

# THAILAND PRIVILEGE



## REDEMPTION POINTS

FOR THAILAND PRIVILEGE MEMBER

# TERMS AND CONDITION OF PRIVILEGES

The terms and conditions for Privileges in the E-Privilege shall be incorporated into and form part of the relevant Thailand Privilege Membership Agreement ("Agreement") for each Member. Words defined in the Agreement shall have the same meanings as in the E-Privilege. Unless otherwise stated in the relevant Agreement for each Member, the following general terms and conditions of privileges will apply:

Unless otherwise stated in the relevant Agreement for each Member, the following general terms and conditions of privileges will apply:

Prior to the usage of any privilege hereunder, the Member is required to present the membership card to the relevant service providers, as the card is a proof of your Membership identity. The card is non-transferable, and can only be used by the Member whose name and photo appears on the card.

Signatures appearing on: a) the reverse side of the card, b) on the Thailand Privilege Membership application form, and c) in the passport, will be required from the Member for the use of any services, benefits and privileges in the E-Privilege.

Benefits, privileges and services as well as the service providers in the E-Privilege may be changed from time-to-time by the participating company(the " Company") without prior notice. Therefore, please contact the Member Contact Center to confirm the availability of the privileges and/or make a reservation prior to using any services, benefits and privileges.

Certain services, benefits, and privileges of the relevant service providers are occasionally offered for an exclusive period of time. As a result, the availability of services, benefits, and privileges of these Service Providers may normally be modified and/or suspended and/or cancelled from time-to-time without prior notice.

Pursuant to the terms and conditions as stated in the E-Privilege, should the Member cancel a reservation for certain services, the Member must notify the Member Contact Center in advance according to the company's cancellation policy, otherwise the Member shall be obliged to pay the penalty fee to Thailand Privilege Card Co., Ltd.at the applicable rate for the relevant privileges as stated in the E-Privilege. In the event that the Member accrues "no shows" or "late cancellations", all privileges may be suspended until the Member pays all penalties and submits proof of the payment to Thailand Privilege Card Co., Ltd.

The Member agrees to incur any fees, charges, or other payment as stipulated in the Agreement, or the E-Privilege, or as imposed by the Service Providers within the time specified by the Service Providers or Thailand Privilege Card Co., Ltd.

All invoices for the fees, charges or any other payment owed by the Member to Thailand Privilege Card Co., Ltd. will be sent to the Member as necessary.

As stipulated in the Agreement, Thailand Privilege Card Co., Ltd. shall have the right to take appropriate action and/or withdraw all rights and privileges conferred to the Member and/or cancel the Membership should there be a breach of the relevant Agreement.

The E-Privilege may be amended by Thailand Privilege Card Co., Ltd. on a regular basis. The Member agrees to comply with the terms and conditions as stipulated in the latest E-Privilege.

The Member agrees and acknowledges that at any time, and at Thailand Privilege Card Co., Ltd. discretion, Thailand Privilege Card Co., Ltd. may waive its right to demand of the Member any compliance with the terms and conditions of the relevant Agreement and/or terms and conditions of the E-Privilege. Such a waiver shall not affect any right of Thailand Privilege Card Co., Ltd. to enforce the terms and conditions of the relevant Agreement and the terms and conditions of the E-Privilege at any time in the future.

Any of the privileges may be cancelled if they run counter to the laws of Thailand.

## AIRPORT TRANSPORTATION

PARTNERS	DETAILS	POINT REDEMPTION GOLD, PLATINUM, DIAMOND, RESERVE	POINT REDEMPTION Member before October 2023
Bangkok Area (International Flight)	<b>Short Haul (Same district area)</b> Max.50 km : BMW Series 7	2 points	1 quota
	Max.80 km : Toyota Camry, Toyota Commuter, Isuzu MU-x	1 point	
	<b>Long Haul (Upon available of service area)</b> Max.275 km : Toyota Camry, Toyota Commuter, Isuzu MU-x	3 points	3 quotas
Bangkok Area (Domestic Flight)	<b>Short Haul</b> : Toyota Camry, Toyota Commuter	1 point	1 quota
	<b>Long Haul</b> : Toyota Camry, Toyota Commuter	3 points	3 quotas
Upcountry - Changmai - Phuket - Koh Samui	<b>Short Haul</b> (Same district area) - Toyota Camry - Toyota Commuter	1 point	1 quota
	<b>Long Haul</b> (Upon availability of service area)** Max 275 km.	3 points	3 quotas

\* Car models are subject to change with the same range or type

\*\* Service hour : 05:00 – 23:00 hrs. (Subjected to security condition of pick-up/destination area)

## AIRPORT LOUNGE

PARTNERS	DETAILS	POINT REDEMPTION GOLD, PLATINUM, DIAMOND, RESERVE	POINT REDEMPTION Member before October 2023
The Miracle Lounges	1-time access / day (International & Domestic)	1 point	Complimentary International Flight Only
The Coral Executive Lounge	1-time access / day (International & Domestic)	1 point	Complimentary International Flight Only

## OTHER TRANSPORTATION

PARTNERS	DETAILS	POINT REDEMPTION GOLD, PLATINUM, DIAMOND, RESERVE	POINT REDEMPTION Member before October 2023
SixT Rent A Car	Special Rate	Member Paid	Member Paid
True Leasing	Get 50% Birthday Discount for Exclusive Private River Cruise	RESERVE member only	Not Available
	Special Rate for Exclusive Private River Cruise	Member Paid	Member Paid
Muvmi : Electric Tuk Tuk	5-hr Private ride package	2 points	Member Paid

## LUGGAGE STORAGE

PARTNERS	DETAILS	POINT REDEMPTION GOLD, PLATINUM, DIAMOND, RESERVE	POINT REDEMPTION Member before October 2023
Airportels	One-time Luggage Storage at Suvarnabhumi International Airport	- Complimentary 2 Times for RESERVE only - 1 point *Maximum to 5 luggages (3 Large & 2 Carry-on)	Complimentary for EEA (600,000 THB)  *Maximum 2 luggages
Airportels	Luggage Delivery between <b>Hotel to Airport only (Bangkok area only)</b>	- Complimentary 2 Times for RESERVE only - 1 point *Maximum to 5 luggages (2 Large & 1 Carry-on)	Member paid

Luggage weight between 10-25 kg. - combined on all dimensions not over 200 cm.

# AIRPORT TRANSFER SERVICE

**Eligible types of membership:** Elite Ultimate Privilege (EUP), Elite Family Premium (EFP), Elite Privilege Access (EPA), Elite Maxima Health (EMH), Elite Family Excursion (EFE), Elite Easy Access (EEA), and Individual Member (Special Entry (SE) Visa Sticker)

**Conditions:**

- Eligible members are entitled to use airport transfer service for pick-up to/from residence and the airports which are available at following airports;
  - Suvarnabhumi Airport
  - Don Muang Airport
  - Phuket Airport
  - Chiang Mai Airport
  - Samui Airport
- Short-haul airport transfer service = distance to/from the airport between 1 - 80 kilometers
- Long-haul airport transfer service = distance to/from the airport between 81 – 275 kilometers (available for member traveling on international flight only)
- One quota refers to a single use of short-haul airport transfer service to/from the airport.
- Available types of cars for airport transfer service are as follows;

For International Flight	For Domestic Flight
- Luxury Car (available at Suvarnabhumi airport only)	- Premium Car
- Premium Car	- Van
- Van	

Remark:

- Luxury car = BMW S7 or equivalent (distance between 1 to 50 kilometers to/from Suvarnabhumi Airport)
- Premium car = Toyota Camry or equivalent (distance between 1 to 275 kilometers to/from the airport)
- Van = Toyota Commuter Van or equivalent (distance between 1 to 275 kilometers to/from the airport)
- Isuzu Mu-X (available on request / available at Suvarnabhumi airport only / for distance between 1 to 275 kilometers to/from Suvarnabhumi Airport).

6. Eligibility to use airport transfer service per day

- Members can use airport transfer service maximum of two times per day (2 quotas), not limiting to domestic/international flight nor to inbound/outbound flight.

7. Conversion of short-haul airport transfer service quotas to long-haul airport transfer service quota

- Three short-haul airport transfer service quotas can be converted to one long-haul airport transfer service quota (no conversion allowed for the other way round)

- Conversion is allowed for member traveling on international flights only (no conversion allowed for domestic flights)
- Distance of the pick-up and drop-off locations must be confirmed by the service provider
- Long-haul airport transfer service is operated by Toyota Camry and Toyota Commuter only
- Conversion is not allowed for Individual member (SE Visa) and Friends of Thailand

8. Member must make a reservation for airport transfer service no less than 24 hours prior to the intended date and time of service usage

- Service time for member going to the airport = Preferred pickup time from member's location.
- Service time for member going from the airport = Flight's arrival time.

9. In the event of cancellation, member must notify TPC for cancellation no less than 12 hours in advance prior to the service time.

10. In the event of "Late Cancellation" or "No Show" for airport transfer service, member must pay for actual service fee to TPC. If member fails to pay the fees, TPC reserves the right to deduct member's annual complimentary quota, or to suspend all services until the payment is completed.

11. Member can upgrade the type of car from premium car to luxury car and is responsible for the extra fees as designated by the service provider. Car-upgrade is required when making a reservation. On-site car-upgrade is unavailable.

12. Member can use short-haul airport transfer service farther than complimentary service range to/from the airport (50 kilometers by BMW, 80 kilometers by Toyota Camry or Van) and is responsible for the extra fees as designated by the service provider.

13. TPC reserves the right to change the terms and conditions of conversion and car-upgrade without prior notice.

14. Members must only use the airport transfer service on the date and time of reservation and must sign a Job Assignment (JA) after usage to certify authentic membership status. Guest(s) is allowed to accompany with member when using airport transfer service. However, the privileges and benefits for member cannot be transferred to another person in any case.

15. Waiting charge

In the event that a member is late, member must be responsible for the waiting charge as designated by the service provider. Member must pay such charges directly to the driver. TPC reserves the right not to be liable for any of waiting charges. Remark:

Waiting charge starts 15 minutes after appointed pick-up time for member traveling to the airport

- Waiting charge is exempted for member traveling from the airport (i.e. – no waiting charge is applied for when the arrival flight is delayed.)

16. In any unusual event, (i.e. when member cannot find a driver upon appointed place or time) member must alert TPC Member Contact Center immediately. Should a member decide to take his/her own transportation without alerting TPC Member Contact Center, member must be responsible for all charges and fees caused. TPC reserves the right not to be liable for any associated charges and fees related to member's decision without notification to TPC Member Contact Center.

Reservation Policy	Amendment / Cancellation Policy	Quota Limitation	
		Per Year	Per Day
<b>24 hours in advance</b> (24 hours prior to flight's estimated time of arrival or 24 hours prior to your preferred pick-up time for departure flight)	<b>12 hours in advance</b> prior to your confirmed service time	Depends on membership type	Maximum of 2 times



**ELITE PERSONAL ASSISTANTS (EPA)****SERVICE AT SUVARNABHUMI AIRPORT AND PHUKET AIRPORT****Eligible types of membership : All****Conditions:**

1. EPA service is available for members traveling on international flights to/from Suvarnabhumi Airport and Phuket Airport.

2. EPA service is not available for walk-in at all cases. Reservation for EPA service must be made through Member Contact Center no less than 24 hours prior to member's flight's arrival time for arrival flights or member's preferred meet-up time\* for departure flights. Any reservation of EPA service that is made less than 24 hours in advance will be unavailable.

**Remark:**

- Meet-up time for departure flight must be at least 2-3 hours before the flight's departure time. TPC reserves the right not to be liable for member missing the flight due to late check-in.

- In case of early arrival at the airport for departure flight, EPA will be available only 2-3 hours before the departure time.

3. EPA service is reserved exclusively for Thailand Privilege Members only. The EPA Service is unavailable for member's accompanying guests except for members who travel with infants or elderly persons.

4. EPA officers can only assist members on using fast track immigration formality process, and unapplicable for fast track at check-in counters. To check in at First Class or Business Class rows, member must hold First Class or Business Class tickets or must possess respected status of eligibility in accordance with the regulations of the airline or its alliances.

5. EPA service is unavailable for members traveling on domestic flights.

6. Member can use EPA service at maximum of two times per day.

7. In the event of cancellation, member must notify TPC of cancellation no less than 12 hours in advance prior to the service time.

8. In the event of "Late Cancellation" or "No Show" for EPA service, member must pay penalty fee of 1,300 Baht to TPC. If member fails to do so, TPC reserves the right to deduct member's annual complimentary quota, or to suspend all services until the payment is completed.

9. Members must only use the EPA service on the date and time of reservation. The privileges and benefits of EPA service cannot be transferred to another person in any case.

10. Immediate family member(s) may be allowed to accompany member when passing fast-lane immigration formalities. Member must submit full name and passport number of their immediate family member(s) in advance upon making a reservation. TPC is unable to guarantee that all immediate family member(s) will be allowed at fast-lane immigration formalities. Permission will be granted by the immigration officers and their decision is final.

11. Corporate Premium Pass members can enjoy EPA service without any accompanying guest(s) or immediate family member(s).

Reservation Policy	Amendment / Cancellation Policy	Quota Limitation	
		Per Year	Per Day
<b>24 hours in advance</b> (24 hours prior to flight's estimated time for arrival flight, 24 hours prior to your preferred meet up time for departure flight) **It is advised to set up a meet up time at least 2 hours before departure time.	<b>12 hours in advance</b> prior to your confirmed service time	Unlimited	Maximum of 2 times

# THAILAND PRIVILEGE



"WORLD CLASS RESIDENCY PROGRAM AND DISTINGUISHED PRIVILEGES FOR FRIENDS OF THAILAND"