

CONCIERGE
EXCELLENCE
IN SERVICES

Mastercard World Elite

Dedicated phone number: **0754 453 453**, available 24 hours a day,
or dedicated e-mail: **office@BCRconcierge.ro**

CONCIERGE SERVICES

Your lifestyle is accompanied by dozens of privileges. Time, unfortunately, is not one of them. By choosing the premium card EPB Mastercard World Elite, you have access to a range of facilities that have been adapted to the needs of a busy agenda like yours.

The Concierge Service offers a package of benefits that money cannot buy, offering you the most valuable resource of the moment - time for things that matter.

With Concierge services, you have access to the best specialists around the world, covering all of your interest areas.

Whether it's a dinner reservation at a Michelin-starred restaurant with a long waiting list, meeting arrangements with business partners or extravagant holiday ideas, all you have to do is give us your list of demands and we will find experiences designed specifically for you. With the concierge services, you are sure that your demands are fully understood.

For Mastercard World Elite you can download the Consiergo app just using the QR codes below:



Apple Store



Play Store





LIFE STYLE

Customized solutions for a
diversity of services.



You have access to lawyers, public notaries, architects, finance, branding and PR specialists.

Your image matters.

That is why, by reaching out to us, you will always have access to stylists, make-up artists, designers and photographers.

Your **hobbies** deserve all our support.

Photography, feng shui, gardening, painting, cooking ... however you decide to spend your **free time**, we can help you do it the way you want.

By practicing with us you will reach your full potential. We offer **coaching** for golf, martial arts, tennis, horseback riding, chess and more.

Offer your family the desired **courses!** Piano, dance, acting, foreign languages ... we offer you a wide range from which you can choose the perfect option.

We have the pleasure of counseling you when you need advice **on art, auctions or exhibitions.**

We can assist you when you want to try **spa services and beauty centres** by making appointments and recommendations.

We can also **book reservations and get tickets** for you when it comes to exclusive, cultural and lifestyle events, both in Romania and in any other country.

Last but not least, **culinary and shopping experiences** get an upgrade when you use the concierge services, not only through bookings, but also through personalized shopping experiences: stores that are on your list of interests will be opened just for you so you can enjoy shopping at your own pace.



HOUSEHOLD SERVICES

Your home deserves the VIP
treatment.



Moving and relocation services

Security and protection

Gardening, swimming pool maintenance

Personal drivers

IT support/interventions

Plumbers, **electricians**, carpenters, locksmith's services

Cleaning, dry-cleaning services

Tailoring services

Services for **pets**, veterinary services

Car services: car towing, service, registration

Beauty services; restaurant and shows reservations in the country.



TRAVEL

Whether you are on a business or family trip, we select the best services for your vacation plans.



Tourist recommendations

Organizing thematic holidays: golf, hunting, SPA, ski, etc.

Planning for personalized holidays: city breaks

Driver and limousine services

Planning for anniversaries, cocktail parties, events with over 20 people

Accommodation services, airplane tickets

Local Transfers to/from the airport

VIP service at the Henri Coanda Airport:

diplomatic corridor access, VIP lounge access, limousine transfer to the aircraft, priority boarding.



MEDICAL SERVICES

We offer you access to the best
medical care services wherever
you are.



We know that every person has different demands, so we strive to offer personalized recommendations, capable of providing you a high degree of satisfaction.

Medical consultation services in Romania and abroad.

Recommendations/appointments at medical professionals in Romania.





OTOPENI VIP
SERVICES



BOARDING PASS

SEAT 11

GATE 12

We give your travels the premium treatment with the **Otopeni VIP Service**:

- a complete package designed to assist you at both departure and arrival, so you can really enjoy your trip.

The service is available in both the arrival and the departure terminals for domestic and international flights.

Your Benefits:

On arrival - welcoming and accompanying passengers; transport from the aircraft (if applicable) with VIP minibus/limousine; facilitating border crossing formalities on dedicated flows.

On departure - welcoming and accompanying passengers; facilitating security check formalities and border

crossings; assistance with priority access boarding; transport to the aircraft (if applicable) with VIP minibus/limousine. To benefit from this service, you have to order it at least **24 hours before the flight** and provide the following information: first name and surname of all passengers, date of flight, flight number, departure time or landing time.

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Mastercard World Elite. Exclusive benefits for your lifestyle!





Romanian Commercial Bank
Erste Private Banking
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erstepivatebanking.ro