



Terms and Conditions Governing the DCS Imperium World Elite Card Privileges

1. DCS General Terms and Conditions

- 1.1. DCS Imperium World Elite Card Privileges are only applicable to DCS Imperium World Elite cardmembers (“cardmembers”) unless otherwise stated.
- 1.2. Full payment must be charged to a DCS Imperium World Elite Card (“Card”) unless otherwise stated.
- 1.3. DCS reserves the right at any time and at its sole discretion to vary these Terms and Conditions or suspend or terminate the DCS Imperium World Elite Card Privileges without any notice or liability to any Cardmember, and all cardmembers shall be bound by these amendments.
- 1.4. In the event of any inconsistency between these Terms and Conditions and any brochure, marketing or promotional material relating to the Card, these Terms and Conditions shall prevail.
- 1.5. Cardmembers consent under the Personal Data Protection Act 2012 to the collection, use and disclosure of their personal data by/to DCS and such other third party as DCS may reasonably consider necessary for the purpose of the DCS Imperium World Elite Card Privileges and confirm that they agree to be bound by the terms of the DCS Privacy Policy, a copy of which can be found on www.dcsc.com/legal/privacy-policy.
- 1.6. DCS’ decision on all matters relating to the DCS Imperium World Elite Card Privileges shall be final. No correspondence or claims will be entertained.
- 1.7. DCS Imperium World Elite Card Programme Terms and Conditions apply. A copy of which can be found on www.dcsc.com/imperium.
- 1.8. DCS is not an agent of the merchant or vice versa.
- 1.9. DCS shall have the absolute discretion to postpone the awarding of Imperium Points for a reasonable period in the event of unforeseen circumstances, including but not limited to any delay arising from system issues.
- 1.10. For the avoidance of doubt, any Card Transaction incurred by a Supplementary Cardmember shall accrue to the respective Principal Cardmember and form part of the Card Transactions, eligible to receive the Imperium Points to be accumulated to the Principal Cardmember’s Card Account.
- 1.11. DCS reserve the right to make any adjustments to the Imperium Points should there be any unposted, voided, cancelled, disputed and/or reversed Card Transactions including those arising from returned goods or services, billing disputes, or any other reason at our absolute discretion.
- 1.12. Merchants reserve the right to vary terms and conditions without notice, withdraw or discontinue any privilege at any time without any notice or liability to any party. cardmembers will have access to the concierge and may request the concierge to source for information, services, benefits, or products (collectively, the “Concierge Services”) for personal purposes, and excludes requests related to commercial purposes or for a third party.
- 1.13. The concierge has the absolute discretion not to provide or make any arrangement that is requested by the Cardmember if in its opinion, the provision of such Services would be contrary to any laws or regulations or in the opinion of the concierge, it is not possible to provide any such Concierge Services or the provision of any such Concierge Services is immoral or against public interests.
- 1.14. Although the Concierge Services provided are complimentary, all non-Concierge Service related costs shall be borne by the Cardmember. Examples of such costs include the cost of physical goods that the Cardmember has instructed the concierge to purchase. The Cardmember agrees that he/she will only use the DCS Imperium World Elite Card to pay for any goods or services obtained via the concierge.

2. Fees

- 2.1. The annual fee is payable upon Card issuance and will be reflected in the Cardmember’s first Card statement.
- 2.2. The first Supplementary Cardmember will be issued with a metal Imperium Card and will enjoy perpetual annual fee waiver.
- 2.3. Subsequent Supplementary Cardmembers, if applicable, will be issued with a plastic Imperium Card and annual fee is payable upon the issuance of the Supplementary Plastic Card(s).
- 2.4. Annual fees will be payable on a yearly basis.
- 2.5. There will be no waiver of the Principal and/or Supplementary Annual Fee.

3. Welcome Gift

- 3.1. DCS reserves the right at any time and at its sole discretion to vary the welcome gift or suspend or terminate the welcome gift without any notice or liability to any Cardmember, and all cardmembers shall be bound by these amendments.
- 3.2. Each Principal Cardmember is eligible to receive a welcome gift when the annual fee is charged to your Card.
- 3.3. DCS reserves the right to claim the full cost or retail value of the Welcome Gift from the Principal Cardmember in the event if the card is cancelled prior to the payment of the annual fee.



4. Travel

4.1. Complimentary Global Airport Limousine Service

- Each Principal Cardmember is eligible to ONE (1) complimentary global limousine service.
- Booking of the Global Limousine are to be made 3 days before the actual date of the Limousine Service.
- For booking, please visit www.travelwithus.mastercard.com to register.
- Preferential rates are available for eligible DCS Imperium World Elite cardmembers. Preferential rates quoted are for Airport Limo services from participating airports to city center locations, or from city center locations to participating airports.
- Please visit www.travelwithus.mastercard.com for the full Terms and Conditions of the Mastercard Airport Limo program provided by DragonPass.

4.2. Complimentary Local Airport Limousine Service

- Each Principal Cardmember is eligible to FOUR (4) complimentary local airport transfer service.
- Booking of the Local Limousine are to be made 3 days before the actual date of the Limousine Service.
- For booking, please contact your DCS Imperium World Elite concierge at +65 6416 0808, press 2 for Lifestyle Concierge.
- Subsequent utilisation of local airport transfer service is chargeable at a preferential rate of S\$90.
- Complimentary Airport Limousine Transfer is available on Mercedes E-Class or Alphard only.
- Travelling companions and the amount of luggage must be kept to the recommended capacity of the vehicle.
- Only one (1) vehicle to be used per transfer. Principal Cardmembers will need to provide the details of the arriving flight or departing flight, as applicable.
- The booking confirmation will be sent via SMS to the principal Cardmember.
- The full price of S\$90 will be charged to the Principal Card account for late cancellations (with less than 24-hour notice) and "no-shows".
- For avoidance of doubt, Customers who do not show up at the pick-up point within 30 minutes of the scheduled pick-up time will be treated as "no-shows".
- In the event of vehicle breakdown or unavailability of vehicle for use at specific pick-up time, the Cardmember may seek a reimbursement of taxi claims (which must be supported with valid receipts) of not more than S\$45 and such reimbursement will be credited to principal Cardmember's Card account.
- Requests for stop(s) along the way to/from airport will not be accommodated.
- The principal Cardmember acknowledges that the Limousine Transfers will be managed by a third-party limousine contractor ("Limousine Vendor") and shall not hold DCS Card Centre liable for any loss or damage caused to the principal Cardmember or any other person by the Limousine Vendor or, if applicable, a replacement vendor that DCS Card Centre may engage from time to time at the sole and absolute discretion of DCS Card Centre.

4.3. Complimentary Airport Lounge Access

- Each Principal Cardmember is eligible to SIX (6) complimentary airport lounge access.
- Accompanying Supplementary cardmembers or other guests will be charged USD\$32 per guest per visit. To utilise, please download MasterCard Travel Pass App from Apple APP Store or Google Play Store.

4.4. Global Data Roaming

- Global data roaming experience with 3GB for 15 days global data and 15% off subsequent Flexiroam data plans.
- For Program Details, Directions on Eligibility Check & Redemption, please visit www.mastercard.flexiroam.com
- For full terms & conditions of program, please visit www.mastercard.flexiroam.com.

4.5. Mastercard Air Programme, Jet Programme, Cruise Programme, Vacation Packages , Car Rental Programme, Hotel – Complimentary benefits and upgrade and All-inclusive resorts.

- The Mastercard Travel & Lifestyle Services program (the "Program"), including the Program website (the "Site") is provided by Ten Lifestyle Management Limited ("Ten").
- No travel bookings are being made by Mastercard International Incorporated or its affiliates ("Mastercard"), nor is Mastercard acting as a travel agency or providing any travel consultation or advice, in connection with the Program.
- Any travel or other services purchased by Cardmember in connection with the Program will be pursuant to a contract between Cardmember and Ten, and not Mastercard.
- Other terms and conditions apply.

4.6. HotelLux Elite Membership Matching



- The offer's validity is stated on Imperium website at www.dcscc.com/imperium.
- The Offers cannot be used in conjunction with other promo codes.
- The Offers are only applicable when made with a DCS Imperium World Elite card upon checkout.
- The products and services offered under the Offers are provided solely by Hotelux, under such terms and conditions as determined by Hotelux.
- The offer could only be redeemed once per unique user ID, for new users only.
- For users who have redeemed any form of Hotelux status match offer in the past will not be eligible for this offer.
- Hotelux generic terms and conditions apply.

4.7. Hotel Status Matching - Wyndham Hotels & Resorts (Wyndham Rewards)

- The offer's validity is stated on Imperium website at www.dcscc.com/imperium.
- For the avoidance of doubt, Eligible cardmembers must complete their registration submission by the offer's validity stated on Imperium website.
- The Wyndham Rewards Membership upgrade will not be extended to Mastercard cardmembers who complete their registration as a Wyndham Rewards member out of the Promotion Period.
- Please visit [Mastercard priceless specials](#) for details on the registration and upgrade process.
- Wyndham Rewards Diamond Membership Benefits are subject to Wyndham Rewards Terms & Conditions listed at Wyndham Rewards website.
- Other terms and conditions apply.

4.8. Hotel - One Night Free

- Participating Hotels Terms and Conditions apply.

4.9. Subsequent utilisation of the services in clause 4.1 to 4.3 either by Principal Cardmember and/or Supplementary Cardmember(s) will be charged to the Principal Cardmember account, if any.

4.10. Offer is subject to availability and are valid for eligible DCS Imperium World Elite Cardmember with cards issued in Singapore.

4.11. Offer not to be used in conjunction with any other promotions.

4.12. To enjoy the offer, you must pay the price in full for the goods/services associated with the offer with a valid and eligible DCS Imperium World Elite Card.

5. Dining

5.1. One Dines Free

- Each Principal Cardmember is eligible to ONE (1) complimentary main course when dining at partner restaurants across major cities in Asia Pacific. Locations include Thailand, Hong Kong, India, Indonesia, Japan, Malaysia, Philippines, Singapore, Taiwan, Vietnam, Australia, and New Zealand.
- For more information and reservation, please visit www.onedinesfree.com. Alternatively, you may contact your DCS Imperium World Elite concierge at +65 6416 0808, press 2 for Lifestyle Concierge.

5.2. Held Tables

- Each Principal Cardmember enjoys priority access online to the world leading collection of 10,000 restaurants. Examples: Nobu Downtown in New York, Marcus in London, Mix by Alain Ducasse etc.
- For more information and reservation, please contact your DCS Imperium World Elite concierge at +65 6416 0808, press 2 for Lifestyle Concierge.

5.3. To enjoy the offer, you must pay the price in full for the goods/services associated with the offer with a valid and eligible DCS Imperium World Elite Card.

6. Golf

6.1. Each Principal Cardmember is eligible to FOUR (4) complimentary green fees at 74 golf clubs on weekdays and weekends.

6.2. For more information and booking, please visit www.mastercardseagolf.apexlynx.net.

6.3. To enjoy this offer, you must pay the price in full for the goods/services associated with the offer with a valid and eligible DCS Imperium World Elite Card.

6.4. The offer's validity is stated on Imperium website at www.dcscc.com/imperium.

6.5. Offer is open to primary Mastercard World Elite cardmembers ("cardmember(s)") with cards issued in Singapore, Malaysia, Philippines, Indonesia, Thailand, Vietnam, Brunei, Laos, Cambodia, and Myanmar only.

6.6. There are a limited number of complimentary green fees/golf lessons per month on a first-come-first-served basis



that applies to all bookings under the Offer. Once the monthly limit is reached, no further bookings will be accepted for the month.

6.7. For the full terms and conditions of the Mastercard SEA Golf Program, please visit [Mastercard priceless specials](#).

7. Protection

Service Descriptions and Service Specific Terms & Conditions for Cardholders

7.1. ONLINE PORTAL

Designated Person will have access to Crisis24's Horizon application or website (crisis24horizon.com/dcs) to register their details. Designated person will use the member ID of 'DCS' followed by the **last four digits cardnumber** to access the portal. Horizon will provide:

- Access to country specific risk information and traveller advice;
- Access to risk alerts;
- Access to factsheets covering advice on key topics relating to security and medical situations.

7.2. GLOBAL OPERATIONS CENTRE 24/7 SECURITY SUPPORT

Crisis24's Global Operations Centre will use reasonable endeavours to provide:

- 24/7 Operations Centre access for cardmembers offering;
- Pre-departure security advice relating to proposed travel and security arrangements;
- Emergency travel and security advice;
- Escalation of emergency situations to provide deployed Crisis Response assistance and evacuations under the terms of this Agreement.

7.3. NON-RETAINED SERVICES

GLOBAL OPERATIONS CENTRE 24/7 SECURITY SUPPORT

If an incident is not a Covered Incident under the Conditions of Use, but security assistance or an Evacuation is still requested by the Designated Person, Crisis24 can provide any of the following services, however Case Management Fees will apply in all instances for the account of the Designated Person:

- Coordination of Evacuation of the cardmembers to nearest location which is deemed appropriately safe by Crisis24;
- Emergency transportation and security escort coordination for the cardmembers when appropriate;
- Management of Intervention for the cardmembers in emergency situations;
- Kidnap for Ransom Support for the cardmembers;
- Case Management Fees.

Case Management Fees are the fees charged by Crisis24, in respect of any Non-Retained Services provided to the cardmembers.

Where Non-Retained Services are required, Crisis24 shall provide to the Designated Person a quote setting out the basis on which it will charge for the Non-Retained Services provided by Crisis24 and its network of suppliers and subcontractors (Case Management Day Rates). The costs of Crisis24's own personnel included in the quote will be charged at the rates communicated and agreed with the Designated Person. The Designated Person's acceptance of the quote will bind the Designated Person to pay the Case Management Day Rates and the External Costs and Expenses on the basis set out therein.

- Case Management by Global Operations Centre
GBP £3000 / EUR3500 / SGD5500 / USD\$4000 per day (24-hour period), per assigned Response Operations Manager; PLUS (+) all associated response fees, evacuation fees, transportation fees, and incidentals with a 10% administration charge, and all applicable tax requirements incurred by Crisis24's contracted security providers.

- Case Management by All-Hazards Response Team
GBP £2700 / EUR3200 / SGD4850 / USD\$3500 per day, per assigned All Hazards Response Consultant (note more than one consultant may be required); PLUS (+):

- 1) All associated expenses or incidentals incurred with a 10% administration charge.
- 2) Any other associated cost or specialist support required which shall be quoted on a case by case basis depending on the support required.
- 3) Case support from Operational Support Team, including but not limited to:

Social and mainstream media monitoring	GBP £525 / USD \$650 per day
Online Threat Monitoring	GBP £875 / USD \$1,100 per day
Intelligence Research	GBP £875 / USD \$1,100 per day
Data Breach Alerts	GBP £525 / USD \$650 per day



The Designated Person's acceptance of the quote will constitute an Order that will bind the Designated Person to pay the Internal Costs and Expenses on the basis set out therein. Associated response fees, evacuation fees, transportation fees and incidentals may include, but not limited to the following costs:

- 1) Aircraft, Bus, or Vessel Charter
- 2) Ground Security personnel
- 3) Ground Security Transportation, e.g. armoured vehicle, passenger vehicle etc.
- 4) Communications Charges
- 5) Accommodation, e.g. hotel
- 6) Subsistence, e.g. food and drink
- 7) Transfers, e.g. visas, taxi etc.

External Costs and Expenses may include (without limitation):

- 1) Aircraft, Bus, or Vessel Charter
- 2) Ground Security Transportation, e.g. armoured vehicle, passenger vehicle etc.
- 3) Communications Charges
- 4) Accommodation, e.g. hotel
- 5) Subsistence, e.g. food and drink
- 6) Transfers, e.g. visas, taxi etc.

Crisis24 will apply and charge to the Designated Person an organisation and administrative fee of (ten percent) 10% on the External Costs and Expenses.

7.4. ADVANCE PAYMENTS

Any Non-Retained Services for which Case Management Fees or External Costs and Expenses will be incurred shall require payment in full in advance by the Designated Person to Crisis24 before Services are commenced. Case Management Fees will be calculated on an estimated basis, should actual fees vary any additional fees will be chargeable to the Designated Person as soon as they become apparent and before the additional services are provided. In the case of a refund where actual fees are lower than estimated, the refund to the Designated Person shall be provided upon completion of the Service.

8. Exclusive Offers / Promotions

- 8.1. Payment must be made with a DCS Imperium World Elite Card.
- 8.2. Exclusive offers / promotions validity are stated on Imperium website at www.dcscc.com/imperium.
- 8.3. Offers / promotions by merchants are while stocks last and subject to the merchant's terms and conditions.
- 8.4. Merchant reserves the right to amend the Terms and Conditions without prior notice.
- 8.5. DCS Cards Promotions General Terms and Conditions apply.

Information is accurate at the time of publish (September 2024)