee premiums as the Customers are paying 1Platinum Concierge Management DMCC a service fee to obtain the ticket from its international ticket network on their behalf.

At the time of booking, the client expressly accepts the difference in price over the face value of the tickets, due to changes in supply and demand, the degree of difficulty, the cost of obtaining and most importantly, the cost involved in servicing and delivering the tickets to the client's position. 1Platinum Concierge Management DMCC prices will be different from the prices that may be specified on the actual ticket and the client cannot derive any rights from these. Once payment has been done, the order would have been confirmed and no price change will occur after payment has been done at the price published at the time of booking.

Tours and activities prices are set by the tour operator/supplier and are subject to the terms and conditions of the tour operator/Supplier.

3.3 Additional Charges

You may be charged processing and other fees such as delivery charges which will be displayed on screen, prior to your binding commitment to purchase being made.



3.4 Payment

100% full payment must be received and verified by us in order to guarantee that a ticket purchase transaction has occurred. Accepted forms of online payment include credit cards, debit cards. All ticket prices are based on the United Arab Emirates Currency which is the Emirati Dirham displayed as AED on www.1platinumconcierge.com. The currency converter available on the website is a simple tool to give customers an approximate value in their local currency. 1Platinum Concierge Management DMCC will not be responsible for bank charges or fees applied by the customers' credit card or bank; it is only for approximate guidelines and may differ slightly to what the customers are charged due to the fluctuating conversion rates. Ticket prices are guaranteed only when an order is placed and payment received.

3.5 Confirmation

A confirmation email receipt will be issued upon placing your order. If you do not receive a confirmation email, do not assume your order has not gone through; instead please phone us at +971 4 456 2618 to request another confirmation email. We are not responsible for any internet connection errors experienced while making an online booking or for problems related to the Card Issuing Bank. If you have not received an order confirmation email, it is your responsibility to contact our offices to verify your online booking before making another booking.

Your confirmation email will include details of the tickets or services you have purchased, corresponding to the description of the tickets or services on the Website at the point of sale. Please note that failure to provide correct name, address and delivery details could lead to failed or refused delivery or your ability to collect tickets or ticket packages. If you fail to provide correct name, address and delivery details this is at your own risk and we take no responsibility and are not liable for your failure to gain access to events arising therefrom.

While we try and ensure that all listings on the Website are accurate, technical errors may occur. If we discover that an error has occurred which has resulted in an incorrectly confirmed order 1PLATINUM CONCIERGE MANAGEMENT DMCC will inform you as soon as possible and reserve the right to cancel your order. Where it is possible we will give you the option of reconfirming your order with the correct details or cancelling your order for a full refund. If we are unable to contact you, you agree that we may treat the order as cancelled without any liability to us.

1Platinum Concierge Management DMCC reserves the right to cancel any booking at any time and will refund a full payment to the customer in the unlikely event where 1Platinum Concierge Management DMCC was unable to provide its customers with the requested tickets

3.6 Event Cancellations, Postponement, and Event Changes

Events are sometimes postponed or cancelled completely. Event dates and times are usually printed on the tickets and are not usually subject to change. It is important that you check with the event venue or local media to ensure that you arrive at the correct time and on the correct date. If an event is rescheduled, Tickets will often be valid for the new date and you will not in any circumstances be entitled to a refund for a re-scheduled event. Please be aware that on occasion an event organizer may at their discretion or owing to production changes opt to withdraw a seating location and supply an alternative. 1PLATINUM CONCIERGE MANAGEMENT DMCC cannot be held liable for this change, in the event that you are unhappy with the alternate ticket(s). In the event of a date/time change related to football events, bookings for football services/tickets purchased and confirmed, are non-refundable or cannot be exchanged for another fixture different than the rescheduled event.

All ticket purchases on our Website are final and no refund or exchanges will be given unless the event is cancelled entirely and the original event organizers offer Customers a refund for their tickets (excluding football matches which cannot be refunded in all cases). If the organizers of the event do offer a refund in the event of a cancellation, to be entitled to a refund you must send to us (via a secure and traceable courier service) the original tickets purchased via the Website and within the time frame communicated to you by us. In that case, only the original face value of the ticket will be refunded as services of obtaining



the tickets by 1Platinum Concierge Management DMCC would have been fully filled as the customers are also purchasing 1Platinum Concierge Management DMCC represented by the effort of the staff to acquire premium tickets from its International Agents. Some Event Providers generally prohibit us from issuing exchanges or refunds after a ticket has been purchased or for lost, stolen, damaged, duplicated or destroyed tickets. In that case, only the original face value of the ticket will be refunded. In no event will delivery and service fees be refunded. 1Platinum Concierge Management DMCC will not be liable for travel or any other expenses that Customers incur in connection with a cancelled or rescheduled event. All events and times are subject to change, it is up to the Customer to check local listings for any updates. 1Platinum Concierge Management DMCC is not responsible for partial performances, or venue, date, or time changes. No refunds will be issued in these instances.

3.7 Queries and Ticket Validity

All queries relating to tickets purchased via 1PLATINUM CONCIERGE MANAGEMENT DMCC must be directed to 1PLATINUM CONCIERGE MANAGEMENT DMCC's Customer Services department AND NOT the relevant venue or promoter. However, if you breach the applicable ticket, promoter or venue terms and conditions (or you direct any queries relating to the tickets to the venue or promoter rather than 1Platinum Concierge Management DMCC) and as a result are not able to gain entry to the event, then you shall not be entitled to receive any refund.

Please note that the venue's box office and event promoters Terms and Conditions are passed on to the Customers by 1Platinum Concierge Management DMCC and 1Platinum Concierge Management DMCC is not responsible if the venue or promoters refuse the Customers entry having a valid ticket. In this case, no refunds will be given under any circumstances and 1Platinum Concierge Management DMCC shall not be held responsible for any other expenses in relation to the booking such as travel, accommodation and any other expenses 1Platinum Concierge Management DMCC only obtains tickets through its ticket network that are authentic, that have not been duplicated or tickets that have not been reported stolen. Please note it cannot guarantee this but in the unlikely event of an invalid ticket, a full refund will be offered for services paid in obtaining the tickets for you. 1Platinum Concierge Management DMCC not hold any responsibility for other expenses related to the booking such as travel, accommodation...if the Customer was prohibited to enter the venue due to reasons not pertaining to the validity of the ticket. If the ticket was invalid, Customers need to contact 1Platinum Concierge Management DMCC immediately (as our agents might be able to replace the ticket on the spot) and present a proof of the invalid ticket. If the invalid ticket could not be replaced at the same time of the event, and only after examining the proof given to 1Platinum Concierge Management DMCC, a full ticket refund is applied.

3.8 Substitutions

In certain cases, exact seat locations may be substituted by sellers with equal or better seat locations only. In an unlikely event, 1Platinum Concierge Management DMCC was unable to supply its customers with the exact ticket/service ordered, 1Platinum Concierge Management DMCC will upgrade or downgrade the customer to the next available category with no extra cost. Customers are contacted directly in such cases.

3.9 Seating

Seats and row numbers are selected by 1Platinum Concierge Management DMCC; however, preferences are taken into consideration but cannot be guaranteed. Tickets are usually offered in pairs and 1Platinum Concierge Management DMCC cannot guarantee seats together for uneven numbers or for large groups. Ticket Categories are determined based on 1Platinum Concierge Management DMCC Seating Maps and not the Venue's official map.

4. DELIVERY



4.1 Delivery Methods and Types of Tickets

Event tickets are normally delivered one night before the event date to the Local Hotel Address where the event will be taking place. The Hotel address should be provided upon booking. For hotel delivery, this would be the front desk or concierge. Customers are asked to contact 1Platinum Concierge Management DMCC if the event is less than 24 hours and they have not received their tickets yet. The delivery method is communicated to the Customers upon booking. If by any chance the ticket was not received, Customers are urged to contact 1Platinum Concierge Management DMCC immediately on +971 4 456 2618 and 1Platinum Concierge Management DMCC Representatives will track and communicate the delivery time to the customers 1Platinum Concierge Management DMCC reserve the right to deliver tickets up and until the day of the event via its venue representatives (i.e. in some cases a venue collection is applied which means that Customers may pick up their tickets from the venue directly) Please note that delivery charges will not be refunded in this event.

Tickets will be delivered either in person or through a secure courier service or by local ticket collection at the particular venue or via email in form of electronic tickets. It is your responsibility to provide us with a safe, secure delivery point and to be available to accept delivery. It is also your responsibility to enter a valid email address in your order to facilitate the receipt of electronic tickets. 1PLATINUM CONCIERGE MANAGEMENT DMCC will not be liable for refused or failed delivery arising from customers failing to provide complete information to us (including, name, address and email), unclaimed post, return deliveries, or missing mail. In the event your tickets are lost, delayed or undelivered by the courier, 1PLATINUM CONCIERGE MANAGEMENT DMCC may not be held liable for any costs arising from all undelivered tickets, which include flight and hotel costs but an investigation with the courier company will take place in order to find the appropriate method of solving the arisen issue.

1Platinum Concierge Management DMCC can deliver the customer an E-Ticket, a Match Day Paper Ticket, a Season Ticket (card) or a Member Card. In the likely event of the event being a card entry venue, customers will only have the delivery option of a local hotel delivery. Customers must bring their ticket confirmation email along with a valid ID or credit card in order to collect the tickets. When the customer receives a Season Ticket (card)/Member Card, it can only be used for the specific date and event booked from 1Platinum Concierge Management DMCC. Once the event ends, the client must send back immediately the Season Ticket (card)/Member Card to 1Platinum Concierge Management DMCC based on instructions received from 1Platinum Concierge Management DMCC or from the suppliers of 1Platinum Concierge Management DMCC. These instructions can be given by phone, email or a letter attached to the Season Ticket (card)/Member Card inside the envelope. Customers that are staying at a hotel (In the event city) are required to leave the Season Ticket (card)/Member Card, the same night at the end of the event, inside an envelope at the hotel front desk and will write on the envelope the name of 1Platinum Concierge Management DMCC or other names based on the instructions received from 1Platinum Concierge Management DMCC. Customers are required to meet 1Platinum Concierge Management DMCC's representatives after the event to give them back the cards as they carry information/tickets for the next event at that venue.

If the Customers holding a ticket lose or do not meet 1Platinum Concierge Management DMCC venue representatives after the event, and abide by the given instructions, Customers will be liable for automatic charges to their credit card or any other used payment method. Customers who fail to return the tickets give 1Platinum Concierge Management DMCC full authority to charge their credit card with the full amount for every event held at the respective venue. The prices displayed on the Website will serve as a charge base.

4.2 Accuracy

We endeavor to get the tickets to you as soon as reasonably possible. Once tickets have been delivered, it is your responsibility to immediately check the tickets for accuracy. If there are any discrepancies between the tickets received and what you ordered, you must immediately notify us and return the tickets to us by special delivery (or equivalent) post. We will then endeavor to source equal or better tickets for



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you. If you do not return incorrect tickets to us and/or subsequently use such tickets you shall in no circumstances be entitled to a refund. In circumstances where you report a discrepancy while at the event, you are urged to contact 1Platinum Concierge Management DMCC Immediately as the ticket might be replaced with a valid ticket IF POSSIBLE. If replaced, Customer will not be entitled to a refund. Further, in circumstances where you report a discrepancy after the event, we will be unable to replace the tickets, and you will, by default, accept the delivered tickets as valid.

5. MEMBERSHIP

5.1 Membership Fees

Membership fees are communicated upon application. The Joining Fee shall always be deemed to have been paid in the first Membership year. Any increase in Membership fees will be notified through the website or through a personal email. Membership fees are due on acceptance of your Membership application and annually thereafter (“Renewal Date”). Membership fees are payable annually in advance by direct debit or payment by credit/debit or charge card of which we hold the details (“Payment Card”) upon registration. Your Membership fee once paid, is non-refundable.