

2017

# World of Recognition

Mastercard Privileges Europe



mastercard

**M**astercard is delighted to offer privileges from global travel and shopping partners bringing complimentary elite tier membership - with upgrades, discounts and other superb benefits - enabling issuers in Europe to deliver product and brand differentiation to your premium cardholders, including World Elite™ Mastercard®, World Mastercard®, Platinum Mastercard®, Gold Mastercard® and Mastercard® Business Card.

## CHAPTER 1

### WORLD ELITE PRIVILEGES

- Abercrombie & Kent
- Belstaff **NEW**
- Chic Outlet Shopping Villages
- Corinthia **NEW**
- Fairmont Hotels & Resorts
- Gieves and Hawkes **NEW**
- Green Pearls **NEW**
- Hackett **NEW**
- Hertz
- Mandarin Oriental **NEW**
- Mastercard Airport Concierge™ **NEW**
- Oasis **NEW**
- Raffles Hotels & Resorts
- Sixt
- Small Luxury Hotels
- Swissôtel Hotels & Resorts
- The Leading Hotels of the World
- Turnbull & Asser **NEW**

## CHAPTER 2

### PREMIUM CLUBS

- Avis Preferred Club
- Avis Step-by-Step
- Hertz Gold Plus Rewards®
- Hertz Step-by-Step

## CHAPTER 3

### GENERAL INFORMATION

- Frequently Asked Questions
- Complaints And Escalations



## ABERCROMBIE & KENT



### Abercrombie & Kent

"COMBINE ADVENTURE AND LUXURY WITH ABERCROMBIE & KENT."

Abercrombie & Kent have been pioneering luxury holidays for almost 50 years and understand exactly what you want from your holiday.

As a World Elite™ Mastercard® customer travelling with Abercrombie & Kent, you are entitled to:

- 5% booking discount on all A&K holidays
- 5% booking discount on all A&K ski chalets and villas
- VIP status communicated to all hotels throughout your stay, including priority upgrades where possible
- Access to the very best award-winning guides when travelling
- Personal invitations to private A&K events and dinners
- Your own Private Client Manager, a dedicated consultant to design your holiday requirements year-round.

Upon registering you will receive a stunning coffee table book 'My World', showcasing Abercrombie & Kent's Chairman, CEO and Founder Geoffrey Kent's favourite travel experiences and luxury places.

What's more, with Abercrombie & Kent and your World Elite Mastercard, you can choose from a wide range of superb, complimentary experiences to make your vacation truly memorable. From Champagne cocktails at Angkor Wat in Cambodia, to a hot air balloon flight over Jaipur in India, to a vintage shopping tour of Paris complete with Spa treatment and dinner!

#### How do Cardholders access the offer?

1. Cardholders call dedicated phone line
2. Please register here to access the offers:
  - NEW Dedicated Phone line UK - 020 3667 7006
  - Dedicated Phone line France and Monaco +377 97 985 333
  - Dedicated Phone line Hong Kong +852 3179 5945
  - Dedicated Phone Line UAE +971 2 245 8100 to enjoy all the benefits

#### Terms & Conditions for cardholders

1. For full terms & Conditions please visit: [www.abercrombiekent.co.uk](http://www.abercrombiekent.co.uk)
2. Available for eligible World Elite Mastercard cardholders
3. Offer valid to 31 December 2017
4. Offer valid upon request and subject to availability. (Modifications are possible without prior notice).
5. Blackout dates may apply.
6. Reservations are subject to booking conditions.
7. Cannot be combined with any other discount or offer.
8. Offer valid only if purchased using your World Elite Mastercard card.

# 1 CHAPTER

World Elite Privileges

BELSTAFF



**BELSTAFF**

HERE BE DRAGONS

"ENJOY VIP SERVICE  
ALONG WITH BELSTAFF'S  
COMPLIMENTARY LEATHER  
MONOGRAMMING AND MAKE  
A MARK OF DISTINCTION"

At Belstaff, the fearless explorer and the fashion enthusiast alike will discover an approachable luxury for a modern lifestyle all influenced by Belstaff's rich history.

In partnership with World Elite™ Mastercard®, Belstaff invite you to their London store to add a personal touch by monogramming your initials on your leather jacket, whilst enjoying our house refreshments. With space for up to three initials, this complimentary service is a stamp of distinction and elegance.

Join Belstaff at either their London or New York flagship staff partners to enjoy a VIP White Glove treatment. Simply let us know 48 hours in advance by phone or email.



### How do Cardholders access the offer?

Cardholders must book 48 hours in advance for VIP White Glove treatment by calling:

1. UK  
Bulent Djouma  
Store General Manager  
T +44 (0) 207 495 5897  
london.store@belstaff.com
2. NYC  
Jessica Letendre  
Store Director  
office 212-897-1880  
mobile 917-769-0549  
email jessica.letendre@belstaff.com

### Terms & Conditions for cardholders

1. VIP 'White Glove' treatment available at New York and London stores.
2. Complimentary monogramming service available within the Belstaff New Bond Street store only, for World Elite Mastercard card members.
3. Offer is subject to availability
4. 48 hours advance booking is required for White Glove Treatment
5. Monogramming will take between 3-5 working days
6. Free delivery is only available within Europe
7. Offer is only available to World Elite Mastercard Cardholders
8. Unused benefits cannot be exchanged for cash value
9. Offer valid from January 1st to December 31st, 2017



# 1 CHAPTER

World Elite Privileges

## CHIC OUTLET SHOPPING VILLAGES

### CHIC OUTLET SHOPPING

#### "WORLD ELITE™ MASTERCARD® HOLDERS ARE INVITED TO A VIP EXPERIENCE AT CHIC OUTLET SHOPPING VILLAGES"

Chic Outlet Shopping Villages in Europe are home to over 1,000 boutiques of the world's leading luxury fashion and lifestyle brands, all offering savings of up to 60% or more on the recommended retail price. The Villages are located near London, Dublin, Paris, Barcelona, Madrid, Milan, Brussels, Frankfurt and Munich. For full details, directions and travel options visit [ChicOutletShopping.com/Mastercard](http://ChicOutletShopping.com/Mastercard).

*VIP invitation – additional 10% saving on purchases in selected boutiques across all villages*  
(This offer is only for cards issued outside UK, Ireland, France, Belgium, Germany, Italy & Spain)  
Treat yourself or a friend at the Chic Outlet Shopping® Villages with our exclusive VIP Invitation giving you an additional 10% saving on purchases in selected boutiques. To download your VIP invitation, visit [ChicOutletShopping.com/Mastercard](http://ChicOutletShopping.com/Mastercard)  
**Mastercard rate: 10% off**

*15% off Shopping Packages – all nine Villages*  
Treat yourself or give a friend a wonderful day out at the Chic Outlet Shopping® Villages with our exclusive Shopping Packages. Our value-added packages include an array of special services and activities ranging from Shopping Express® tickets to lunch vouchers, Village Gift Cards, city tours and more. To book, visit



[ChicOutletShopping.com/Mastercard](http://ChicOutletShopping.com/Mastercard) and by using promotional code 'MC13PKG' you will receive 15% off packages until 31 December 2017.

**Mastercard rate: 15% off**

*15% Off Chauffeur Service – all nine Villages*  
Our luxury chauffeur-driven service is open to all our guests in all nine of our European locations. Offering you exclusive private transfers from select city centre locations and international airports, plus flexible waiting times – this is your first-class ticket to shopping in the fast lane. To book, visit [ChicOutletShopping.com/Mastercard](http://ChicOutletShopping.com/Mastercard) and by using promotional code 'MC13CD' you will receive 15% off the chauffeur service until 31 December 2017.  
**Mastercard rate: 15% off**

*15% off the Shopping Express® – all nine Villages*  
The Shopping Express® is the sleek and chic luxury coach service that runs between all nine Chic Outlet Shopping® Villages in Europe and their closest, most cosmopolitan cities. To book, visit [ChicOutletShopping.com/Mastercard](http://ChicOutletShopping.com/Mastercard) and by using the promotional code 'MC13SE' you will receive 15% off until 31 December 2017.  
**Mastercard rate: 15% off**

# 1 CHAPTER

## World Elite Privileges

### CHIC OUTLET SHOPPING VILLAGES

## CHIC OUTLET SHOPPING



#### How do Cardholders access the offer?

1. Cardholders visit:  
[ChicOutletShopping.com/Mastercard](http://ChicOutletShopping.com/Mastercard)  
and use the promotional code provided

#### Terms & Conditions for cardholders

1. Offer valid until 31 December 2017.
2. The Offer is available Worldwide, to all Mastercard cardholders both resident and with cards issued in Europe, EU, HGEM, including Russia, APMEA and North. The VIP Offer will be made available to World Signia/World Elite/World Black Edition cardholders in the same territories. In addition to this the VIP Card will be offered to World Signia/World Elite/World Black edition cardholders who reside outside of the European markets in which Chic Outlet own and operate villages.
3. Terms and conditions apply. Payment can only be made using a valid World Elite Mastercard.
4. Payment can only be made using a valid Mastercard. Value Retail PLC. (Chic Outlet Shopping®) will apply a BIN filter on all online booking via the online booking platform to ensure payment is only made with a Mastercard
5. For terms and conditions of packages and travel options, please go to:  
[chicoutletshopping.com/en/experience/chictravel/shop/terms-conditions](http://chicoutletshopping.com/en/experience/chictravel/shop/terms-conditions)
6. For Value Retail legal terms and conditions please go to [Chicoutletshopping.com/en/legal/terms-conditions](http://Chicoutletshopping.com/en/legal/terms-conditions)
7. Cannot be combined with any other promotion or offer
8. Valid in all 9 villages : Bicester Village / Kildare Village / La Vallée Village / Las Rozas Village / La Roca Village / Fidenza Village / Maasmechelen Village / Wertheim Village/ Ingolstadt Village

# 1 CHAPTER

World Elite Privileges

## CORINTHIA



## CORINTHIA HOTELS

### "EXCLUSIVE BENEFITS FOR WORLD ELITE™ MASTERCARD® WHEN STAYING AT CORINTHIA HOTELS"

Corinthia is a collection of hotels founded by the Pisani family of Malta in 1962. We are a family-inspired business, whose timeless family values underpin the Spirit of Corinthia. We like to treat and look after guests as if we were welcoming them back home. We also support and positively encourage one another so that our hotel teams around the world enjoy their work in an inspired yet warmly-spirited fashion.

As a hotel business, we focus on giving honest, discreet service. We see ourselves as leading craftsmen in the world of hospitality, valuing authenticity, passion, precision and understanding in all we do. Each of the hotels and resorts we have created, in some of the most exciting places in the world, is a tribute to local architecture and cultural traditions.

We are delighted to offer members of World Elite Mastercard a range of exclusive benefits at our hotels and resorts worldwide, such as:

- Best Available Rate
- Complimentary WiFi
- Room upgrade at time of arrival, subject to availability
- Early check-in upon arrival 10.00, subject to availability
- 4pm late check-out, subject to availability
- Two Complimentary bottles of still water on arrival
- Fruit Basket
- Chef's Treat on selected hotels that varies by property
- Turndown service
- Spa voucher on selected hotels



#### How do Cardholders access the offer?

Members can book online by clicking on the below URL: [www.corinthia.com/worldelite](http://www.corinthia.com/worldelite)

#### Terms & Conditions for cardholders

1. Offer is subject to availability and valid from 1st Jan till 31st Dec 2017
2. Advance booking is required.
3. Offer is on best available rates only.
4. Offer is available for a maximum of 2 rooms and the member must be staying in one of the rooms.
5. Offer cannot be used in conjunction with any other offer, marketing agreement, promotion or package.
6. Offers is non commissionable.
7. Unused benefits cannot be exchanged for cash value, transferred or applied to future reservations.
8. Benefits apply to new bookings, benefits don't apply to existing bookings.
9. Stay can be booked during: 1st Jan 2017-31st Dec 2017
10. Cancellation policy & room guarantee various by each property

# 1 CHAPTER

World Elite Privileges

## FAIRMONT HOTELS & RESORTS

*Fairmont*  
HOTELS & RESORTS

"WORLD ELITE™  
MASTERCARD® HOLDERS  
ARE INVITED TO EXPERIENCE  
VIP GUEST STATUS  
AND SUPERB BENEFITS AT  
FAIRMONT HOTELS  
& RESORTS WORLDWIDE"

Benefits at Fairmont Hotels & Resorts\* include:

- Room Upgrade (subject to availability on arrival)
- Complimentary Breakfast
- 25 USD Resort Credit (valid for all hotels)
- Late check-out until 16:00 on Saturdays and Sunday



### How do Cardholders access the offer?

To enjoy VIP status, complimentary breakfast and other superb benefits cardholders must reserve online at:

[www.fairmont.com/promotions/worldelite](http://www.fairmont.com/promotions/worldelite)

...and pay with a valid World Elite Mastercard.

### Terms & Conditions for cardholders

1. Offer is applicable only for reservations made and paid with a valid World Elite Mastercard payment card at participating hotels.
2. Offer is available only to World Elite Mastercard cardholders who book online through the following website: [www.fairmont.com/promotions/worldelite](http://www.fairmont.com/promotions/worldelite)
3. Offer valid to 31 December 2017.

\* At participating hotels and resorts only and subject to availability. For full Terms & Conditions and reservations, cardholders should visit the hotel brand website at: [www.fairmont.com/promotions/worldelite](http://www.fairmont.com/promotions/worldelite)



# 1 CHAPTER

World Elite Privileges

## GIEVES AND HAWKES

# GIEVES & HAWKES

No.1 SAVILE ROW LONDON

## "BUILD YOUR GENTLEMAN'S WARDROBE WITH GIEVES & HAWKES"

Gieves & Hawkes has been in business since 1771 and has counts The Duke of Wellington, Admiral Lord Nelson, Sir Winston Churchill, Charlie Chaplin and Ian Fleming among their historic clients. Headquartered at No.1 Savile Row – the most famous address in menswear, Gieves & Hawkes offer a complete wardrobe taking care of everything from luxurious weekend clothing through to business tailoring and formalwear.

Invest in classic, timeless style from one of the world's most famous Bespoke tailoring houses.

- World Elite™ Mastercard® members will exclusively receive a complimentary shirt with every Private Tailoring suit ordered at any Gieves and Hawkes UK store, Bergdorf Goodman or Le Bon Marche department stores.
- And as a special reward for World Elite members we are giving you a £50 voucher for every £500 spent in store.

Simply call/email to book your appointment and we look forward to seeing you in store.

Please visit <http://www.gievesandhawkes.com> to find more information about the Gieves and Hawkes family.

### How do Cardholders access the offer?

To book a private tailoring appointment simply call +44 (0) 207 434 2001 or email [pts@gievesandhawkes.com](mailto:pts@gievesandhawkes.com) and receive your complimentary shirt when purchasing a suit.

To redeem your £50 gift voucher, simply use your World Elite Mastercard card in store and receive your voucher via email or post.

### Terms & Conditions for cardholders

1. Vouchers will be issued after the transaction and will be valid for one year.
2. For each £500 spent, a £50 voucher will be generated for future redemption on Gieves & Hawkes ready to wear and Private Tailoring.
3. Vouchers cannot be redeemed against Bespoke Tailoring
4. Vouchers can be redeemed at any G&H standalone store in the UK but are not valid in shop or wholesale accounts.
5. Vouchers cannot be exchanged for cash, have no monetary value and cannot be sold or transferred.
6. G&H reserve the right to amend or withdraw this offer at any time.
7. Voucher can only be gained at Gieves and Hawkes UK stores ONLY.
8. Offer valid from Jan 1st 2017 to Dec 31st 2017



# 1 CHAPTER

## World Elite Privileges

### GREEN PEARLS® UNIQUE PLACES



### GREEN PEARLS® UNIQUE PLACES

#### "THE FUTURE OF TRAVELING"

Green Pearls® is an international information and communication platform for sustainable travel. A German company based in Darmstadt, they bring together 94 handpicked, sustainable and unique places worldwide. All members offer high standards, are active in environmental-friendly initiatives, as well as high levels of social commitment.

Part of Green Pearls® requirements are a management level sustainability plan, use of seasonal and local ingredients in the kitchen, measures to protect flora and fauna, integration of the local community and fair wages for employees.

World Elite™ Mastercard® cardholders are invited to enjoy a complimentary local experience when staying at a selected Green Pearls Property, simply go to [www.greenpearls.com/worldelite](http://www.greenpearls.com/worldelite) and enter the promotion code "Mastercard Elite".



#### How do Cardholders access the offer?

To receive this sustainable experience, please book the stay by using this link [www.greenpearls.com/worldelite](http://www.greenpearls.com/worldelite) with the keyword "Mastercard Elite"

#### Terms & Conditions for cardholders

1. Offer valid between 1st January 2017 to 31st December 2017.
2. To receive the sustainable experience cardholders must enter the keyword "Mastercard Elite"
3. Guests must stay a minimum number of days, please see website ([www.greenpearls.com/worldelite](http://www.greenpearls.com/worldelite)) for each properties minimum stay requirement.
4. Offer is subject to availability.
5. Advance booking is required.
6. Offer cannot be used in conjunction with any other offer, marketing agreement, promotion or package.
7. Offers is non commissionable.
8. Unused benefits cannot be exchanged for cash value, transferred or applied to future reservations.
9. Benefits apply to new bookings, benefits don't apply to existing bookings.

# 1 CHAPTER

World Elite Privileges

## 65B-THE HACKETT MEMBERSHIP CLUB



"65B- THE HACKETT MEMBERSHIP CLUB IS THE ONLY CLUB WHICH LISTENS TO THE MODERN MAN, AND CATERS TO HIS REQUIREMENTS. TAKE ADVANTAGE OF HACKETT'S IMMACULATE SERVICE BY BECOMING A MEMBER OF THE 65B CLUB."

As a World Elite™ Mastercard® customer you will be entitled to join 65B without making a single purchase and take advantage of the following benefits and rewards in selected stores in UK, Spain, France and Germany:

- Complimentary in-store styling session
- Complete personal measuring service to secure ease of future shopping
- Invitations to In-store events
- Personalisation, including monogramming and embossing\*
- A 15% discount on your birthday on off-the-peg items\*\*
- Heads up on New Collection launches online
- Other exclusive activities

\* At selected stores

\*\* Offer extends to four weeks around your birthday and being full priced items only, excluding services, furniture and customised items Williams Martini Racing, British Army Polo and our long-standing partnership with Aston Martin are that little bit closer to our members with 65B. Potential VIP and backstage access to these and other Hackett events, not available anywhere else, are but a click away when you join the 65B Club.



### How do Cardholders access the offer?

To join the 65B club just go to the World Elite portal and click on the Hackett logo to follow the instructions or search online <http://www.hackett.com/worldelite>, for any further help please call +44 (0) 203 451 8273

### Terms & Conditions for cardholders

1. Offer valid from Jan 1st 2017 until Dec 31 2017
2. Offer only valid to redeem in Spain, UK, France, Germany

# 1 CHAPTER

## World Elite Privileges

# HERTZ



"WHETHER IT'S BUSINESS OR LEISURE, WITH HERTZ YOU'LL ALWAYS FIND YOUR WAY."

Hertz is one of the world's leading car hire specialists with over 8,500 locations across 147 countries.

As a World Elite™ Mastercard® cardholders, every time you hire a car from Hertz you will benefit from:

- Free One Car Class Upgrade\*\* with every booking, subject to availability
- Up to 15% DISCOUNT off best available rates worldwide including Hertz Collections.
- 900 Gold Plus Rewards Bonus Points valid for a FREE weekend Rental Day
- FREE additional driver (spouse or civil partner)

#### Terms & Conditions for cardholders

1. Discount applies to time, mileage and all mandatory insurance and waivers that may be included in the base rate charge.
2. Discount does not apply to any additional surcharges, location service charge, taxes and any optional extras, including but not limited to excess waiver (Super Cover), Personal accident insurance (PAI), snow chains/tyres, child seats, one-way charges, and GPS, etc.
3. When booking, pre-paid rates are quoted in home currencies (e.g. Sterling when booking from UK), non-prepaid rates will be quoted in the local currency.
4. All rentals outside of EMEA must be pre-booked prior to departure
5. Renters must meet all Hertz qualifications, standards and requirements as per the terms and conditions of Hertz rental agreements. Visit the Hertz website at [www.hertz.com](http://www.hertz.com) for full details.
6. Leisure minimum rental age is 23 years.
7. Vehicle must be returned to location of rental, if not a one way charge will be applied if returned to a different location, for details, please check at location during vehicle pick up.
8. Delivery or collection is not available.
9. Fuel charges are standard.
10. Rates fluctuate throughout the year based on supply or demand.
11. Refunds are not available for 'no shows'.
12. When picking up the car, the authorised renter must have a valid credit card and driving license.
13. Entire payments must be made on a valid Mastercard card. A Mastercard card must be presented at the rental counter.
14. The vehicle must only be driven by the renter or another individual who has been authorised by Hertz and added to the Rental Record.
15. Offer may not be combined with any other promotional offer.
16. Offer valid until 31st December 2017. Standard blackout dates apply.
17. 900/700/500 Gold Plus Rewards Bonus Points will be placed in a member's account once they've successfully enrolled in Hertz Gold Plus Rewards® and have placed their first rental. Bonus points are in addition to the base points that they can earn on every rental. To be able to accrue Gold Plus Rewards points, the customer must have opted in to receive Gold Plus Rewards points in his profile when joining.

#### Complimentary Car Upgrade Terms and Conditions

1. The complimentary car upgrade is subject to availability of a large car at time of rental and available at participating locations except for South Africa and Greece. In the USA, the upgrade will only be valid for non-prepaid rentals.
2. Complimentary one-car-class upgrade is available through and online printable voucher (downloaded on Hertz-Mastercard micro site) and to be surrendered at time of rental to redeem upgrade
3. One car-class upgrade does not apply to Hertz Collections (Green, Fun, Prestige and Family)
4. Reservations must be made at least 24 hours prior to pick-up.
5. Free upgrade is valid for rentals of a maximum of 21 days at participating locations in Middle East
6. Only one voucher can be used against any rental
7. Mastercard cardholders may use this offer as many times as they desire during the validity period.
8. Hertz reserves the rights to modify and/or cancel any offers without prior notice

#### How do Cardholders access the offer?

1. Cardholders visit [www.hertz-europe.com/worldelite](http://www.hertz-europe.com/worldelite) and log in as Gold Plus Rewards members to enjoy all the benefits

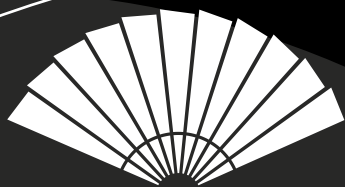




# 1 CHAPTER

World Elite Privileges

## MANDARIN ORIENTAL HOTEL GROUP



MANDARIN ORIENTAL  
THE HOTEL GROUP

### "GET A FULL RANGE OF EXCLUSIVE BENEFITS WITH YOUR WORLD ELITE™ MASTERCARD® AND MANDARIN ORIENTAL"

Mandarin Oriental Hotel Group is the award winning owner and operator of some of the most luxurious hotels, resorts and residences located in prime destinations around the world. We are delighted to offer members of World Elite Mastercard a range of exclusive benefits at our hotels and resorts worldwide.

Take refuge at Mandarin Oriental and discover some of the most exquisite hotels and resorts in the world. Each property combines a unique sense of place with luxurious surroundings and excellent leisure facilities. These include serene and holistic spas and exciting, award-winning dining experiences, all delivered with Mandarin Oriental's impeccable legendary service and style. Everything in fact, to ensure a memorable and relaxing stay. Whether you're longing for the indulgence of a poolside retreat, the bustle of a major metropolis, or the relaxation of a world-class spa, Mandarin Oriental hotels and resorts offer the perfect escape.

Please refer to website for details.  
[www.mandarinoriental/exclusive-partners/worldelite](http://www.mandarinoriental/exclusive-partners/worldelite)



We are delighted to offer members of World Elite Mastercard a range of exclusive benefits at our hotels and resorts worldwide.

- Best Available Rate
- Complimentary daily breakfast for two
- Room upgrade at time of arrival, subject to availability
- Early check-in upon arrival, subject to availability
- 3pm late check-out, subject to availability
- Special Amenity that varies per property

#### How do Cardholders access the offer?

Members can book online by clicking on the below URL:  
[www.mandarinoriental/exclusive-partners/worldelite](http://www.mandarinoriental/exclusive-partners/worldelite)

#### Terms & Conditions for cardholders

1. Offer is subject to availability and valid from 1st Jan till 31st Dec 2017
2. Advance booking is required.
3. Offer is on best available rates only.
4. Offer is available for a maximum of 2 rooms and the member must be staying in one of the rooms.
5. Offer is not valid for group bookings (10 or more rooms).
6. Offer cannot be used in conjunction with any other offer, marketing agreement, promotion or package.
7. Offer is non commissionable.
8. Unused benefits cannot be exchanged for cash value, transferred or applied to future reservations.
9. Benefits apply to new bookings, benefits don't apply to existing bookings.
10. Stay can be booked during: 1st Jan 2017-31st Dec 2017

# 1 CHAPTER

## World Elite Privileges

### MASTERCARD AIRPORT CONCIERGE™



"YOUR PASSPORT TO THE FINER SIDE OF AIR TRAVEL. MASTERCARD IS PLEASED TO OFFER ALL WORLD ELITE™ MASTERCARD® MEMBERS 15% SAVINGS ON AIRPORT MEET AND GREET SERVICES."

Arrange for a personal, dedicated Meet and Greet agent to escort you through the airport on departure, arrival or any connecting flights at over 700 destinations worldwide, 24 hours a day, 7 days a week, 365 days a year.

There are also certain airports where you can experience an expedited security and/or immigration process. To reserve Mastercard Airport Concierge services visit

[www.Mastercard.com/airportconciierge](http://www.Mastercard.com/airportconciierge)  
or consult your personal travel advisor.

**Mastercard Airport Concierge™, provided by Global Airport Concierge.**

In the case of making any airport concierge service ("Meet & Greet") booking utilizing Mastercard Airport Concierge provided by Global Airport Concierge ("GAC"), it is the Mastercard cardholder's responsibility to provide all the required and correct information. Any lack or delay of the information can affect the service and neither Mastercard International Incorporated ("Mastercard") nor GAC will be held responsible for any such event. It is the Mastercard cardholder's responsibility to choose and book a start time that allows sufficient time for the service to take place or the formalities to be completed in good time. There is no charge for any cancellations made more than 48 hours in advance of the service. For any cancellations made within 48 hours prior to the scheduled service, there is a 100% charge equivalent to full invoice and no right to refund. There is no charge for any amendments to the services made more than 48 hours in advance of the service. For any amendment made less than 48 hours in advance of the service, there will be a change fee imposed, which varies depending on the airport. Airside access at some airports may be subject to possible security restrictions. Infants up to 12 months will not be charged and between 12 and 36 months will be charged at 50%. Standard service times are typically 3 hours. Additional fees may apply for service-times of more than 3 hours. This does not apply to cases when flights are unexpectedly delayed. Additional fees may apply after the initial booking due to changes/cancellations made within 48 hours of travel, extra services added or additional passengers added at the airport. Fees depend on the airport and can be requested at time of booking. All rates are inclusive of foreign taxes, administration costs, gratuity & tips. Additional terms, exclusions and conditions apply, visit [www.Mastercard.com/airportconciergeterms](http://www.Mastercard.com/airportconciergeterms).

#### How do Cardholders access the offer?

Cardholders must use the below links to book the service : [www.Mastercard.com/airportconciierge](http://www.Mastercard.com/airportconciierge)

# 1 CHAPTER

World Elite Privileges

## OASIS

# OASIS

"WORLD ELITE™  
MASTERCARD® ARE INVITED  
TO RECEIVE A VIP WELCOME  
BASKET AND €150 SAVINGS  
PER STAY AT ANY OASIS  
PRIVATE HOME RENTAL  
WORLDWIDE."

Pioneering a "Home meets Hotel" concept, Oasis is a way for global travelers to seamlessly plug into the cultural fabric of the world's greatest cities. Oasis offers a collection of design-forward home rentals in the best neighborhoods in 20 destinations worldwide, blending the value and authenticity of private rentals with the service, quality-control and amenities of a hotel. Providing personalized services to guests, Oasis has on-the-ground concierge team, exclusive perks and access to members' clubs in each destination. Oasis is creating curated stays for global travelers looking to experience a city from the inside out.



### How do Cardholders access the offer?

Mastercard holders may email [reservations@oasiscollections.com](mailto:reservations@oasiscollections.com) or call one of the numbers below to book with a dedicated Reservations Specialist. Mention the promo code MCEUROPE.

UK+44 20 3608 6517

France+33 18 288 8211

Spain+34 9 3220 2850

**Access:** Mastercard cardholders will have to contact their concierge platform to access the voucher code. CH will liaise directly with the reservations team by email.

#### Terms & Conditions for cardholders

1. Valid until December 31st, 2017
2. This offer can not be combined with any other
3. Subject to availability
4. Subject to properties minimum stays
5. Valid in all Oasis destinations

# 1 CHAPTER

World Elite Privileges

## RAFFLES HOTELS & RESORTS



# RAFFLES

HOTELS & RESORTS

"WORLD ELITE™  
MASTERCARD® HOLDERS  
ARE INVITED TO EXPERIENCE  
VIP GUEST STATUS AND  
SUPERB BENEFITS AT  
RAFFLES HOTELS & RESORTS  
WORLDWIDE\*"

Benefits at Raffles Hotels & Resorts\* include:

- Room Upgrade (on arrival)
- Daily complimentary breakfast
- Confirmed late check-out to 15:00
- Complimentary welcome drink



### How do Cardholders access the offer?

To enjoy VIP status, complimentary breakfast and other superb benefits cardholders must reserve online at: [www.raffles.com/promo/Mastercardworldelite](http://www.raffles.com/promo/Mastercardworldelite) and pay with a valid World Elite Mastercard card

#### Terms & Conditions for cardholders

1. Offer is applicable only for reservations made and paid with a valid World Elite Mastercard payment card at participating hotels.
2. Offer is available only to World Elite Mastercard cardholders who book online through the following website: [www.raffles.com/promotions/worldelite](http://www.raffles.com/promotions/worldelite)
3. The Offer will be made available to World Elite Mastercard cardholders.
4. Offer valid to 31 December 2017.

\*At participating hotels and resorts only and subject to availability. For full Terms & Conditions and reservations, cardholders should visit the hotel brand website at: [www.raffles.com/promo/Mastercardworldelite](http://www.raffles.com/promo/Mastercardworldelite)



# 1 CHAPTER

World Elite Privileges

SIXT



"EXPERIENCE VIP CAR RENTAL WITH SIXT, ONE OF THE WORLD'S LEADING MOBILITY SERVICE PROVIDERS"

#### Sixt rent a car:

- Car rental in over 100 countries World's 5th largest car rental company, Europe's N°3
- More than 180,000 vehicles, largest premium fleet in the world and largest BMW fleet in the world
- Drive First Class, pay economy

#### Sixt limousine service

- Your perfect partner for seamless mobility from and to the airport, bilingual chauffeurs for sightseeing and your meetings
- Available in 400 cities in 105 countries

For more information about Sixt, visit [www.sixt.com](http://www.sixt.com).

As a World Elite™ Mastercard® cardholder, you will enjoy the following benefits from Sixt:

- Up to 15% discount on Sixt rent a car and Sixt rent a truck. CDP code: CD-Nr.9900202 provided; online redemption available only on [www.sixt.com/mcplatinum](http://www.sixt.com/mcplatinum)
- 20% discount on Sixt limousine (chauffeur) service in Germany, Austria and Switzerland (Online redemption for limousine service available only on [www.sixtlimousine.com](http://www.sixtlimousine.com) with insertion of CDP code CD-Nr.9850746)

- 10% discount on limousine service in other countries (Online redemption for limousine service available only on [www.sixtlimousine.com](http://www.sixtlimousine.com) with insertion of CDP code CD-Nr.9850746)

#### How do Cardholders access the offer?

1. Cardholders visit [www.sixt.com/mcplatinum](http://www.sixt.com/mcplatinum) or [www.sixtlimousine.com](http://www.sixtlimousine.com), insert CDP code in the discount box

#### Terms & Conditions for cardholders

1. Offer applies exclusively to World Elite Mastercard cardholders.
2. Discount valid for all offline and Internet private customer rates for Sixt rent a car and Sixt rent a truck, valid at time and place of rental. The discount depends on local availability and cannot be combined with other offers.
3. Sixt standard Terms & Conditions apply.
4. Offer valid until 31 December, 2017.

# 1 CHAPTER

## World Elite Privileges

### SMALL LUXURY HOTEL «LOVED» OFFER



"EXPERIENCE THE AROMAS OF BUSTLING FOREIGN MARKETS. ENJOY TASTES YOU'LL ENCOUNTER ONLY IN ONE-OF-A-KIND RESTAURANTS."

Visit intriguing little shops selling clothing and jewelry you'll find nowhere else in the world. Whether you and your family are bound for Guatemala or Sri Lanka, Rome or New Zealand, Small Luxury Hotels of the World™ (SLH) offers you all the comforts of home in the most exotic locales on the planet. No wonder they invite you and your travel companions to "experience another world."

SLH is an unrivaled portfolio of some of the world's finest small independent hotels. As a globetrotter looking for a new destination, you couldn't throw a dart at a map of the world without getting close to one of their 520+ hotels in more than 70 countries.

As a World Elite™ Mastercard® cardholder, get an Immediate Status Upgrade to "Loved" status. With the "Loved" status you can enjoy complimentary room upgrades, breaks and late checkout along with the best available rates.



The Loved membership is valid for 24 months and includes the following benefits:

- Continental daily breakfast for two
- Complimentary room upgrade\*
- Late check-out\*

#### How do Cardholders access the offer?

1. Cardholders simply visit [www.slh.com/Mastercard](http://www.slh.com/Mastercard) to book their stay and pay with a valid World Elite Mastercard card

\*subject to availability

Terms & Conditions for cardholders

1. Offer valid through December 31, 2017.
2. Offer can not be used in conjunction with any other promotion. All reservations must be booked at [www.slh.com/Mastercard](http://www.slh.com/Mastercard)
3. Complimentary room upgrade and 4PM late check-out are subject to availability at check-in.
4. Cancellation policies, payment policies and all other booking conditions will be advised at the time of booking.
5. Provide the membership number at the time of booking to qualify it.

# 1 CHAPTER

World Elite Privileges

## SMALL LUXURY HOTEL



"AS A WORLD ELITE™  
MASTERCARD®  
CARDHOLDER, ENJOY  
SMALL LUXURY AROUND  
THE WORLD"

Small Luxury Hotels of the World champions small, independent hotels, celebrating individual luxury and style worldwide. With an ever-growing selection of over 520 hotels, our brand looks to provide unbeatable luxury, once in a lifetime experiences and impeccable service.

Indulge in unparalleled comfort and service on your next vacation with a stay at one of the hotels of The Small Luxury Hotels of the World™ (SLH) brand. With an unrivalled portfolio of some of the world's finest small independent hotels, every property is distinctive, yet offers the same high level of quality and refinement.

Your World Elite Mastercard can make your next visit to one of these exquisite properties even more enjoyable, as cardholders enjoy 3 nights for the price of 2 at participating hotels.



### How do Cardholders access the offer?

1. Cardholders simply visit [www.slh.com/](http://www.slh.com/) Mastercard to book their stay and pay with a valid World Elite Mastercard card

#### Terms & Conditions for cardholders

1. Complimentary night offer is subject to availability and is available on stays until 31st December 2017.
2. World Elite Mastercard cardholders must stay at least two consecutive paid nights to receive the complimentary third night. The free night is reflected in the total price.
3. Blackout dates may apply and during high demand certain room types may be limited.
4. Rates are subject to local taxes and service charges. Prepayment/Deposit is required at time of booking. This amount is non-refundable in the event of cancellation or change of dates of stay.
5. The offer is non-transferable, non-combinable, and valid for new bookings only.

# 1 CHAPTER

World Elite Privileges

SWISSÔTEL

**swissôtel**  
Hotels & Resorts

"WORLD ELITE™  
MASTERCARD® HOLDERS  
ARE INVITED TO  
EXPERIENCE VIP GUEST  
STATUS AND SUPERB  
BENEFITS AT SWISSÔTEL  
HOTELS & RESORTS  
WORLDWIDE\*"

Benefits at Swissôtel Hotels & Resorts include:

- Room Upgrade (subject to availability on arrival)
- Complimentary Breakfast
- FREE internet
- Late check-out until 16:00
- At weekends, enjoy the Endless Weekend package with confirmed room upgrade, daily breakfast until 2pm and late check-out until 16:00

### How do Cardholders access the offer?

To enjoy VIP status, complimentary breakfast and other superb benefits cardholders must reserve online at:

[www.swissotel.com/en/promotions/worldelite](http://www.swissotel.com/en/promotions/worldelite)

and pay with a valid World Elite Mastercard card

### Terms & Conditions for cardholders

1. Offer is applicable only for reservations made and paid with a valid World Elite Mastercard payment card at participating hotels.
2. Offer is available only to World Elite Mastercard cardholders who book online through the following website: [www.swissotel.com/en/promotions/worldelite](http://www.swissotel.com/en/promotions/worldelite)
3. The Offer will be made available to World Elite Mastercard cardholders.
4. Offer valid to 31 December 2017.

\* At participating hotels and resorts only and subject to availability. For full Terms & Conditions and reservations, cardholders should visit: [www.swissotel.com/en/promotions/worldelite](http://www.swissotel.com/en/promotions/worldelite)





# 1 CHAPTER

World Elite Privileges

## THE LEADING HOTELS OF THE WORLD



"AS A WORLD ELITE™  
MASTERCARD® CARDHOLDER,  
SEEK OUT THE EXCEPTIONAL  
WITH THE LEADING HOTELS  
OF THE WORLD"

When extraordinary and one-of-a-kind intersect, you have likely found a leading hotel. As the largest luxury hotel collection, with more than 430 of the world's greatest properties in over 80 countries, we seek out the exceptional.

From grand palaces to intimate city hideaways, from ancient castles to sumptuous safari tent villages, from tropical aeries to mystical paradises, all are utterly unique and boldly independent. Each celebrates the culture of its destination, rather than trying to mask it with corporate-mandated sameness.

For more information please visit [www.lhw.com](http://www.lhw.com)

As a World Elite Mastercard cardholders, get a Free one-year membership in the brand's Leaders Club when you book your next stay. Get the most from your visits with a free one-year membership in the brand's Leaders Club. Just book with your Mastercard World, or World Elite card and start enjoying the perks of membership.

Leading Hotel accommodations are already spacious and luxurious, but as a member you can enjoy a one-category room upgrade (subject to availability).

- You'll start off each day with a fresh continental breakfast, free to you and a companion on every morning of your stay.
- Five qualified stays gets you the chance to spend a night at no charge. You'll remain connected with ease thanks to free internet access. And each Leading Hotel you visit will welcome you as a member with a gift as unique as the property that's offering it.
- The value of the membership is \$150. The cost for Mastercard World, or World Elite cardholders is free.
- Essentials of your free membership in the Leaders Club of The Leading Hotels of the World:
  - Free daily continental breakfast for two
  - Free internet access
  - One-category room upgrades (subject to availability)
  - Welcome gifts at check-in
  - Special Leaders Club rates
  - Early check-in and late check-out privileges
  - Invitations to Leaders Club Events, both home and away



# 1 CHAPTER

## World Elite Privileges

### THE LEADING HOTELS OF THE WORLD



#### How do Cardholders access the offer?

Cardholders simply phone the LHW booking Telephone Numbers to book their stay and pay with a valid World or World Elite Mastercard card

#### Terms & Conditions for cardholders

1. Offer valid until 31st December 2017.
2. Current Leaders Club members are not eligible to receive this offer.
3. Current leaders Club memberships cannot be refunded or pro-rated.
4. Your stay must be booked through the leading hotels of the world voice call centers in order to receive one year complimentary leaders Club membership. list of the leading hotels of the world phone numbers

#### List of The Leading Hotels of the World phone numbers:

Rio: 0800-014-18-19 toll free (55-11) 3171-4011  
Bogota: 01-800-700-1376 toll free  
Mexico City: (52-55) 2122-2770  
Buenos Aires: (54-11) 4129-0000  
Germany: 00-800-2888-8882 toll free, 0800-8521100 toll free  
London: 00-800 2888-8882 toll free, 0800-181-123 toll free  
Paris: 00-800-2888-8882 toll free, 0-800-136-136 toll free  
Madrid: 00-800 2888-8882 toll free, 900-800-217 toll free  
Rome: 00-800-2888-8882 toll free, 800-822005 toll free  
Istanbul: 00-800-39-9075252 toll free  
Stockholm: 00-800 2888-8882 toll free, 020-321-123 toll free  
Moscow: (7-495) 937-54-37  
Singapore: (1-800) 737-9955 toll free, (65) 6737-9955  
Beijing: 400-1324-582  
Sydney: (61-2) 9377-8444



# 1 CHAPTER

World Elite Privileges

## TURNBULL & ASSER



**TURNBULL & ASSER**  
MADE IN ENGLAND

### "WORLD ELITE™ MASTERCARD® INVITES YOU TO ENJOY EXCLUSIVE EXPERIENCES FROM TURNBULL AND ASSER"

As a 130 year old royal shirtmaker, we here at Turnbull & Asser are renowned for English craftsmanship, innovation and wit. As a World Elite Mastercard cardholder, we are happy to extend exclusive offers to you in each of our London locations as well as online.

Indulge yourself with a glass of champagne in our Jermyn Street store while undertaking a tour of the historic site; afterwards, you can discover our array of shirts with the option of complimentary monogramming. We encourage you to visit our Davies Street store in Mayfair – here you can also enjoy this free shirt personalisation service. **Simply call +44 (0) 207 808 3000 for Jermyn Street or +44 (0) 207 499 0085 for Davies Street to book your appointment.**

If you head right from our Jermyn Street store you'll find yourself on Bury Street – the home of our bespoke team. Royal Warrant holder Steven Quin will take your measurements for your first order of six shirts and then invite you to design a free bespoke tie. **To book your appointment call +44 (0) 207 808 3000.**

If you can't make it to our stores, you can browse our website ([www.turnbullandasser.com](http://www.turnbullandasser.com)) and enjoy £50 off of a £500 spend by using the code 'MCE50' at the checkout.

#### How do Cardholders access the offer?

1. Cardholders must simply call the store number to book an appointment for in-store experiences and benefits.

Jermyn Street - +44 (0) 207 808 3000

Davies Street - +44 (0) 207 499 0085

Bury Street - +44 (0) 207 808 3000

2. To redeem your £50 off when spending £500 or more online, enter the code 'MCE50' into the promotion box before final checkout.

#### Terms and Conditions

1. Offer valid from 1st January 2017 till 31st December 2017.
2. One glass of champagne with one 3.tour of the store per customer.
3. One monogrammed shirt per customer during the offer period.
4. One free bespoke tie per customer when buying 6 shirts in one transaction.
5. For tour of the store members must book 48hours in advance.

# 1 CHAPTER

## World Elite Privileges

### WORLD ELITE™ MASTERCARD® PRIVILEGES

FOR MOST WORLD ELITE MASTERCARD PRIVILEGES, YOU DO NOT NEED TO REGISTER OR JOIN A CLUB. YOU SIMPLY GO TO THE 'GENERIC' WORLD ELITE WEBLINKS OR TELEPHONE NUMBERS PROVIDED IN THE ISSUER GUIDE. SEE BELOW FOR FULL INFORMATION DETAILS:

**ABERCROMBIE & KENT:** [www.abercrombiekent.co.uk/worldelite](http://www.abercrombiekent.co.uk/worldelite)

Visit the website or telephone: +44 (0) 845 485 1796. English only. International call rates. Cardholder does not need a unique weblink or promo code. Cardholders must pay by World Elite Mastercard when booking a vacation, and quote 'World Elite Mastercard' when making enquiries or vacation bookings by telephone.

**BELSTAFF:** [www.belstaff.com](http://www.belstaff.com)

Cardholder to call the London or the NYC store 48 hours in advance for VIP white glove treatment. Cardholder must pay by World Elite Mastercard when booking.

**CHIC OUTLET SHOPPING VILLAGES:** [www.ChicOutletShopping.com/Mastercard](http://www.ChicOutletShopping.com/Mastercard)

Visit the website. Cardholder must pay by World Elite Mastercard when booking and mention the provided promo code.

**CORINTHIA :** [www.corinthia.com/worldelite](http://www.corinthia.com/worldelite)

Members can book online by clicking on the below URL: [www.corinthia.com/worldelite](http://www.corinthia.com/worldelite) and your benefits will be automatically applied. Cardholder must pay by World Elite Mastercard when booking

**Mastercard Airport Concierge™ :**

To reserve Mastercard Airport Concierge services, cardholder has to visit [www.Mastercard.com/airportconcierge](http://www.Mastercard.com/airportconcierge) or consult their personal travel advisor.

Cardholder must pay by World Elite Mastercard when booking.

**FAIRMONT HOTELS & RESORTS:** [www.fairmont.com/promotions/worldelite](http://www.fairmont.com/promotions/worldelite)

Cardholder does not need a unique weblink or promo code. The benefits are automatically programmed into the offer website when cardholders make a hotel reservation. Please note that room upgrades are subject to availability with the chosen hotel.

**GIEVES AND HAWKES :** [www.gievesandhawkes.com](http://www.gievesandhawkes.com)

Cardholder must book the offer in calling +44 (0) 207 434 2001 or email [pts@gievesandhawkes.com](mailto:pts@gievesandhawkes.com). Simply use a World Elite Mastercard card in store and receive your voucher via email or post.



# 1 CHAPTER

## World Elite Privileges

### WORLD ELITE™ MASTERCARD® PRIVILEGES

**GREEN PEARLS:** [www.greenpearls.com/worldelite](http://www.greenpearls.com/worldelite)

Cardholder can simply book their stay by using [www.greenpearls.com/worldelite](http://www.greenpearls.com/worldelite) with the keyword "Mastercard Elite". Cardholder must pay by World Elite Mastercard when booking.

**HERTZ:** [www.hertz-europe.com](http://www.hertz-europe.com)

Visit the website or call Hertz Central Reservation. Cardholder does need a promo code. Cardholders must pay by World Elite Mastercard when renting a car.

**MANDARIN ORIENTAL:** [www.mandarinoriental/exclusive-partners/worldelite](http://www.mandarinoriental/exclusive-partners/worldelite)

Cardholders can book online by clicking on [www.mandarinoriental/exclusive-partners/worldelite](http://www.mandarinoriental/exclusive-partners/worldelite). Cardholder must pay by World Elite Mastercard when booking.

**OASIS:** [www.oasiscollections.com](http://www.oasiscollections.com)

Cardholders can email their booking to [reservations@oasiscollections.com](mailto:reservations@oasiscollections.com) or call one of the numbers to book with a dedicated Reservations Specialist. Mention the promo code MCEUROPE. Cardholder must pay by World Elite Mastercard when booking.

**RAFFLES HOTELS & RESORTS:** [www.raffles.com/promo/Mastercardworldelite](http://www.raffles.com/promo/Mastercardworldelite)

Cardholder does not need a unique weblink or promo code. The benefits are automatically programmed into the offer website when cardholders make a hotel reservation. Please note that room upgrades are subject to availability with the chosen hotel.

**SIXT:** [www.sixt.com/mcplatinum](http://www.sixt.com/mcplatinum)

Visit the website. Cardholder does need a promo code. Cardholders must pay by World Elite Mastercard when renting a car.

**SMALL LUXURY HOTELS:** [www.slh.com/Mastercard](http://www.slh.com/Mastercard)

Visit the website to book your stay. Cardholders must pay by World Elite Mastercard

**SWISSÔTEL HOTELS & RESORTS:** [www.swissotel.com/en/promotions/worldelite](http://www.swissotel.com/en/promotions/worldelite)

Cardholder does not need a unique weblink or promo code. The benefits are automatically programmed into the offer website when cardholders make a hotel reservation. Please note that room upgrades are subject to availability with the chosen hotel.

**THE HACKETT MEMBERSHIP CLUB:** [www.hackett.com/worldelite](http://www.hackett.com/worldelite)

Cardholder can join the 65B club by going to the World Elite portal and click on the Hackett logo or search online <http://www.hackett.com/worldelite>. Cardholder must pay by World Elite Mastercard when booking.

**THE LEADING HOTELS OF THE WORLD:** [www.lhw.com](http://www.lhw.com)

Visit the website to book your stay in one of the participating Hotels.

**TURNBULL & ASSER:**

Cardholders must simply call the store number to book an appointment for in-store experiences and benefits. To redeem your £50 off when spending £500 or more online, enter the code 'MCE50' into the promotion box before final checkout. Cardholder must pay by World Elite Mastercard

### General information

#### World Elite Privileges FAQs

**Q: What is World Elite Privileges?**

A: World Elite Privileges from Mastercard has been designed to give Issuers a valuable, free of charge customer benefits platform, offering complimentary VIP privileges and elite access to your most high value customers – World Elite Mastercard cardholders.

Whether travelling for business or leisure, World Elite Privileges from Mastercard provides your cardholders with benefits including room and car hire upgrades, late check-outs, VIP status at 5\* hotels such as Raffles and The Savoy to name just a few, private aviation with complimentary helicopter or limousine transfers and a superb range of other exceptional benefits, worldwide.

**Q: How can Issuers participate in World Elite Privileges?**

A: Issuers are automatically entitled to offer all Privileges and Premium Club benefits to their World Elite Mastercard cardholders. Only Premium Clubs require unique weblinks for each Issuer.

#### World Elite Privileges FAQs

**Q: Which brands feature in World Elite Privileges?**

A: Today, Mastercard is pleased to offer the following brand partnerships:

- Abercrombie & Kent VIP Vacations
- Chic Outlet Shopping Villages
- Corinthia
- Fairmont Hotels & Resorts
- Green Pearls
- Gieves and Hawkes
- Hackett
- Hertz
- Mandarin Oriental
- Mastercard Airport Concierge™
- Oasis
- Raffles Hotels & Resorts
- Sixt
- Small Luxury Hotels
- Swissôtel Hotels & Resorts
- The Leading Hotels of the world
- Turnbull & Asser

Mastercard has designed the programme to ensure the brand partnerships and benefits are available for Issuers to promote to World Elite Mastercard cardholders, on a long-term basis.

The majority of Privileges benefits in this Issuer Guide version are available through to 31 December 2017. Please refer to individual Privileges sections for more details of offer valid dates.

### General information

#### World Elite Privileges FAQs

**Q: Can Mastercard Concierge Service providers make bookings on behalf of World Elite Mastercard cardholders?**

**A:** Yes. Concierge can make hotel reservations, car hire reservations etc. on behalf of World Elite Mastercard cardholders. World Elite Mastercard cardholders may have to provide Concierge with details of their credit card number and/ or Premium Clubs membership number.

#### Offer Validity

World Elite VIP Privileges Programme is available on an ongoing basis. All Privileges offers in this Edition are available to 31 December 2017. In line with normal Mastercard marketing offer conditions, VIP Privileges are subject to alteration or termination by Mastercard and participating third party partners. In the event of changes or termination of VIP Privileges, Mastercard will communicate to Issuers with 3 months' notice.

#### COMPLAINTS AND ESCALATIONS

Serious complaints or escalations should be forwarded via the Concierge or Issuer's Mastercard representative to the World Elite Mastercard Privileges team at: [world\\_elite\\_privileges@Mastercard.com](mailto:world_elite_privileges@Mastercard.com)

The World Elite Mastercard Privileges will work directly with the Partner to resolve the complaint within 3 business days and ensure 'closed loop' to the extent the cardholder is satisfied with the complaint resolution.