

360 Private Travel Club Member Documentation

Booking with The 360 Private Travel Club

Q. How do I choose my Personal Travel Designer?

A. The 360 Travel Club Membership offers personalised travel experiences by matching you with 3 expert Travel Designers at 360 Private Travel. This allows you to choose the one who best suits your preferences. Each Designer is handpicked for their expertise in crafting and managing luxurious, tailor-made journeys that create unforgettable memories.

Once you have paid for your annual membership you will have access to the three experienced Travel Designers we have personally selected for you in order to make your selection.

If you have previously worked with a 360 Private Travel Designer or had a personal recommendation or referral then this is the Travel Designer you will be allocated.

Q. How do I book Travel?

A. Once chosen by you, your Personal Travel Designer will contact you to begin discussing and arranging your future travel. Simply let your Designer know which destination is next on your wishlist, or let them inspire you with their own recommendations including any specific desires you'd like them to consider. To book travel you will contact your Travel Designer directly.

Q. What can I book and Who can I take when I travel?

A. As a paying Member you can book directly through your Travel Designer all leisure travel for yourself and your immediate family. You can also book all leisure travel where you, the Member, are one of the group travelling.

Leisure travel is classed as flights, accommodation, ground arrangements and tours as part of a holiday.

Q. Can I book my Business travel through my Personal Travel Designer?

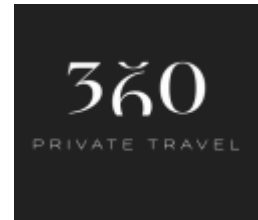
A. Usually yes, the booking of Business travel is at the discretion of your Travel Designer. If you would like your Membership to focus mainly on your Corporate/Business Travel then please speak to the Membership Team.

Q. Who can use my Membership on my behalf?

A. As a paying Member you or your authorised immediate family members, are entitled to use the Membership.

Q. Can my Personal/Executive Assistant use the Membership on my behalf?

A. Yes, by agreement, your Personal Assistant is able to use the Membership service to book travel for you as The Member and your authorised family members.



Q. What does my Personal Travel Designer do/What won't they do?

- A. Your Travel Designer is committed to handling any request that aligns with the moral and ethical standards of 360 Private Travel.

Q. How often am I able to contact my Personal Travel Designer?

- A. You may contact your Travel Designer as often as needed and as is reasonable; however, if your use of the service is found to be significantly higher than that of other members, 360 Private Travel Club reserves the right to review to ensure fair usage across all members.

Q. What are the 360 Advantages, “the benefits/amenities” you mention?

- A. Depending on how you book and what you book, these can include, but are not limited to, complimentary daily breakfasts, room upgrades, exclusive early check-ins and late check-outs, hotel credits, and special in-room welcome amenities (Ts&Cs apply and will be advised by your Travel Designer).

Q. What are the hours of operation?

- A. Your Travel Designer is available during normal business hours and outside of these hours at their discretion.

Q. What language do you operate in?

- A. Usually your Travel Designer will communicate with you in English however, we do have multiple language options available please speak to the Membership team if another language is a requirement.

Q. What if I already have travel booked elsewhere prior to becoming a Member?

- A. Please let your Travel Designer know, it may be that they are able to add value to travel you have booked elsewhere.

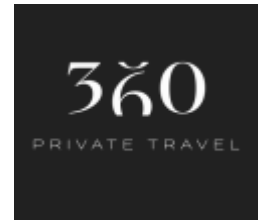
Q. What can I use the Travel Concierge for?

- A. Our 360 Global Travel Concierge is available to provide concierge services to be taken during any travel or trip booked by a 360 Travel Club Member with their Travel Designer.

The Membership Platform

Q. What is the benefit to using the Membership Platform

- A. Log into our 360 Membership Platform to update all travel needs and preferences for you and your family/ travellers consolidated in one convenient location.



Customer Service

Q. What if I have a complaint?

- A. If the complaint relates to travel please contact your Travel Designer
If the complaint relates to your Travel Designer please contact the Membership Team
Membership@360privatetravel.com

Q. What if I miss my flight?

- A. Please contact your Travel Designer.

Q. What if I have an issue when travelling?

- A. Please contact your Travel Designer but please also contact the Membership Team
Membership@360privatetravel.com

Q. What if I want to change my Personal Travel Designer?

- A. On the rare occasion this might happen please contact the Membership Team
Membership@360privatetravel.com

Q. What if I cannot access the Membership Platform or have a question on how to use it?

- A. Please contact your Travel Designer.

Membership Renewal process

Q. How does the Membership Renewal Process work?

- A. The 360 Private Travel Club Membership fee is an annual subscription which automatically renews after 12 months. There may be a basic rise in membership fees over the 12 month period in which case we will give you 30 days written notice of this in advance of your membership renewal.

What if I don't want to renew my Membership?

- A. You will need to give 60 days written notice of this to
Membership@360privatetravel.com.

Q. What if I want to change my level of Membership?

- A. You may access higher tiers of Membership as they are introduced please contact the Membership Team Membership@360privatetravel.com.