

Terms and conditions for Luxury Concierge

1. Concierge and Auto Assistance services are available within India Only.
2. Auto Assistance services are restricted to metro cities.
3. The above Services are purely on referral or arrangement basis. Intl.SOS Or Barclays Bank shall not be responsible for any third party expenses which shall be solely the User's responsibility.
4. Intl.SOS would render services on a best effort basis and the services would be restricted to the existence of the providers in the required places.
5. You will be informed of the cost and options, if available, before any booking or purchase is made for you.
6. Intl.SOS will endeavour to provide you with a clear and detailed breakdown of any costs associated with the provision of a service, prior to arranging the service.
7. You will not be charged for research or co-ordination services performed by Intl.SOS and will be responsible for all other costs and expenses related to your request.
8. Barclays Bank and Intl.SOS make no assurances or warranties and assume no liability or responsibility to the products and services to be provided by the concerned service provider.
9. The Services are arranged by Intl.SOS who will act as an intermediary between you and third party service providers and when you use certain Services you will be entering into a contract with third party providers and their terms and conditions will apply to your use of those services.
10. Intl.SOS will not locate goods and services if they are
 - i. requested for re-sale, professional or commercial purposes;
 - ii. abroad when customs regulations prohibit the shipping of the items to you;
 - iii. prohibited under applicable law or which contravene popular moral or ethical standards; or
 - iv. do not clearly provide some recreational benefit to you.
11. Barclays is not providing any of these services and is not responsible for any consequences thereof and/or any deficiency in services including but not limited to any financial loss or otherwise.

12. The list of services/offers listed is only representational and maybe withdrawn/modified by the service providers at their sole discretion. Customers will be required to bear any cost/charges levied by service providers directly.
13. It is prohibited to use the Services for any illegal purpose or activity.
14. Barclays shall not be liable for any loss, cost, expense or damage of any nature whatever (whether direct or indirect) resulting from the provision of the Services or the Client's reliance upon the information and suggestions provided by Intl.SOS hereunder and the resulting supply of goods and Services by any third party.
15. Any dispute regarding the service or quality of the Service and/or products must be addressed in writing, directly to Intl.SOS and Barclays will not entertain any communication in this regard. All disputes subject to Mumbai jurisdiction.