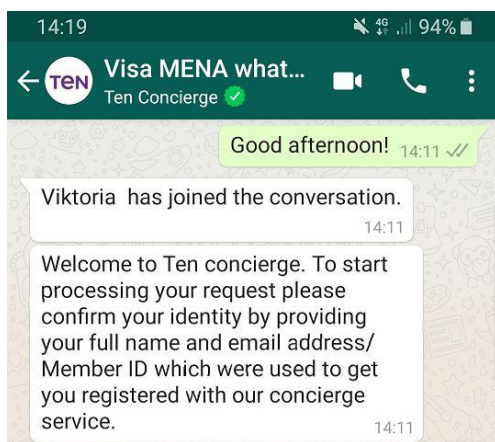


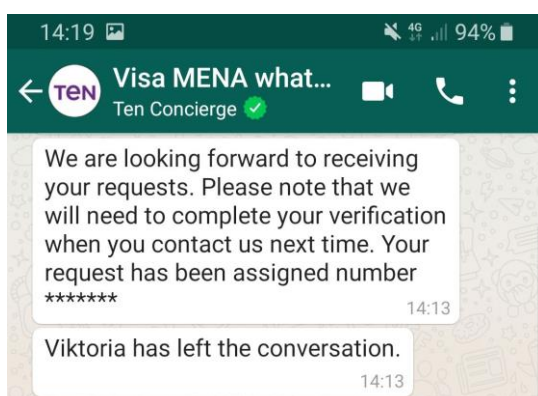
TEN

A conversation with us is easy to start!

1. Please add the provided phone number to your contact list: **+44 7874 023129**.
2. Once the phone number has been added to your contact list you can send messages to the concierge service via WhatsApp. The first chat will contain Terms and Conditions (disclaimer) and a confirmation that this chat is coming from the registered account of “Ten Concierge”.
3. As soon as we receive your message you will see the name of the Lifestyle Manager who has joined the conversation. Should all Lifestyle Managers be unavailable, you will receive a response message saying that the next available Lifestyle Manager will assist you.



4. Ten Concierge is making all efforts to respond to your message as promptly as possible. On exceptional occasion (e.g. technical issues, excessive load) we may need you to re-send your message.
5. We will need to verify your identity. The concierge service requests your first and last name and email/Member ID in a response message.
6. You are able to send images, links, attachments and voice messages. Ten Concierge can share links and send images via links in response, but is unable to transmit voice messages or attachments.
7. The present phone number is for text messages only, attempts to call or video call will be automatically declined.
8. You can ask to transfer the chat to the Lifestyle Manager dealing with your current request, if he/she is available at the moment.
9. As soon as the chat is completed, you will receive a notification saying that the Lifestyle Manager has left the conversation. Another message you send is considered a new chat.



10. If you would like to start a new chat, you can send another text message as a follow-up to your previous chat. You will receive a notification saying that a new Lifestyle Manager has joined the conversation.

Please note that each time a new chat is started, you will need to verify your identity again. You can check the status of your request by naming its number which the Lifestyle Manager will share with you before leaving the conversation.

11. As per WhatsApp technical settings the Lifestyle Manager is unable to initiate a new chat on WhatsApp or resume the chat after it has been completed. Hence, if working on your request takes significant time, the Lifestyle Manager will agree with you an alternative communication channel (via phone, SMS or email).

12. As per WhatsApp technical settings notifications (ticks) confirming that the message has been delivered and viewed by the Receiver are unavailable.