



Delux Concierge LTD. Five stars luxury services all over the world
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DELUX CONCIERGE LTD – MASTER SERVICE TERMS & CONDITIONS

(Applicable to all services provided by Delux Concierge Ltd)

1. Definitions

- “Delux Concierge”, “Delux”, “We”, “Us” refers to Delux Concierge Ltd.
- “Client”, “You” refers to the individual or entity requesting or receiving services.
- “Service(s)” refers to any concierge, lifestyle, travel, transport, real estate, event, security, or related service arranged by Delux.
- “Third-Party Provider” refers to any external supplier, operator, venue, contractor, or partner engaged to deliver part or all of a service.

2. Scope of Services & Role of Delux

2.1 Delux Concierge operates strictly as an agent, facilitator, and coordinator of services on behalf of the Client.

2.2 Delux does not own, operate, control, or directly provide aviation, maritime, transport, accommodation, security, real estate, or event services unless explicitly stated in writing.

2.3 All services are delivered by independent Third-Party Providers who operate under their own licenses, insurance, regulations, and terms.

3. Client Responsibilities

3.1 The Client is responsible for providing accurate, complete, and truthful information at all stages of the booking process.

3.2 Delux is not liable for errors, delays, losses, or cancellations arising from incorrect or incomplete information supplied by the Client or their guests.

3.3 Where services involve additional participants (e.g. flights, yachts, events, accommodation), the Client confirms they have authority to share all required personal data.

4. Payments, Pricing & Fees

4.1 All pricing is subject to availability, market conditions, supplier pricing, and service complexity.

4.2 Delux reserves the right to apply service fees, commissions, mark-ups, and administrative charges, which may vary by service.

4.3 Full payment is typically required prior to confirmation, unless otherwise agreed in writing.

4.4 Certain services may require:

- Security deposits
- Damage deposits
- Pre-authorisations
- Staged or milestone payments

These are determined by Third-Party Providers and are outside Delux's control.

5. Deposits, Damages & Incidentals

5.1 Deposits and damage holds are set by Third-Party Providers and may be refundable or non-refundable.

5.2 Delux is not responsible for:

- Deposit deductions
- Damage assessments
- Additional charges incurred during service delivery

5.3 Any disputes relating to damages or deposits are between the Client and the Third-Party Provider.

6. Cancellations, Amendments & Refunds

6.1 Cancellation and amendment terms vary by service and provider.

6.2 Once a service is confirmed, cancellation penalties may apply up to 100% of the service value.

6.3 Delux service fees and commissions are generally non-refundable unless stated otherwise in writing.

6.4 Refunds, where applicable, are processed only after funds are returned by the Third-Party Provider.

7. Third-Party Provider Terms

7.1 All services are subject to the individual terms and conditions of the relevant Third-Party Provider.

7.2 By confirming a booking, the Client agrees to be bound by those terms, whether provided directly or indirectly.

7.3 Delux may relay provider terms to the Client but is not responsible for enforcing or interpreting them.

8. Liability & Limitation of Liability

8.1 Delux shall not be liable for:

- Acts or omissions of Third-Party Providers
- Force majeure events
- Delays, cancellations, or service disruptions beyond its control

8.2 Delux's total liability, where applicable, shall be limited to the service fee paid to Delux for the relevant booking.

8.3 Delux is not responsible for personal injury, loss, damage, or consequential losses incurred during service delivery.

9. Travel, Security & Risk Acknowledgement

9.1 Certain services involve inherent risk (e.g. aviation, maritime, security services, international travel).

9.2 The Client acknowledges these risks and agrees to proceed at their own discretion.

9.3 Delux does not provide insurance unless explicitly stated.

10. Confidentiality & Data Protection

10.1 Delux treats all Client information as confidential.

10.2 Client data may be shared with Third-Party Providers strictly for service delivery.

10.3 Delux complies with applicable data protection regulations.

11. Membership Services

11.1 Membership benefits provide priority access and service coordination but do not guarantee availability.

11.2 Membership fees are separate from service costs and are non-refundable unless otherwise stated.

12. Right to Refuse Service

12.1 Delux reserves the right to refuse or terminate services at its discretion, including but not limited to:

- Fraud concerns
- Non-payment
- Abusive or unreasonable conduct
- Regulatory or compliance risks

13. Governing Law

13.1 These Terms & Conditions are governed by the laws of England & Wales.

13.2 Any disputes shall be subject to the exclusive jurisdiction of the English courts.

14. Acceptance

By proceeding with payment, confirming a booking, or using Delux Concierge services, the Client confirms they have read, understood, and agreed to these Terms & Conditions.