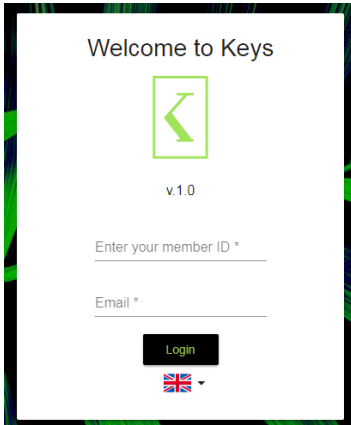
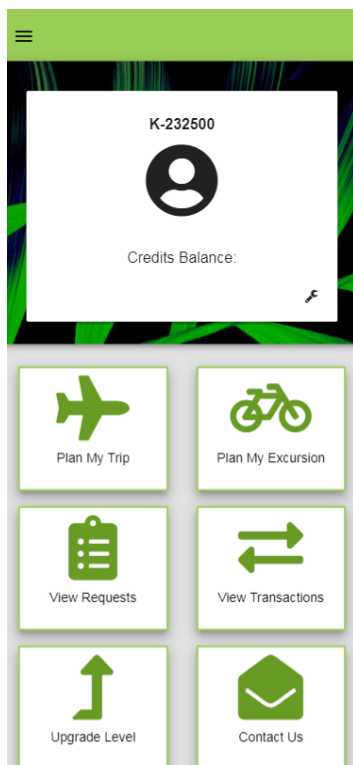


## LOGIN



In order to access the Keys Concierge application, <https://app.keys-concierge.com>, you must know your Keys Member ID and the email address you provided with your personal data. The Keys Member reference has the form K-000000 and must be written without spaces. To log-in you must write the reference and the email and click on the Login button.

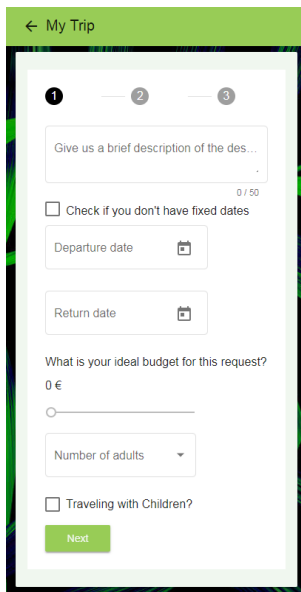
## HOME



Once the login is complete you can access the information related to your credit balance and different menu options. Among the menu options are:

- Plan trips
- Plan excursions
- View previous requests
- View the transactions made
- Contact us for any request or additional consultation
- Request an Upgrade of your membership

## PLAN MY TRIP





← My Trip

1 — 2 — 3


Give us a brief description of the des...  
0 / 50

☐ Check if you don't have fixed dates

Departure date 

Return date 

What is your ideal budget for this request?  
0 €

Number of adults 

☐ Traveling with Children?

Next

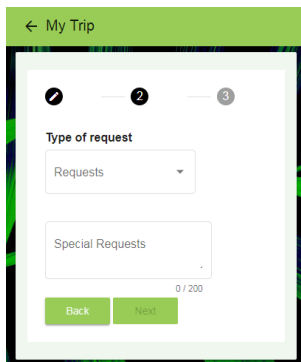
You can send us your travel request using this menu option. With three simple steps we will receive your detailed request.

### Step 1.

Enter a brief description about the trip you want to make, select the dates, the number of adults and the number of children.

### Step 2.


Choose the type of request from the 5 available options:



← My Trip

1 — 2 — 3

Type of request

Requests 

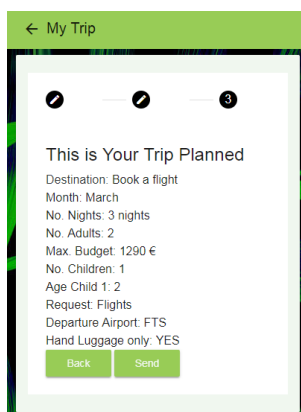
Special Requests  
0 / 200

Back Next

- Accommodation
- Flights
- Transportation
- Cruise
- Vacation package

Depending on the desired option, you will be asked for additional information regarding your type of request. For example, if you request a flight, you will be asked about the departure airport, hand luggage, suitcases, etc ...

### Step 3



← My Trip

1 — 2 — 3

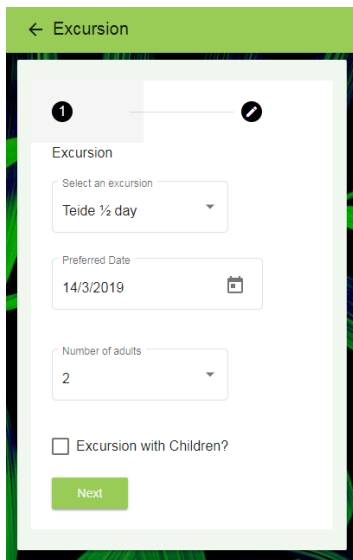
This is Your Trip Planned

Destination: Book a flight  
Month: March  
No. Nights: 3 nights  
No. Adults: 2  
Max. Budget: 1290 €  
No. Children: 1  
Age Child 1: 2  
Request: Flights  
Departure Airport: FTS  
Hand Luggage only: YES

Back Send

In the last step you will have a summary of everything requested and you can send it to us or change what you want before proceeding to send.

## PLAN MY EXCURSION



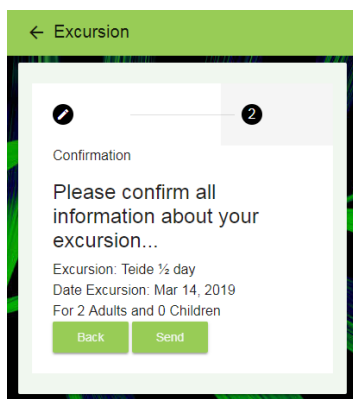
Here you can send us a request about the excursions available for Keys members in Tenerife (Canary Islands).

### Step 1.

Select the type of excursion to be made between the following categories:

- Evening Shows
- Boat Trips
- Bus Excursions
- Entrance Tickets

Indicate the date, number of adults and number of children.



### Step 2.

In the last step you will have a summary of everything requested and you can send it to us or change what you want before proceeding to send.

## REQUESTS

← Requests		
Date	Type	
19/02/2019	Informational	▼
19/02/2019	Informational	▼
10/12/2018	Offers	▼
14/11/2018	Informational	▼
14/11/2018	Informational	▼
13/11/2018	Informational	▼
12/11/2018	Informational	▼
12/11/2018	Offers	▼
12/11/2018	Offers	▼

You can see a history of all the requests you have made through us. Each one will show the date of the petition, a brief description of it and its current status.

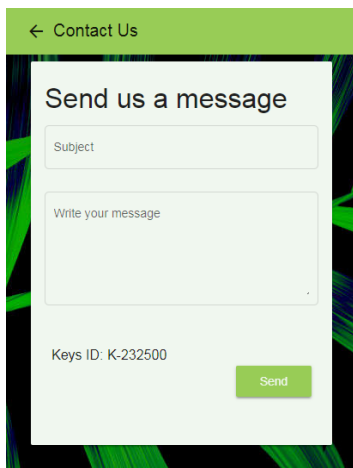
## TRANSACTIONS

← Transactions			
Date	Earned	Used	
12/03/2019	0	0	▼
09/12/2017	200	0	▼
09/12/2017	200	0	▼
09/12/2017	0	150	▼
09/12/2017	200	0	▼
09/12/2017	200	0	▼
09/12/2017	200	0	▼
09/12/2017	200	0	▼
09/12/2017	150	0	▼
09/12/2017	10	10	▼

In this section you will have all the information related to all the credit movements used of your balance and the Keys credits earned for completed requests.

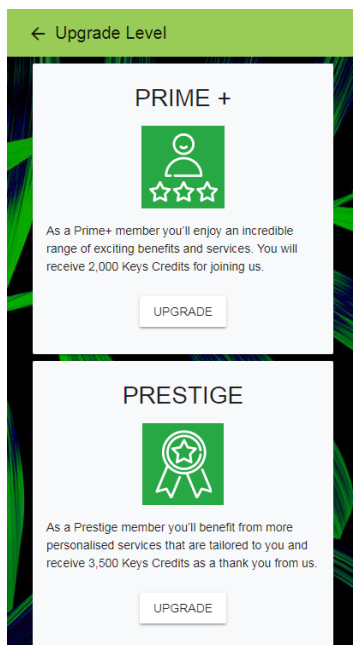


## CONTACT US



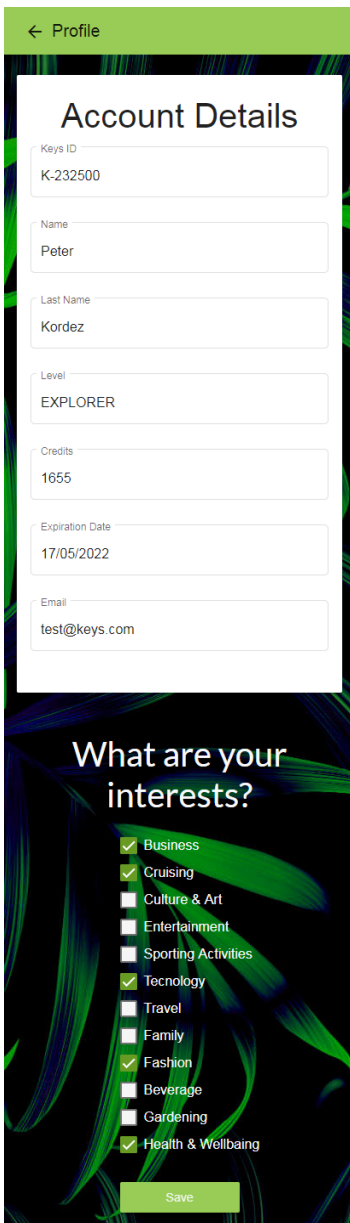
If you do not find what you want among the available options to plan your trip or your excursion, if you want to make another special request or if you just want to send us a suggestion, you can do it using this option of the App. Start by adding a subject and insert a short message and send it. Keys Concierge will contact you to address the request or answer your questions.

## UPGRADE LEVEL



With the Upgrade Level option you can make a request to improve your membership by selecting and confirming the level you want. The upgrade request will be received by the Keys Concierge team that will process your request.

## PROFILE



← Profile

### Account Details

Keys ID  
K-232500

Name  
Peter

Last Name  
Kordez

Level  
EXPLORER

Credits  
1655

Expiration Date  
17/05/2022

Email  
test@keys.com

### What are your interests?

- ☒ Business
- ☒ Cruising
- ☐ Culture & Art
- ☐ Entertainment
- ☐ Sporting Activities
- ☒ Technology
- ☐ Travel
- ☐ Family
- ☒ Fashion
- ☐ Beverage
- ☐ Gardening
- ☒ Health & Wellbeing

Save

From the top of the screen you can access your member information. There you can see your data, the level of your membership, your available credits and the expiration date of the membership.

Here you can also modify what you consider regarding your interests by adding as many as you wish or removing those that may not already be of interest to you.