



FAQ's – Lifestyle Direct

What is Lifestyle Direct?

It is a bespoke concierge and lifestyle management service designed to provide you, our Wealth Management clients, with access to a comprehensive range of products and services to make your life just a little easier. We can assist you with your travel, dining, entertainment, retail or home services needs; for example:

- Book tickets to sporting and cultural events
- Make restaurant reservations
- Request a hotel booking
- Arrange chauffeur and car services
- Personal shopping and gift service
- And much more!

What are the benefits of a Lifestyle Direct membership?

Time! No one ever seems to have enough of it. Sometimes all you need is someone to handle the extras so you have more time to handle more important responsibilities, do the things you do best, or just relax and enjoy your life. Let our dedicated Lifestyle Direct Concierge handle your bookings and search for service providers on your behalf.

The Lifestyle Direct membership offers access to sold-out events and reservations at London's most exclusive restaurants and hotels.

Use your Lifestyle Direct membership card to gain access to our exclusive Client Library located at our Client Investment Office in Mayfair. Enjoy a cup of coffee while catching up on the latest news or simply relax with a good book from the many volumes available.

How can I become a member?

All our Wealth Management clients are automatically enrolled in this complimentary service upon opening a banking account with Gatehouse Bank.

Are there any membership fees?

There are no membership fees for Lifestyle Direct; it is our pleasure to offer this service to all our account holders free of charge. However, you will be charged for the services you request and you may be asked to provide a debit or credit card number when making certain reservations.

What if I have lost my membership card?

Please contact us on +44 (0) 20 7070 6002 Monday to Friday from 9am to 5pm, or by email at concierge@gatehousebank.com and we will send you a replacement membership card.

How do I pay for the services I receive via Lifestyle Direct?

Most service providers will request to be paid directly. For example, tickets for events or hotel bookings can be paid when booking via debit or credit card.

Restaurant bookings can be settled at the venue but if it is a group booking a credit or debit card may be required to make the reservation.

Payments for some services may be settled from your Gatehouse Bank Current Account. You will need to provide us with your signed written instruction and the full bank details of the company to be paid. Or you may request an invoice be sent directly to the Bank for settlement from your account. Instructions to pay from your Gatehouse Bank Account must be received at the time you make your booking and payments will be subject to a transfer fee of £15.

Lifestyle Direct is a product of Gatehouse Bank plc (the Bank), which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The Bank is incorporated in England and Wales (registered number 06260053), with its registered office at 14 Grosvenor Street, London, W1K 4PS



How do I contact you to make a reservation?

For reservations and/or queries about our services, you may reach us Monday to Friday from 9am to 5pm on +44 (0)20 7070 6002, or by email at concierge@gatehousebank.com. Emails sent to us on a non-business day will not be received and acted upon until the next working day.

What if I need to cancel a booking?

If you need to cancel a booking we would ask that you could inform us as soon as possible or if it is out of business hours to contact the booking provider directly.

If I cancel do I get a refund?

When you make a booking with us you will be advised of the rules and regulation of the individual booking and the cancellation conditions.

In regards to any ticket purchases, they are non-refundable and cannot be changed.

How do I receive my tickets?

All tickets will be hand delivered to our Gatehouse Bank Client Investment Office. You will be able to pick them up from the office or we can arrange for them to be delivered to an address of your choice.

Who do I speak to if I have a problem with a booking?

You can contact us on +44 (0)20 7070 6002 or at concierge@gatehousebank.com from Monday – Friday 9am to 5pm. Alternatively, you may contact the retailer directly.

Is Lifestyle Direct a Shariah compliant service?

As an investment bank that only provides Shariah complaint products and services, our Concierge will only be able to assist you with requests that comply with Shariah rules and we are unable to accommodate requests for non-Shariah compliant services. We apologise for any inconvenience this may cause.