



Alliance Bank Visa Infinite Business Credit Card One Stop Travel Helpdesk & Solution Terms of Service and Fee



ALLIANCE BANK
Banking Made Personal



Alliance Bank Malaysia Berhad (88103-W)

Alliance Bank Visa Infinite Business Credit Card

Holiday Tours One-Stop Travel Centre

Dedicated Contact Centre	
1. Office hours (Monday to Friday, 0900-1800hrs)	Tel: 03-6286 6166 Email: alliancecard@holidaytours.com.my
2. After office hours (24hrs hotline)	Mobile: 016-333 0607 Remarks: i. The 24 hours hotline is a chargeable service for emergencies only. ii. The 24 hours hotline accepts reservations & enquiries for same day of travel, over the weekends and public holidays and up to midnight on the day the client branch next opens. Provision of some of the services outside of normal business hours will be limited by the opening times of supplier offices e.g. airline offices, car hire companies, passport and visa companies etc.
Travel Services	
Business Travel	a) Airline reservations
	b) Worldwide accommodation reservations including corporate hotel programmes offering exclusive rates and value adds
	c) Traveller security tracking
	d) Travel spend reporting
Incentive & Leisure Travel	a) Company incentive travel planning and reservations
	b) Leisure travel planning and reservations
Other Services	a) Airport transfers including meet & greet services
	b) Visa application

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Fee Structure			
Item	Description	RM	Remark
Airport transfers			
Mercedes S class - 2014 model	per vehicle	300	Klang Valley to KLIA and vice versa. Outside Klang Valley surcharge applies. Midnight surcharge of 50% applies per vehicle between 2300hrs-0559hrs.
Toyota Camry - 2014 model	per vehicle	185	
Visa application			
Standard	per document	50	NIL
Complex/urgent	per document	130	NIL
24-hrs hotline			
After office hour support	per enquiry/booking	130	NIL
Other services - flight			
Online Check-in		35	Subject to airlines Terms and Conditions.
Seat upgrade		130	
Meal upgrade		130	
Refund of air ticket		100	
Reissue of air ticket		30	
Revalidation of air ticket		30	
Frequent Flyer redemption support	per document	130	
Other services			
Airport Meet & Greet		As incurred	
Standard document delivery		Complimentary	Within Klang Valley during office hours
Adhoc document delivery		As incurred	
Traveller security tracking		Complimentary	
Travel spend reporting		Complimentary	
Monthly travel news		Complimentary	

Note: The above is subject to Holiday Tours & Travel Sdn Bhd Terms and Conditions.
The above fee will be debited into your Alliance Bank Visa Infinite Business Credit Card should you wish to engage in any of the services listed above.