

BMW EXCELLENCE CLUB TERMS & CONDITIONS WELLNESS EXPERIENCE



BAYERISCHE MOTOREN WERKE

1. Membership

BMW Excellence Club offers extraordinary experiences for extraordinary individuals—like yourself. Luxuriate in moments of indulgences that embody your true essence and reflect your superior lifestyle, as well as make the most of our sensational privileges and elite services that will take your life's joys to new heights.

Terms and Conditions

- 1) When you receive your BMW Excellence Club card, the services described below will become available to you for three years until the expiration date printed on it.
- 2) Membership rights and privileges belong exclusively to you as an owner of a BMW vehicle; they are nontransferable, nonrefundable, and nonredeemable for cash.
- 3) You may be requested to provide us with personal information for booking, ordering, purchasing, or offering products or services. You must promptly notify us if any detail provided has changed. Your information will always be kept confidential.
- 4) BMW Excellence Club may cancel or suspend your membership if you infringe upon these Terms and Conditions.
- 5) BMW Excellence Club may update or change these Terms and Conditions from time to time and will notify you of any changes through BMW Excellence Club newsletter, website, email, mail or other courier services.
- 6) Your continued use of the services will constitute your acceptance of the altered Terms and Conditions.

2. BMW Excellence Club Concierge

BMW Excellence Club Concierge will be at your disposal 24 hours a day, seven days a week, throughout the next three years.

BMW Excellence Club Concierge provides travel and holiday recommendations, gift research, unique experience arrangement, admission to special events and special-occasion productions, extraordinary concierge services, and other services set out on the BMW Excellence Club website (<https://www.bmw.co.th/en/excellenceclub.html>).

To use BMW Excellence Club Concierge, please call +666 1018 7777 or send an email to ExcellenceClub@bmw.co.th

Terms and Conditions

- 1) BMW Excellence Club Concierge may add or withdraw any of its services, as well as to refuse any immoral, illegal, unjust, or impossible requests.
- 2) Any services, products, or benefits purchased through or provided by BMW Excellence Club Concierge will also be subject to the terms and conditions of the supplier. You are required to comply with these additional terms and conditions.
- 3) You cannot change or cancel any services initiated by BMW Excellence Club Concierge upon your request without the supplier's consent. All expenses incurred from such change or cancellation will be your direct responsibility.
- 4) Within reason, BMW Excellence Club Concierge will do its best to provide the service to you and to assist you in any dealings with the supplier to ensure your maximum satisfaction. If BMW Excellence Club Concierge is unable to deal with any requests, we will inform you as soon as possible.
- 5) BMW Excellence Club Concierge acts as a facilitator only. All expenses incurred will be your responsibility.
- 6) BMW Excellence Club and its agents may record any correspondence and conversation with you and to make use of any such recording in any proceedings, subject to Thai law. The parties must submit to the nonexclusive jurisdiction of Thailand.
- 7) BMW Excellence Club may collect and use your personal information under its Privacy Policy published on the BMW Excellence Club website to administer services, as well as process your bookings, orderings, purchases, or provide you with products or services. BMW Excellence Club may, for this purpose, disclose such information to third parties, including but not limited to agents, contractors, service providers, and suppliers.
- 8) BMW Excellence Club's maximum liability to you for breaching any of its obligations hereunder shall be limited to the value of the annual membership fee.

3. Limousine Service

Travel in style from your residence to the airport (or vice versa) up to 5 times over the next three years in a BMW 7 Series with complete ease.

Terms and Conditions

- 1) Reservations must be made at least 48 hours in advance through BMW Excellence Club Concierge. Please call +666 1018 7777 or send an email to ExcellenceClub@bmw.co.th. All reservations must be confirmed by email or SMS.
 - 2) The service is valid only in Bangkok and areas in its vicinities (including Samut Prakan, Samut Sakhon, Nonthaburi, Pathum Thani, and Nakhon Pathom) and within a 40-kilometer radius from either Suvarnabhumi Airport or Don Muang Airport. There is a maximum occupancy of three passengers (two adults and one child) and two suitcases.
- NOTE: Vehicles that carry a larger number of passengers and luggage are available and are to be booked as required, subject to additional charges. Additional charges will also apply if you travel outside the 40-kilometer radius.
- 3) Any cancellations made less than 24 hours before the scheduled flight will be considered full redemptions.
 - 4) This privilege belongs exclusively to you; it is nontransferable, nonrefundable, and nonredeemable for cash.
 - 5) BMW Excellence Club Concierge may refuse to transport persons who are intoxicated, or who are or are likely to become objectionable to other persons, or if the driver feels threatened in any way.
 - 6) BMW Excellence Club does not assume any responsibility whatsoever for the handling or maintenance of any luggage, parcels, or other property. Baggage and all other personal property will be handled only at your own risk. BMW Excellence Club or its contracted or subcontracted drivers may refuse to make the journey due to excessive luggage, which could result in the vehicle being unsafe while in motion.
 - 7) Weapons of any type, including firearms, are strictly forbidden (whether in your baggage or on you). Transportation of explosives, fireworks, and other flammable, combustible, toxic, or otherwise dangerous material or items, or pets or livestock of any kind are also strictly forbidden, even if intended to be transported in the baggage compartment of the vehicle. If approved beforehand by BMW Excellence Club Concierge, an oxygen tank for medical use is permitted, but if so, at your sole responsibility.
 - 8) BMW Excellence Club shall not be liable for any failure or delay in performing its obligations under the service contract. In addition, BMW Excellence Club shall not be deemed in breach of its obligations if such failure or delay is due to the following: Acts of God; natural disasters; national, state or local states of emergency; acts of war or terrorism; labor strikes or lock-outs; or other industrial or transportation accident caused by any third party; any violation of law, regulation or ordinance by any third party; or any other cause not within the control of the BMW Excellence Club.

4. Fast-Track Passport Control & Electric Cart Service

Upon arrival, an agent will greet and escort you in an electric cart to bypass the line at passport control. This service is available to you five times during the three-year period at Bangkok Suvarnabhumi Airport only.

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- 1) Reservations must be made at least 48 hours in advance through BMW Excellence Club Concierge. Please call +666 1018 7777 or send an email to ExcellenceClub@bmw.co.th
- 2) These services are not available at Don Muang Airport or for any domestic flights. If you arrive at the terminal through a bus gate, the cart will not be available either.
- 3) For arrivals, an agent will meet you at the jet bridge with your name on a greeting board. For departures, an agent will meet you at the curbside of Gate 1 with your name on a greeting board. Carts are not available for departures.
- 4) All cancellations should be made 24 hours before the actual time of departure or arrival. A cancellation, in this instance, refers to a significant change involving rebookings, such as the airport or the day of service, and includes service declined and no-shows. The meaning of "cancellation" will not typically include minor changes, such as name or flight number.
- 5) If you are unable to locate the agent at the start of the service, it is your responsibility to call the relevant telephone number as shown on your confirmation email or SMS before making alternative arrangements. Failure to do so may be treated as a no-show, in which instance no refund will be made.
- 6) You will need to undergo all immigration and custom inspection processes required by Thai law. The service provider will not be responsible for any goods imported into the kingdom.

5. Wellness Package

Indulge in three days and two nights of pure bliss at a luxury spa retreat with a full-day wellness and spa package by selecting one of the three destinations:

- A) Samui Wellness Package: Conrad or Cape Fahn
- B) Hua Hin Wellness Package: Club Intercon with an exclusive afternoon tea set
- C) Ayuthaya Wellness Package: THANN Wellness Resort with your very own private space

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- 1) Please make a reservation at least 14 days in advance through BMW Excellence Club Concierge by calling +666 1018 777 or sending an email to ExcellenceClub@bmw.co.th
- 2) In case the selected restaurant or hotel is unavailable, an equivalent will be provided as an option.
- 3) This privilege belongs exclusively to you; it is nontransferable, nonrefundable, and nonredeemable for cash.
- 4) Not valid during Feb 5–15, Apr 10–20, Oct 1–10, Dec 20–Jan 5

6. Central The 1 THE BLACK Credit Card

As a BMW Excellence Club Member, you will be invited to apply for Central The 1 THE BLACK Credit Card. The card's annual fee will be waived for three years (value THB 20,000/year for the primary card and THB 9,000/year for the secondary card). You will still enjoy all the privileges from Central The 1 THE BLACK.

Please visit Central The 1 THE BLACK Credit Card's website (<https://www.centralthe1card.com/Product/the1theblack.html>) for privileges, as well as terms and conditions.

7. Spa Voucher

Enjoy some "me" time at your chosen wellness sanctuary with THB 10,000 worth of spa credit. Please select one of the following three options:

- A) TRIA
- B) THANN Spa
- C) Panpuri

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- 1) Please make a reservation three days in advance via BMW Excellence Club concierge by calling +666 1018 7777 or sending an email to ExcellenceClub@bmw.co.th
- 2) The credit is nonrefundable and nonredeemable for cash.
- 3) BMW Excellence Club may change the product or service or other terms and conditions at any time without prior notice.
- 4) The credit must be used in one go. It cannot be partially refunded and/or exchanged for cash.
- 5) This privilege belongs exclusively to you; it is nontransferable, nonrefundable, and nonredeemable for cash.

8. Private Club Access Experience

As a valued BMW Excellence club member, you can retreat to paradise with your complimentary 1-year membership, as well as extended benefits described below, at Anantara Siam Bangkok (Essence membership card).

Your elite privileges include dining benefits in all participating Anantara Siam Bangkok Hotel restaurants, accommodation benefits, meeting/banquet/conference benefits, dining certificates, accommodation certificates, and other discounts and complimentary services at Anantara Siam Bangkok Hotel. For further benefit details and their terms and conditions, please refer to the booklet accompanying your Essence membership card.

Whenever you present your Essence membership card embossed with "BMW Excellence Club," you will receive the following benefits, which are exclusive to BMW Excellence Club members only.

- A) Kasara Lounge Benefits at Anantara Siam Bangkok
 - a) Two complimentary welcome drinks per day whenever you visit Kasara Lounge.
 - b) 1-hour complimentary use of a meeting room per person per day.
- B) Fitness club access including swimming pool access at Anantara Siam Bangkok Health Club
- C) Extended benefits (after the 12-month period has ended):
 - a) 20% discount on all Sunday brunch packages (extended for six months)
 - b) 10% discount on all beverages (extended for nine months)
 - c) 10% discount on the Special Promotion menu (extended for nine months)
- D) Renewal of your BMW Excellence Club will entitle you to
 - a) 2-hour complimentary access to the Kids Club, valid between 10 a.m.–9 p.m. Food and beverages not included.
 - b) Extended benefits for the following:
 - i. Your THB 2,000 lunch or dinner voucher for two (food only) will be automatically extended for two months after renewing.
 - ii. Your 1-night Deluxe Room with breakfast voucher for two will be automatically extended for two months after renewing.
 - iii. THB 3,000 dinner voucher for two (food only), valid at Madison, Shintaro, or Spice Market will be automatically extended for two months after renewing.

Terms and Conditions

- 1) This privilege belongs exclusively to you; it is nontransferable, nonrefundable, and nonredeemable for cash.
- 2) This privilege cannot be partially refunded and/or exchanged for cash.
- 3) This privilege is not valid in conjunction with any discount or other promotion of the chosen restaurant.
- 4) Essence membership card must be presented on each visit for the benefit to be granted.
- 5) All dining and accommodation bookings are subject to reservation and availability.
- 6) Please book a meeting room at Kasara Lounge at least 24 hours in advance.