

The Luxury Hotel Concierge Policies

PRIVACY AGREEMENT

The Luxury Hotel Concierge, is committed to maintaining the privacy of personal information that you provide to us when using The Luxury Hotel Concierge web site. This Privacy Policy describes how we treat personal information received about you when you visit www.theluxuryhotelconcierge.com. We may make content or services from other web sites including our co-branded web sites available to you from links located on <https://www.theluxuryhotelconcierge.com>. These other web sites are not subject to this Privacy Policy. We recommend that you review the privacy policy at each such web site to determine how that site protects your privacy.

Privacy Policy Promise

While information is the cornerstone of our ability to provide superior service, our most important asset is our client's trust. Keeping client information secure, and using it only as our clients would want us to, is a top priority for all of us at The Luxury Hotel Concierge. Here then, is our promise to our individual customers:

- We will safeguard, according to strict standards of security and confidentiality, any information our customers share with us.
- We will limit the collection and use of customer information to the minimum we require to deliver superior service to our customers, which includes advising our customers about our products, services, and other opportunities, and to administer our business.
- We will permit only authorized employees, who are trained in the proper handling of customer information, to have access to that information. Employees who violate our Privacy Promise will be subject to our normal disciplinary process.
- We will not reveal customer information to any external organization unless we have previously informed the customer in disclosures or agreements, or are required by law.
- We will always maintain control over the confidentiality of our customer information. We may, however, share customer information with reputable companies when a customer has expressed an interest in their service or product. Please note that this Privacy Policy does not apply to these other company's use of customer information.
- Whenever we hire other organizations to provide support services, we will require them to conform to our privacy standards and to allow us to audit them for compliance.

- We will attempt to keep customer files complete, up-to-date, and accurate. We will tell our customers how and where to conveniently access their information (except when we are prohibited by law) and how to notify us about errors which we will promptly correct.

Information We Collect

General:

When you register, and at other times, we may collect personally identifiable information from you that may include your name, address, telephone number, e-mail address, and facts about your computer. We do not, however, knowingly collect personal information from children under the age of thirteen. In addition, if a user is under 18, unless consent is obtained from your parent/guardian, you are not allowed to provide us with personal information.

Web Site Usage Information: We automatically collect IP addresses and Web site usage information from you when you visit our Web site. This information helps us evaluate how our visitors and customers use and navigate our Web site on an aggregate basis, including the number and frequency of visitors and customers to each Web page, and the length of their visits.

How We Use Information Collected

We may use information in the following ways:

- For the purposes for which you specifically provided the information.
- To send you e-mail notifications about our new or existing products and services, special offers, or to otherwise contact you.
- To enhance existing features or develop new features, products, and services.
- To allow us to personalize the content and advertising that you and others see based on personal characteristics or preferences.
- We may combine the information that we collect from you on <https://www.theluxuryhotelconcierge.com> with information that you provide to us in connection with your use of our other products, services, and web site.
- We may disclose and use personally identifiable information in special circumstances where it is necessary to enforce our Terms of Use (for example, when necessary to protect our intellectual property rights). We may also disclose or use your personal information when we, in good faith, believe that the law requires us to do so.

Cookies

We employ cookie technology to help visitors and customers move faster through our site. When you sign on to our Web site or take advantage of several key features, we may pass cookies to your computer. A cookie is a string of information that is sent by a Web site and stored on your hard drive or temporarily in your computer's memory.

Security

The personally identifiable information we collect about you is stored in limited access servers. We will maintain safeguards to protect the security of these servers and your personally identifiable information.

Internet-based Transfers

Given that the Internet is a global environment, using the Internet to collect and process personal data necessarily involves the transmission of data on an international basis. Therefore, by browsing <https://www.theluxuryhotelconcierge.com> and communicating electronically with us you acknowledge and agree to our processing of personal data in this way.

Policy Modifications

We may change this Privacy Policy from time to time. We will post any changes here, so be sure to check back periodically. However, please be assured that if the Privacy Policy changes in the future, we will not use the personal information you have submitted to us under this Privacy Policy in a manner that is materially inconsistent with this Privacy Policy, without your prior consent.

Service Terms and Conditions.

YOUR AGREEMENT WITH THE LUXURY HOTEL CONCIERGE

By using our services, you are signifying your agreement with the following terms and conditions, on behalf of yourself and all members of your traveling party.

1. PLEASE CHECK YOUR DOCUMENTS

Please check your documents when you receive them. You agree to review your itinerary and other travel documents for accuracy and to inform us promptly of any issues. The names on your documents must match your government-issued ID. Call us/Email us/or Contact us through any available Communication medium presented on our website if you have any questions.

2. AGENT FOR SUPPLIERS

The Luxury Hotel Concierge OPC Pvt. Ltd. and its independent travel advisors (collectively “we” or “us”) act as sales agents for any airline, hotel, car-rental company, tour operator, cruise line, or other service provider named in your itinerary or confirmation (“Suppliers”). We are not responsible for the acts or omissions of the Suppliers or their failure to adhere to their own schedules, provide services or refunds, financial default, or failure to honor future trip credits. You acknowledge that your travel plans may be interrupted or cancelled by the Supplier, a government entity, or other third party over which we have no control. You further acknowledge that the Supplier's own cancellation, rebooking and refund policies, subject to any applicable law that is now or may later be in effect, will govern your rights and remedies, including your right to receive a refund. We have no special knowledge regarding the financial condition of the Suppliers and no liability for recommending a trip credit in lieu of a refund.

3. RISKS OF TRAVEL

We assume no responsibility for and shall not be liable for the acts or omissions on the part of any other party not under our control or any acts of God, unsafe conditions, terrorism, health hazards including pandemics, illness, weather hazards, or the suitability for a disabled person of any portion of any trip. We have no special knowledge of dangers during travel or at destinations. For information related to such dangers, we recommend going to the Country/State Department travel website. For medical and health information, we recommend going to the Centers for Disease Control website of your country and the country that you are travelling to. For destination information specific to COVID-19, we recommend visiting IATA’s COVID-tracking site in addition to the State Department site. It is your personal decision to travel, and you are doing so with full knowledge of current travel recommendations and travel restrictions with regards to the risks of COVID-19. Ultimately it is your responsibility to understand and abide by all requirements and restrictions when traveling. This may include the following: health affidavit forms; health screenings prior to departure and/or upon arrival; temperature screenings prior to departure and/or upon arrival; travel reason affidavit forms; online travel authorizations; airline safety & health requirements, such as health forms, screenings, face coverings; in-country requirements, such as periodic temperature checks, quarantine, face coverings; visas. Failure to meet the requirements and/or restrictions puts you at risk for fines, quarantine, or deportation at your expense.

4. CHECK-IN

Check-In time for your Hotel Booking/Airline Flight/Private Charter Flights/Cruises/ or any service offered which is offered and has a Check-In time or a specific time to for you to be there will be mentioned to you and you must adhere to it, it is advised you allow extra time before scheduled time for Check-In. Failure to arrive within your specified

time could result in denial of Service unless a flexible service is booked by you for any select services selected and purchased.

5. PROOF OF IDENTITY

All passengers must present accepted photo identification such as a passport or other state or government--issued photo ID. To avoid disruption to their travel plans, travellers are strongly encouraged to consult with their country's respective Department of Security to determine whether their state-issued identification is Real ID-compliant and, if not, what alternate forms of identification will be accepted for their travel.

6. PASSPORTS AND VISAS

You must have a passport to travel to another country. International destinations may have additional requirements such as a visa that you must obtain prior to departure yourself, or by us if you apply for Visa Filing by The Luxury Hotel Concierge. You are responsible for contacting consulate(s) required if you are opting to apply for Visa filing by yourself. Without proper identification, or passport and necessary visas, you will not be permitted to depart for International Travel for selective countries depending on your Country's Passport. Call us if you need assistance with understanding norms related to passports or visas.

You assume full and complete responsibility for checking and verifying any and all passport, visa, vaccination, or other entry requirements of your destination and your connecting points, and all conditions regarding health, safety, security, political stability, and labor or civil unrest at such destination. Many countries require your passport to be valid for six months or more after your date of entry. Some countries will not admit persons convicted of a crime. Some countries require both parents' consent for minors to travel.

7. EXCURSION AND PROMOTIONAL FARES

Most discount fares involve certain restrictions. Such restrictions will be informed to you prior of your Booking with us whether it be Accommodation, or Airline Flight Reservation, or Cruise Booking, or Private Charter Flight Booking or any of the services that will be offered to the customer through our website. You will strictly need to adhere to the Conditions provided. If need be to make any changes for any of the services purchased through The Luxury Hotel Concierge it is advised to go through us to get full and final and latest information about any service change.

8. FARES

Fares are based on current tariffs that are subject to change without notice.

9. PRICE INCREASES

Travel arrangements involving airline and cruise components are subject to Suppliers' supplemental price increases that may be imposed by the supplier and/or government, even after you have completed your purchase. You hereby consent to any such price increases and authorize your credit or debit card to be used for them. Suppliers have their own contracts covering cancellation penalties and other terms and conditions, and you may be bound by those contracts regardless of whether you receive notice of their terms.

10. PRICE DROPS

If a Supplier drops the price of a trip after booking, we will try to assist you with rebooking if the Supplier allows it, and a fee may apply. We do not guarantee any refunds or successful rebooking

12.TOUR, CRUISE, AND PACKAGE PRICES

Tour, Cruise, and Package prices are subject to change without notice due to currency fluctuations, tariff changes or increase in operational costs. In addition, group tours/packages are based on a minimum number of passengers traveling; if the number of passengers falls below the minimum required, a surcharge may be imposed on all passengers.

13.RESERVATION RULE VIOLATIONS

You agree to all the Hotel rules & norms during the purchase of your Reservation and if you do not abide by the property restrictions and rules, they have the full authority to Cancel your Stay without any refund or property credit at their discretion. If any illegal activity is conducted on the booked property the property authority has the full power to pursue legal action and The Luxury Hotel Concierge will not be liable for that and no responsibility for the customer will be taken and if The Luxury Hotel Concierge's name is used in any illicit and illegal activity done by the purchaser for any reason, we (The Luxury Hotel Concierge) will follow our own Legal proceedings against the customer.

14. CREDIT CARD MERCHANT

If we are the merchant on your credit card transaction, bear in mind that our services consist of counselling and facilitating the sale and paying the Supplier. If a Supplier does not provide the service or ceases operations, your recourse is against the Supplier, not us. You agree not to initiate a chargeback against us or a refund request that is not authorized by this Agreement and to pay any and all legal fees incurred by us in disputing any such claim for refund.

15. IF YOUR PLANS CHANGE ENROUTE

If your plans change enroute, check with your travel agent or airline carrier for charges, changes, and applicable fees.

16. OVERBOOKING

Any service like Hotel, Cruise, Flights, or any other service booked through our website may be overbooked. A person denied boarding/entry on a service availed may be entitled to a compensatory payment. The rules for denied boarding/entry compensation are available at all ticket counters. It is recommended to connect with us in this situation to help with the compensatory payment, as we'll connect through our suppliers to get it processed.

17. CANCELLATIONS AND REFUNDS

We reserve the right to charge processing fees in the event of refunds, cancellations, and other services. To change or cancel your itinerary, you must do so prior to originally scheduled departure. No value remains after start time of your travel itinerary unless specified in your Reservation Booking conditions/ or if you have booked a fully refundable reservation. We are not responsible to pay you for any loss you incur due to your failure to travel or your failure to follow the change or cancel policies of any travel vendor.

18. HOTELS

Hotels are Confirmed on a guaranteed payment basis. If you cancel or change plans, please notify your hotel(s) within the time period specified by that hotel. Rules may vary by property. Or you can Contact us prior to your Booking time and we can handle your cancellation/ or change request if you have booked a refundable price with us.

19. WE STRONGLY RECOMMEND TRAVEL INSURANCE

If you elect to purchase travel insurance, the terms of the policy will dictate whether, and to what extent, coverage for any financial loss may exist under the circumstances of a pandemic, pre-existing medical conditions, and other policy exclusions. Consult the insurance carriers directly for details. Trip insurance or waivers provided by the supplier may not offer insolvency coverage. No representation or description of the insurance made by our staff constitutes a binding assurance or promise about the insurance. You agree to hold us harmless for your election not to purchase travel insurance or for any denial of claim by travel insurer as it relates to Covid-19 or any other claim under the policy.

Payment Policies

Before engaging with our travel services, it is imperative for clients to understand and agree to the payment terms set forth. This section provides a summary of the payment obligations associated with your bookings. This Payment Policy establishes the foundation for all payment-related interactions between The Luxury Hotel Concierge and its clients. Understanding these terms ensures a seamless booking process and helps prevent financial misunderstandings.

Payment Methods

To accommodate our clients' diverse preferences and needs, [Your Company Name] offers multiple payment options. This section details each method accepted by our agency. The Luxury Hotel Concierge accepts the following methods of payment:

- **Credit Cards:** Credit cards are preferred due to their widespread acceptance and convenience. Clients can utilize this method for all types of bookings including flights, hotels, and tour packages. Our secure processing system ensures that your card details remain confidential, and transactions are processed promptly. Clients may benefit from rewards programs offered by their credit card providers, such as travel insurance and points accumulation.

Accepted Brands:

Visa

MasterCard

American Express

- **Debit Cards:** Debit cards are a straightforward payment method directly linked to your bank account, providing real-time deductions from available funds. Suitable

for those who prefer to pay from their bank account without incurring credit card debt. Debit card transactions through The Luxury Hotel Concierge are handled with high security to protect personal information and prevent unauthorized use.

- **Bank Transfers:** Ideal for high-value transactions such as luxury tours or extensive travel itineraries. Bank transfers are secure and allow for larger payments that might exceed typical credit or debit card limits. Clients interested in using this method should contact our Payment Department to receive detailed instructions and ensure compliance with all applicable financial regulations.
- **Online Payment Platforms:** These platforms offer a quick, secure, and user-friendly way to process payments without the need to enter card details for every transaction. They are especially convenient for mobile bookings, enhancing the ease of use with simple authentication methods. Transactions are encrypted, and clients typically have options for recourse in case of disputed charges, providing an extra layer of security.

Platforms Supported:

- 1) PayPal
- 2) Apple Pay
- 3) Google Pay

Clients can choose from a variety of payment methods to suit their convenience and financial arrangements. Each option is secure and endorsed by The Luxury Hotel Concierge for safe transactions. Our flexible payment solutions are designed to cater to the individual preferences of our clients, ensuring ease of payment across our global clientele.

International Transaction Policies

A foreign/international transaction fee is a charge assessed by a financial institution to a consumer who uses an electronic payment card to make a purchase in a foreign currency. Foreign transaction fees usually apply to card purchases made in foreign countries while traveling, but they can also apply to purchases made online from your home country where the vendor is foreign and processes the transaction in its local currency.

Foreign transaction fees are also called “foreign purchase transaction fees” or “foreign currency transaction fees.”

An International Transaction Fees may/or may not be charged on your Form of Payment depending on your Financial Institution and the according to the country that you’re paying from.

A foreign transaction fee is an amount that credit card companies charge their customers whenever a transaction is made with a foreign currency or perhaps, passes via any foreign bank. To process a foreign transaction, the card issuer charges a percentage of the total transaction amount, which is usually 3% or more.

The details about the foreign currency transaction fee are mentioned in the statement separately.

Usually, MasterCard and Visa charge a foreign currency transaction fee of 1%. However, most credit card companies add an extra percentage on it, making the fee range from 1.5% to 3% or even more. Therefore, this fee differs from one credit card issuer to the other.

It is mandatory for every credit card issuer to disclose or reveal the fees involved with the foreign transactions at the time of issuance. If the issuer fails to do so, a settlement has to be paid to the cardholder.

How Does the Foreign Transaction Fee Work?

The foreign transaction fee is assessed by the credit card issuer and is typically in the form of a percentage, 3% being very common. However, this percentage can vary from one issuer to the other.

Refund Policies

If the tour or any part thereof cannot be conducted due to Force Majeure or Vis Majeure, the Company shall not be responsible to give any refund to you.

If the tour or any part thereof cannot be conducted due to Force Majeure or Vis Majeure, the Company shall not be responsible to give any refund to you. However, at its sole discretion, the Company gives the refund based on various factors like the number of participants, the cancellation policies of suppliers like hoteliers, coach operators, etc. the decision of the Company on the quantum of refund shall be final.

It would take at least minimum of 30 to 45 days to process the refund (if due).

It is clearly understood that there shall be no refund whatsoever if the Client does not or cannot utilize any of the services like hotels, sightseeing, rides, cruises, meals, entrance fees, optional tours etc., due to any reason whatsoever.

Refunds (If any) for amendments and/or cancellations will be paid directly to the Client for booking made directly with the Company by way of NEFT / RTGS / Crossed cheque or by credit card it will be reversed to their credit card account at the discretion of the company. It would at least take 45 days to process refunds.

There is no refund payable for any unutilized services (e.g. meals, entrance fees, optional tours, hotels, transport and sightseeing etc.) for any reason whatsoever.

Any service booked in advance and cancelled as per booking policy, refund will be done in the same mode of payment after deducting cancellation charges and actual bank charges if any for refund to customer bank account if paid by bank transfer, net banking mode / credit /debit card – reversal to their respective credit card account will be done. This process will take 30 to 45 days to reflect in their account.

Clients have option to keep their refund money in our account and collect credit certificate and utilise the same with 24 months.

In the event of cancellations, understanding the refund process is vital. This section provides detailed information on how refunds are handled under various circumstances.

- 1) **Cancellation by Client:** Clients have the right to cancel their bookings at any time. The process for refunding such cancellations is structured according to our clearly defined cancellation policy, which outlines the applicable fees based on the timing of the cancellation.

Refund Process: Refunds are processed in accordance with the schedule outlined in our cancellation policy. The amount refunded is determined by how far in advance of the travel date the cancellation occurs.

Procedure: To cancel a booking, clients should contact our customer service department directly. Our team will guide them through the cancellation process and provide detailed information on the expected refund, based on the timing of the cancellation and the terms of their specific booking.

- 2) **Cancellation by The Luxury Hotel Concierge:** On occasion, external events beyond our control—such as natural disasters, political unrest, or other significant disruptions—may necessitate the cancellation of a trip. In such cases, we prioritize the safety and interests of our clients.

Refund and Alternatives: Clients affected by such cancellations are entitled to a full refund of all amounts paid. Alternatively, we offer the option to rebook their trip for another date or destination, subject to availability.

Procedure: In the event of a cancellation initiated by [Your Company Name], our customer service team will proactively contact all affected clients to inform them

of the cancellation, discuss the refund process, and explore alternative travel options.

Our refund policy is designed to be fair and equitable, providing recourse for clients who need to cancel their plans while also protecting the viability of our travel arrangements. We strive to accommodate client needs within these parameters, ensuring transparency throughout the refund process.

Cancellation Policy

Cancellations are an inevitable aspect of travel planning. This section outlines the fees associated with cancelling bookings, helping clients understand their financial responsibilities in such events.

Days Prior to Service	Cancellation Fee
More than 60 days	10% of total cost
30 to 60 days	20% of total cost
Less than 30 days	50% of total cost
Less than 15 days	No refund

The cancellation policy is structured to minimize disruptions while providing clients with options should they need to alter their travel plans. Understanding these terms is crucial for managing expectations and financial commitments effectively.

*If there is any error from our side and the refund needs to be initiated, it will be processed within 72 Hours of the reporting and it will reflect in the Customer's Account/Card according to their Financial Institution's timeline.

Offer Policy

1. Introduction

At The Luxury Hotel Concierge (hereafter referred to as "the Agency"), we strive to provide our customers with exceptional value and exciting travel opportunities. This Offers Policy outlines the terms, conditions, and procedures related to promotional offers and discounts provided by the Agency.

2. Purpose

The purpose of this policy is to establish clear guidelines for the creation, management, and communication of promotional offers. This ensures transparency and consistency in how offers are presented to customers and how they can be redeemed.

3. Scope

This policy applies to all promotional offers made by the Agency, including but not limited to discounts, package deals, seasonal promotions, loyalty rewards, and referral incentives. It applies to all employees involved in the development, management, and communication of these offers.

4. Types of Offers

4.1 Seasonal Promotions

- Offers that are available during specific times of the year (e.g., holiday promotions, summer discounts).
- These offers will be communicated through email newsletters, social media, and the Agency's website.

4.2 Early Booking Discounts

- Discounts offered to customers who book their travel in advance.
- The terms and conditions, including the booking window and applicable destinations, will be clearly stated.

4.3 Last-Minute Deals

- Special pricing for bookings made within a short time frame prior to the travel date.
- Availability and pricing may vary based on demand and inventory.

4.4 Loyalty Rewards

- Offers designed to reward returning customers, including discounts on future bookings or exclusive access to promotions.
- Customers must register for the loyalty program to qualify for these offers.

4.5 Referral Incentives

- Discounts or rewards offered to customers who refer new clients to the Agency.
- The terms of the referral program will be communicated clearly, including how both the referrer and the referred customer can benefit.

5. Terms and Conditions

5.1 Eligibility

- Offers are available to all customers unless otherwise specified. Certain promotions may have eligibility requirements (e.g., new customers, loyalty program members).

5.2 Redemption

- Customers must follow specific instructions for redeeming offers, which will be clearly outlined in promotional materials.
- Offers may require a promotional code at the time of booking.

5.3 Limitations

- Offers cannot be combined with other discounts or promotions unless explicitly stated.
- Blackout dates or restrictions may apply, depending on the nature of the offer.

5.4 Validity Period

- Each offer will have a specified start and end date. Offers will not be valid beyond the stated expiration date.

5.5 Changes and Cancellations

- The Agency reserves the right to modify or cancel any offer at any time, with or without notice. Customers will be informed of any significant changes.

6. Communication of Offers

- Promotional offers will be communicated through various channels, including email, the Agency's website, social media, and targeted advertisements.
- All promotional materials will include clear and concise information about the terms and conditions of the offer.

7. Compliance and Monitoring

- The Agency will monitor the effectiveness of promotional offers and customer feedback to ensure compliance with this policy.
- Employees are responsible for adhering to the guidelines set forth in this policy when communicating and managing offers.

8. Policy Review and Updates

This Offers Policy will be reviewed annually and updated as necessary to reflect changes in business practices, customer expectations, and regulatory requirements. Employees will be notified of any significant changes.

9. Contact Us

For any questions or concerns regarding this policy or specific offers, please contact us.

Cybersecurity Policy

What is cyber security?

Cyber security refers to the practices of protecting organisations and individuals against online threats. Social engineering, phishing or malware are all examples of cyber threats.

#Cybersecurity Policy for Customers of The Luxury Hotel Concierge.

1. Introduction

At The Luxury Hotel Concierge (hereafter referred to as "the Agency"), we prioritize the security of your personal information and the integrity of our services. This Cybersecurity Policy outlines the measures we take to protect your data and the responsibilities you, as our customer, have in ensuring your own cybersecurity.

2. Purpose

The purpose of this policy is to inform customers about our cybersecurity practices, the types of information we collect, how we protect that information, and the steps you can take to safeguard your personal data when using our services.

3. Information We Collect

When you use our services, we may collect the following types of information:

- **Personal Information:** Name, email address, phone number, mailing address and travel preferences.
- **Account Information:** Username, password, and security questions.
- **Travel Data:** Itineraries, booking details, and customer preferences.

4. Data Protection Measures

4.1 Secure Website

- We use HTTPS and Secure Socket Layer (SSL) technology to encrypt the data transmitted between your device and our servers, ensuring that your personal information is protected from unauthorized access.

4.2 Payment Security

- All payment transactions are processed through secure gateways, complying with Payment Card Industry Data Security Standards (PCI DSS) to protect your financial information.

4.3 Data Storage

- Personal information is stored in secure environments with restricted access, protected by firewalls and encryption.

5. Customer Responsibilities

To help protect your information, we recommend the following best practices:

5.1 Strong Passwords

- Use a strong, unique password for your account that combines letters, numbers, and special characters. Avoid using easily guessed information, such as birthdays or names.

5.2 Two-Factor Authentication (2FA)

- Enable two-factor authentication (2FA) on your account if available. This adds an extra layer of security by requiring a second form of verification in addition to your password.

5.3 Secure Devices

- Ensure that your devices (computers, smartphones, tablets) are secured with updated antivirus software and firewalls.
- Keep your operating system and applications up to date to protect against vulnerabilities.

5.4 Phishing Awareness

- Be vigilant against phishing attempts. Do not click on suspicious links or provide personal information in response to unsolicited requests. Always verify the sender's identity before sharing information.

5.5 Regular Monitoring

- Regularly monitor your account statements and online accounts for any unauthorized transactions or activities.

6. Reporting Security Incidents

If you suspect that your account has been compromised or if you notice any suspicious activity, please contact our Customer Support team. We will take prompt action to investigate and resolve the issue.

7. Policy Updates

We may update this Cybersecurity Policy from time to time to reflect changes in our practices or applicable laws. We will notify you of any significant changes via email or through our website.

8. Contact Us

If you have any questions or concerns about this policy or our cybersecurity practices, please contact us at any of the given communication channels on our website.

By using our services, you acknowledge that you have read and understood this Cybersecurity Policy and agree to take the necessary precautions to protect your personal information while using The Luxury Hotel Concierge. Thank you for trusting us with your travel needs!

Corporate Policy & Ethical Legal Moral Practices Policy

1. Introduction

This Corporate Policy outlines the principles, standards, and guidelines that govern the operations of The Luxury Hotel Concierge (hereafter referred to as "the Agency"). Our commitment to ethical practices, customer satisfaction, and regulatory compliance forms the foundation of our business.

2. Purpose

The purpose of this policy is to establish clear guidelines for the Agency's operations, ensuring that all employees, contractors, and stakeholders understand their responsibilities and the standards to which we adhere.

3. Scope

This policy applies to all employees, contractors, and agents of the Agency, as well as any third-party partners engaged in providing services to our customers.

4. Core Values

The Agency is guided by the following core values:

- **Customer Centricity:** We prioritize the needs and satisfaction of our customers in all our operations.
- **Integrity:** We conduct our business with honesty, transparency, and respect for all stakeholders.
- **Excellence:** We strive for excellence in our services and continuously seek to improve our processes.
- **Sustainability:** We are committed to sustainable travel practices and responsible tourism.

5. Compliance and Legal Obligations

The Agency is committed to adhering to all applicable laws, regulations, and industry standards, including:

- **Consumer Protection Laws:** We comply with all consumer protection regulations to ensure fair treatment of our customers.
- **Privacy Regulations:** We adhere to data protection laws, including GDPR and CCPA, to safeguard customer data and privacy.
- **Health and Safety Regulations:** We promote safe travel practices and comply with health regulations relevant to the travel industry.

6. Ethical Business Practices

6.1 Anti-Discrimination

The Agency promotes a workplace free from discrimination, harassment, or bias. All employees and customers are treated with respect, regardless of their background or identity.

6.2 Fair Competition

We engage in fair competition practices and do not engage in deceptive marketing, false advertising, or any unethical practices.

6.3 Conflict of Interest

Employees and agents must avoid situations where personal interests conflict with the interests of the Agency. Any potential conflicts should be disclosed to management.

7. Customer Service Standards

7.1 Quality of Service

We strive to provide high-quality service at every customer interaction, from the initial inquiry to post-travel support.

7.2 Complaint Handling

We are committed to addressing customer complaints promptly and effectively. Customers can submit complaints through designated channels, and we will respond within a reasonable timeframe.

7.3 Customer Feedback

We value customer feedback as a tool for improvement. Regular surveys and feedback mechanisms will be used to gather insights on customer experiences.

8. Data Protection and Privacy

8.1 Data Collection

The Agency collects personal data necessary for providing our services, such as customer names, contact information, payment details, and travel preferences.

8.2 Data Security

We implement appropriate technical and organizational measures to protect customer data from unauthorized access, loss, or theft.

8.3 Data Retention

Customer data will be retained only for as long as necessary to fulfil the purposes for which it was collected, in compliance with applicable laws.

9. Employee Responsibilities

All employees and contractors are expected to:

- Adhere to this Corporate Policy and all related procedures.
- Attend training sessions on compliance, ethics, and customer service.
- Report any violations of this policy or unethical behaviour to management.

10. Policy Review and Updates

This Corporate Policy will be reviewed annually and updated as necessary to reflect changes in laws, regulations, and business practices. Employees will be notified of any significant changes.

11. Contact Us

For any questions or concerns regarding this Corporate Policy.

By adhering to this Corporate Policy, we aim to create a transparent, ethical, and customer-focused environment at The Luxury Hotel Concierge.

Minimum Servicing Standards Policy

1. Introduction

This Minimum Servicing Standards Policy outlines the essential service standards that all employees and agents must adhere to in order to ensure customer satisfaction and loyalty.

2. Purpose

The purpose of this policy is to establish clear and consistent service expectations that will guide employees in their interactions with customers. By adhering to these standards, we aim to enhance the customer experience, build trust, and foster long-term relationships.

3. Scope

This policy applies to all employees, contractors, and agents of the Agency who interact with customers or provide services on behalf of the Agency, including customer support, sales, and post-travel follow-up.

4. Minimum Servicing Standards

4.1 Communication

- **Response Time:** All customer inquiries via phone, email, or chat must be responded to within [Insert Timeframe, e.g., 24 hours].
- **Clarity:** Communications should be clear, concise, and free of jargon. Ensure that customers understand all information provided.
- **Empathy:** Approach all customer interactions with empathy and understanding, acknowledging their needs and concerns.

4.2 Booking and Confirmation

- **Accuracy:** Ensure that all customer bookings are processed accurately, including details such as dates, destinations, and payment information.

- **Confirmation:** Provide customers with a confirmation email or message within 1 – 24 hours of booking, including all relevant details and contact information for support.

4.3 Customer Support

- **Availability:** Customer support must be available during 24/7 and provide options for emergency support outside these hours.
- **Issue Resolution:** All customer issues or complaints must be addressed promptly. Aim to resolve issues during the first contact or escalate them appropriately if further action is required.

4.4 Post-Travel Follow-Up

- **Feedback Request:** Following the completion of travel, we will send a follow-up email to customers within 3 - 5 days requesting feedback on their experience.
- **Response to Feedback:** Acknowledge and respond to customer feedback, whether positive or negative, within 5 business days.

4.5 Professionalism

- **Attitude:** Maintain a positive, courteous, and professional demeanor in all customer interactions.
- **Appearance:** Employees are expected to present themselves in a professional manner that reflects the Agency's brand and values.

5. Training and Compliance

- **Employee Training:** All employees will receive training on these Minimum Servicing Standards upon hiring and periodically thereafter to ensure adherence.
- **Monitoring Compliance:** Management will regularly monitor compliance with this policy through customer feedback, performance reviews, and quality assurance assessments.

6. Policy Review and Updates

This policy will be reviewed annually and updated as necessary to reflect changes in customer expectations, industry standards, or business practices. Employees will be notified of any significant changes.

7. Contact Us

For any questions or concerns regarding this policy or to report a violation, please contact us.

By adhering to this Minimum Servicing Standards Policy, we aim to provide a consistent and high-quality customer experience at The Luxury Hotel Concierge.