

**UOB VISA INFINITE METAL
AIRPORT FAST TRACK SERVICE TERMS AND CONDITIONS**

A. General

1. The Airport Fast Track service (“Airport Fast Track Service”) is a privilege for selected Visa cardholder made exclusive to UOB Visa Infinite Metal principal cardmember only (“Cardmember”).
2. Booking and redemption period of this Airport Fast Track Service is valid from 4 December 2024 till 31 December 2025
3. Airport Fast Track Service will be provided by Visa Concierge; a third party service provider (“Service Provider”) and is the sole provider of the service and will be fully responsible for this offer of the service. The offer terms are based on the terms as provided by the third party service provider.

B. Eligibility

1. Each Cardmember is entitled to four (4) complimentary redemptions of Airport Fast Track Service per calendar year.
2. Each Cardmember can bring guest(s) to enjoy this service by deducting from total allocation per year. Example as per Illustration A:

Illustration A

| Balance of complimentary redemption per year | Allowable number of guest in same booking (exclude Principal cardmember) |
|---|---|
| 4 times | Up to 3 guests |
| 3 times | Up to 2 guests |
| 2 times | Up to 1 guest |
| 1 time | Not applicable |

C. Bookings

1. Prior booking is required and booking is subject to availability.
2. Booking for the Airport Fast Track Service must be made at least 72 hours prior to commencement of travel. Service Provider reserves the right to reject booking of services if less than 72 hours before commencement of travel.
3. To book for the Airport Fast Track Service, Cardmember must contact UOB Visa Infinite dedicated Concierge line at +603 2772 3528 or email to UOBVIMetalConcierge@aspirelifestyles.com and to provide the following details.
 - (a) Cardmembers’ Name
 - (b) Email Address and Contact number
 - (c) Airline and Flight No.
 - (d) Airport Location
 - (e) Date and Time
 - (f) Passport No. / Nationality
 - (g) Number of Passengers
4. Upon confirmation of availability of the Airport Fast Track Service, the Service Provider will send a confirmation letter (“Confirmation Letter”) to the Cardmember via email as per details provided in Clause C(3).
5. The Confirmation Letter must be presented to the service assistant upon arrival at the airport. The Confirmation Letter is not valid if defaced, mutilated or altered and are not replaceable.
6. Please refer [here](#) for list of airports covered for this service.
7. Redemption and utilization of the Airport Fast Track Service will be subject to further terms and condition imposed by the Service Provider from time to time.

D. Cancellation and Charges

1. Bookings made are non-refundable. In situation that requires amendments or cancellations such as airline change terminal, customer flight change, travel dates change, please contact UOB Visa Infinite Concierge line at +603 2772 3528 or email to UOBVIMetalConcierge@aspirelifestyles.com
2. The amendments or cancellation details must be made within 48 hours prior to the scheduled date.
3. For amendments or cancellations sent less than 48 hours prior to the scheduled time, this will be considered as a cancellation and customer have to submit a new booking. Hence, one redemption will be considered utilized. The Service Provider do not accept liability for any failure by them to perform their obligations due to an event beyond their reasonable control.
4. Cancellations and amendments are dependent on the airport that the customer has booked for and will subject to airport and Service Provider confirmation
5. Additional charges for cancellation or amendment fees will apply for cancellation or amendment made 48 hours or less and are to be borne by Cardmember. Details of the charges will be emailed to Cardmember's email address within 48 hours after Cardmember's confirmation on the cancellation or amendments.

E. Miscellaneous

1. This Airport Fast Track Service is not exchangeable for cash or in kind and not applicable in conjunction with any other promotions, discounts or privileges.
2. UOB and Service Provider reserve the right to vary the terms and conditions of this offer with adequate prior notice.
3. Cardmember acknowledges that Airport Fast Track Service is provided by Service Provider and not by UOB. UOB is not responsible for the acts or omissions of such suppliers, or for any deficiency in the facilities and services offered. In particular, UOB has no liability for loss, personal injury, or death incurred during the use of such facilities and services unless:
 - (i) such loss, personal injury or death is / are caused solely by UOB's negligence; or
 - (ii) such liability cannot be excluded under law (in which case it is limited to the maximum extent permitted under the law). In some countries, services may come with a non-excludable guarantee or warranty that they will be provided with due care and skill. The nature and application of these guarantees or warranties will depend on the relevant country