

VISA PREMIUM CONCIERGE

BULGARIA



PROJECT CONCIERGE BULGARIA

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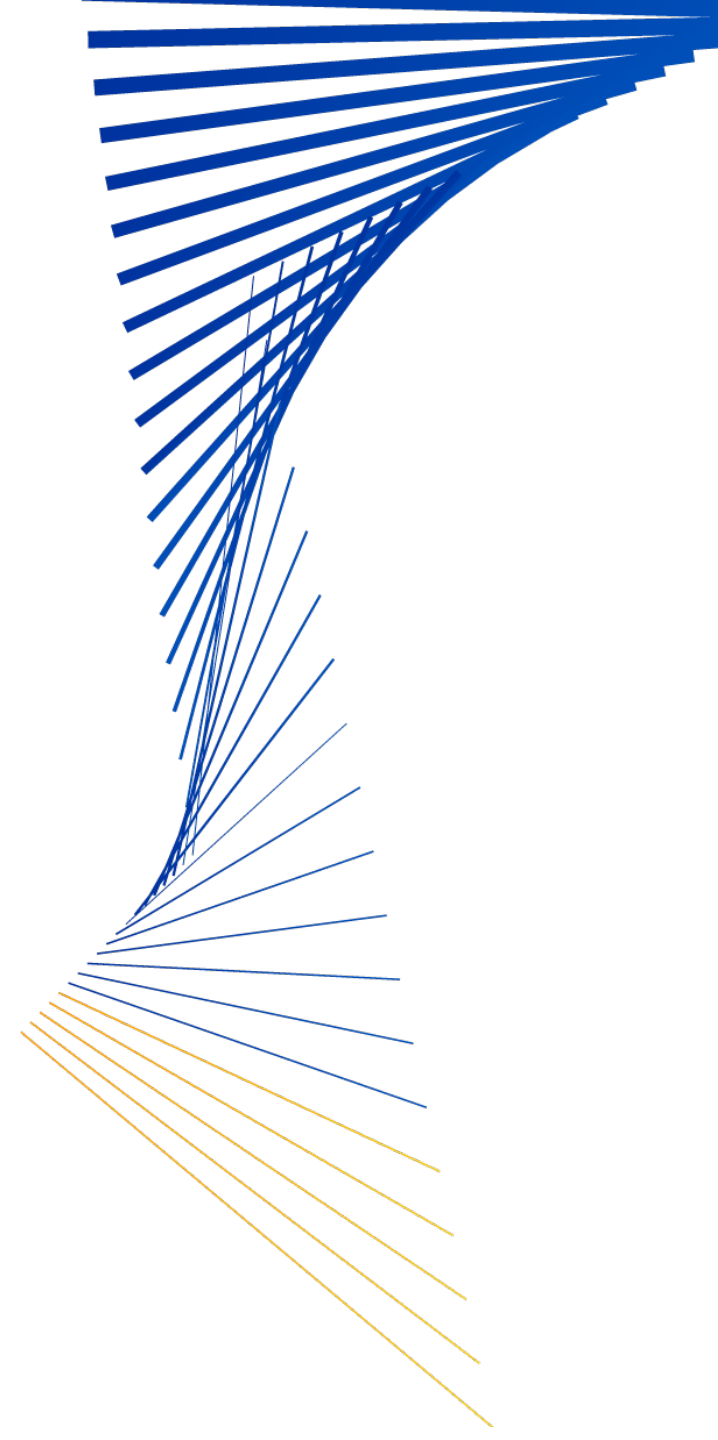
To launch a country wide concierge service for all of Visa Bulgaria's issuing banks to provide them exclusive access to ...

Privileges, events, experiences, offers, travel insights and much more

From the ordinary to the extraordinary, simplify your customer's life, saving them precious time and allowing the lifestyle experts to take care of every detail.

Through Visa Premium Concierge's extensive partnership network globally, unique privileges, experiences and luxury offers across the globe will be made available from upgrades in select hotel properties, to discreet offers, private access showings, to exclusive invitations and much more for your customers to enjoy.

VISA



Programme Overview

Two separate service lines to cater for the needs of Visa Infinite and Platinum cardholders

BULGARIA INFINITE CONCIERGE

Phone number: 0800 19 669

Email address: BulgariaInfinite@visaconcierge.eu

Hours of operation: 24/7

Launch Date: 10th June 2019

BULGARIA PLATINUM CONCIERGE

Phone number: 0800 10 119

Email address: BulgariaPlatinum@visaconcierge.eu

Hours of operation: Monday to Friday 8am – 8pm GMT

Launch Date: 10th June 2019

CONCIERGE REQUESTS, EXPERIENCES AND OFFER EXAMPLES



Visa Premium Concierge

Event Requests

Our services for
Theatre & Nightlife

Finding ***last-minute premium seats*** to a sold-out play or musical

Attending a private concert with ***access to the VIP lounge***

Reserve seats for your favourite ballet

Access to ***exclusive film premieres***

Finding ***the coolest jazz bar*** in town



Visa Premium Concierge

Travel Requests

Our services for Holidays & Travel

What are *the hotspots for locals* ?

Dining at *a Michelin star awarded restaurant
at the very last minute*

An encounter with *elephants at the foot of Kilimanjaro*

Skiing and hot springs in a secluded region of Hokkaido

*VIP welcome, upgrade and
complimentary breakfast* for your most valuable clients

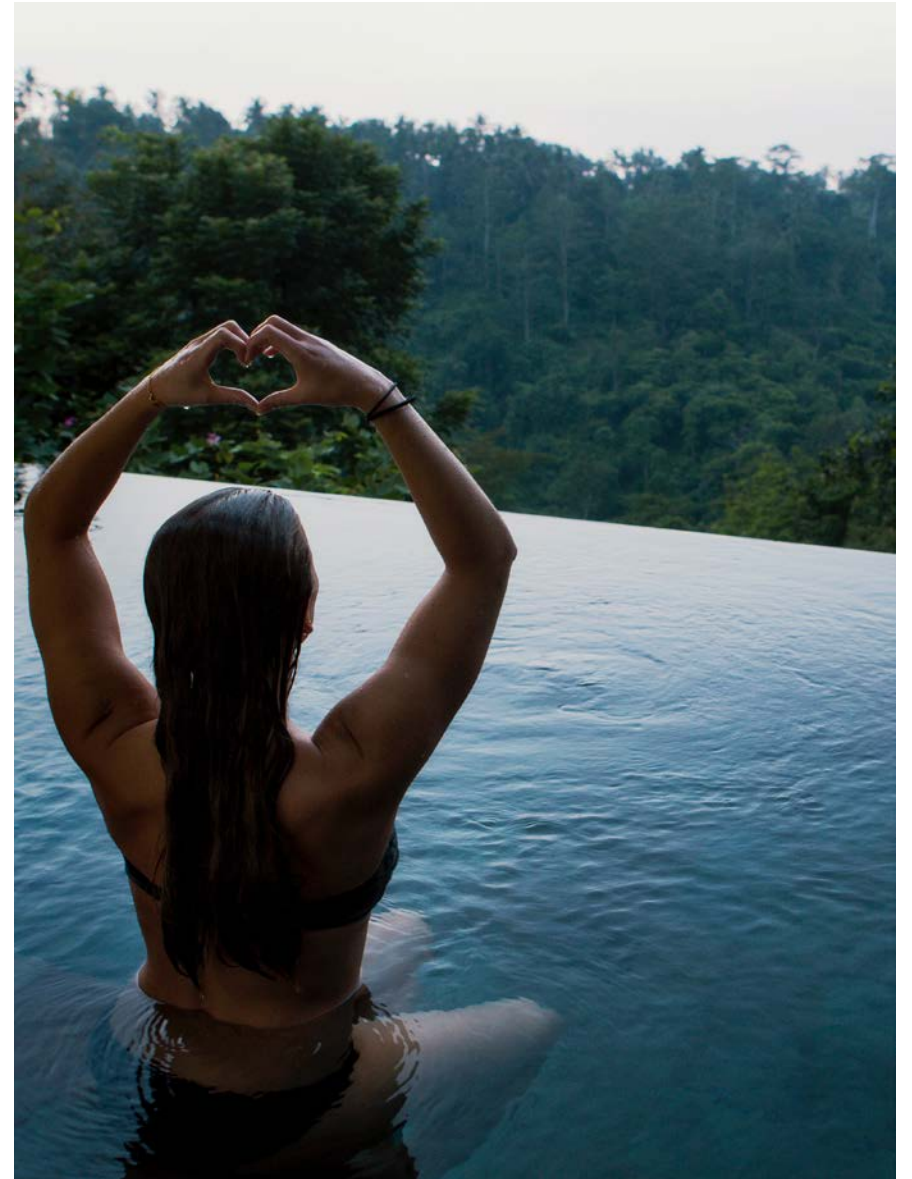


Visa Premium Concierge

Health & Fitness Requests

Our services for
Health Spas & Fitness Centres

Go on **a world tour of massages**
Enjoying **a few lengths**
at the most inaccessible swimming pool in town
Reserve a **local sport coach**



Visa Premium Concierge

Transport Requests

Our services for
Transportation Assistance

Rent a convertible car for the weekend

Find a flight to Cuba in the next few hours

Book a yacht for the day

Charter a private jet or hot-air balloon



Visa Premium Concierge

Daily Requests

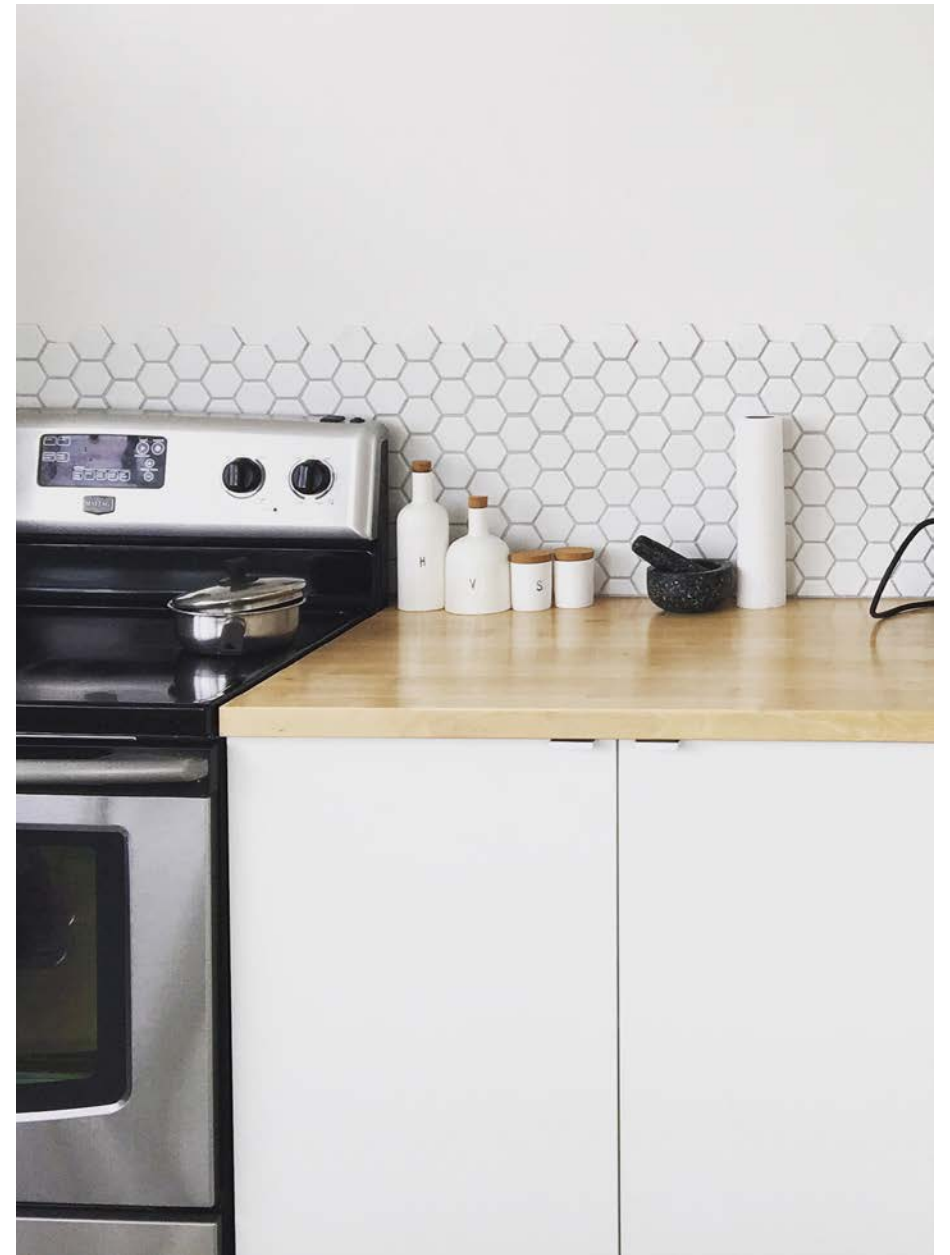
Our services for
Daily and last minute services

How to find **a plumber for an emergency** at 2am

How to **set up and start a wine cellar**

How to find **a door-to-door private tailor**

I need **a dog sitter** while I am on a business trip



Visa Premium Concierge

Shopping Requests

Our services for
Shopping & Luxury Brands

Find *an idea for the ideal gift*

Find *a personal shopper* who understands your style

Find *an accessory spotted in a fashion magazine* you saw
recently

Discount and upgrades with iconic brands



Visa Premium Concierge

Event Management Requests



Our services for Event Management

Which venue to book for your private birthday party

How to *find an interior designer* within a budget

Which delightful detail to use to *impress your guests*

How to *organise a successful garden party*



Visa Premium Concierge

Unique Experience Requests

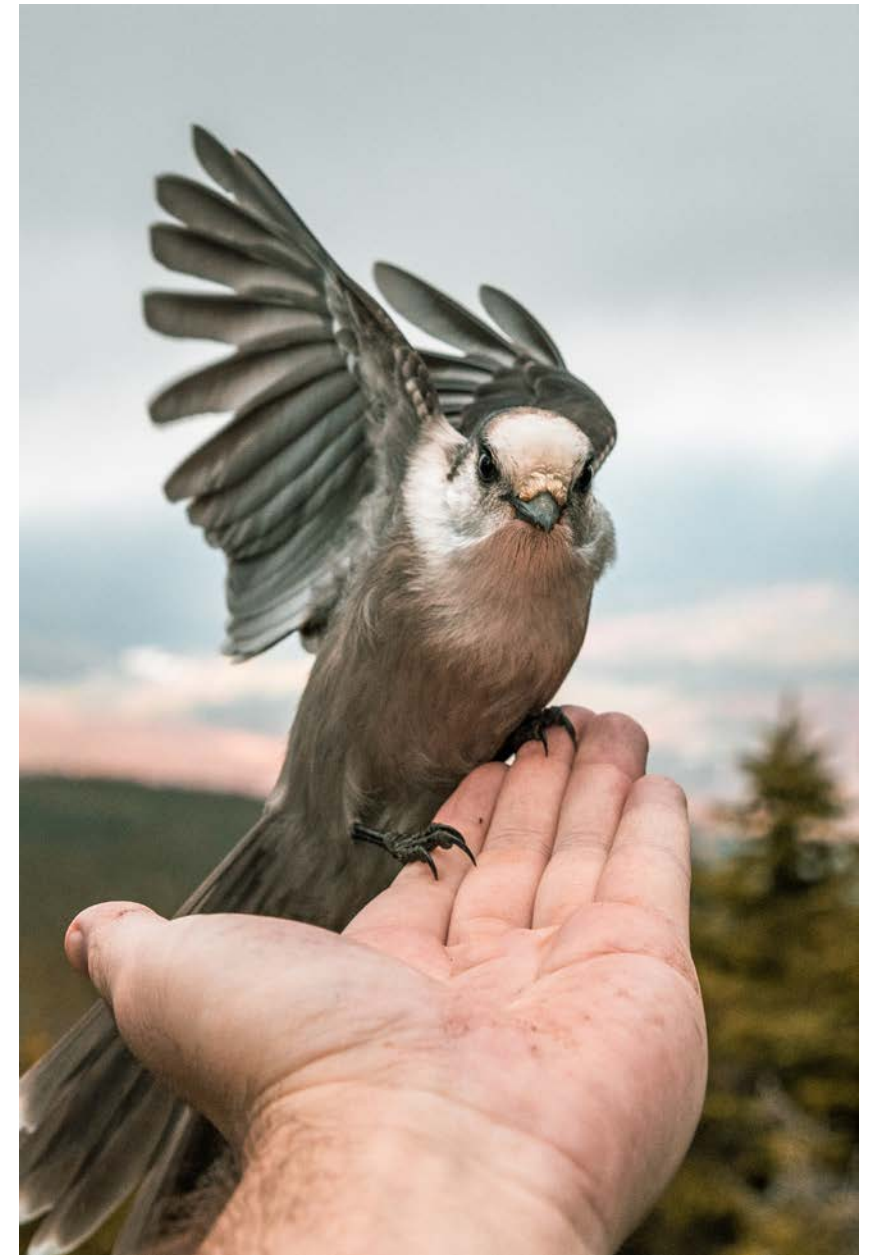
Our services for
Unique Experiences

Attending **a privatised romantic candlelit dinner in a museum**

Have **a lasagne from your favourite restaurant in Venice delivered** for
your party **in California**

Organise **a Michelin starred dinner** for two
overlooking Lake Como with fireworks

Receive **an individual tennis lesson from a renowned player**



Visa Premium Concierge

Exclusive Experiences

UK

- Private & exclusive wine & whisky tasting at the Victoria and Albert museum
- Cook an English-style afternoon tea with Giuliana Orme
- A Manchester United experience with transport, luxury hotel and VIP access to the stadium

GERMANY

- FC Bayern Munich experience with transport, hôtel and VIP access to the stadium
- Hockenheim Race with hotel and VIP access to the racing circuit

FRANCE

- In the heart of the prestigious Hennessey house at Cognac
- Macarons workshop with Pierre Hermé
- Weekend of Formula 3 on the Paul Ricard circuit at Le Castellet

AUSTRIA

- Evening at the Opera Ball elite event, held in Vienna's magnificent State Opera House
- A 5-day driving tour in the Black Forest with the latest super sport car

SPAIN

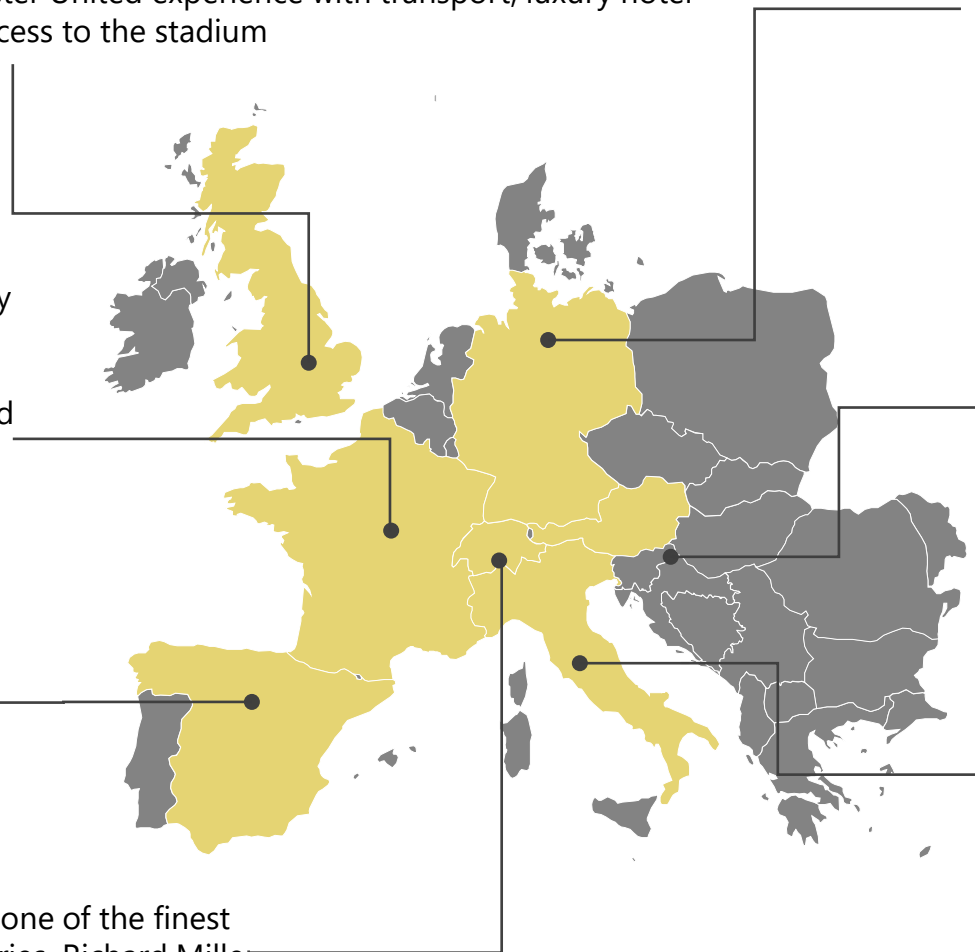
- VIP access to Valencia Grand Prix
- Private visit of El Prado in Madrid

ITALY

- Experience emotion in search of truffles
- Privilege access to the Venice Biennale
- Fantastic Ferrari Driving experience at Maranello

SWITZERLAND

- Exclusive access to one of the finest watchmaking factories, Richard Mille





FINE DINING



PRIVATE & EXCLUSIVE WINE & WHISKY TASTING AT THE VICTORIA AND ALBERT MUSEUM

- When dusk falls and after opening hours, experience an exclusive and unique event at the Victoria and Albert Museum in London.
- After a private tour of this famous contemporary museum, you will be able to taste wines and whiskeys in a private room reserved for the occasion.
- Benefits : You will benefit from discounts on the purchase of bottles after the tasting.



ART & CULTURE

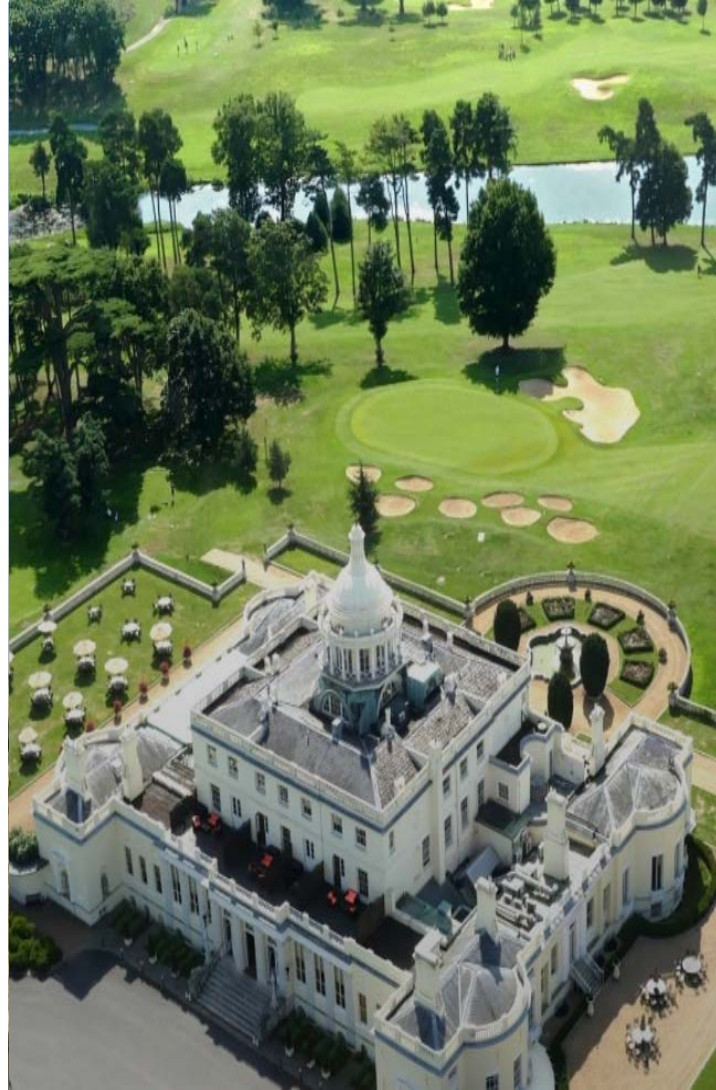


VIENNA OPERA BALL

- The Opera Ball, held in Vienna's magnificent State Opera House, is deemed the epitome of balls and an elite social event, attracting celebrities from around the globe.
- This evening is a waltzing daze in a venue where opera stars make their big-time stage appearances. The 150 couples of the young ladies and gentlemen committee open the ball with a polonaise—ladies adorned in white gowns and men clad in black—experiencing their "introduction to Viennese society".
- For others, it is an unforgettable evening in this imposing edifice on Vienna's Ringstrasse boulevard.



SPORT & LEISURE



EXCLUSIVE INVITATION TO THE SUPERB STOKE PARK GOLF COURSE

- Spend a day on the Stoke Park course followed by dinner at the luxurious Stoke Park Country Club & Resort
- The course was designed by Harry Shapland Colt and opened in July 1909. Colt's finest single hole, the seventh, was the inspiration for Augusta National's notorious sixteenth. In 2006, Golf World selected Stoke Park as one of the "Top 100 Courses in the World".
- Stoke Park also offers a luxurious clubhouse, both grass and all-weather ranges, pitching and chipping areas and a putting green.
- Welcome and registration from noon, with tee-times from 1:45 PM onwards.

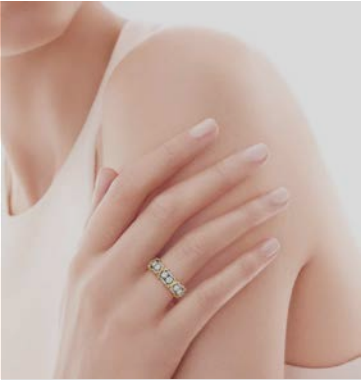
Visa Premium Concierge

Exclusive Offers



The Ritz Carlton

Breakfast for two, room upgrade, early check-in, late check-out, VIP profile, access to special amenities



Tiffany & Co

15% of retail price



Thalassa Sea & Spa

10% discount on all services



Disneyland

Up to 15% discount on tickets



Roland Garros

Exclusive VIP tickets



Gordon Ramsay

Champagne & appetizers, VIP welcome, personalised menu