

Contact numbers

Country	Queue	Number
France	VIP - France	+331 837 99099
Germany	VIP - DACH	+498 924 4109 848
Luxembourg	VIP - Benelux & Rest of Europe	+352 27 753 300
Italy	VIP - Italy	+390 662 275 777
Portugal	VIP - Portugal	+351 308 806 979
Spain	VIP - Spain	+349 129 08008
Sweden	VIP - Sweden	+468 501 09838
USA	VIP - North America	+1 630 282 1090
UAE	VIP - United Arab Emirates	+97 145 736 161
UK	VIP - UK & IE	+44 203 530 4141



Best practices

- ▶ Urgent or immediate issues: contact Planet directly by phone for the fastest resolution.
- ▶ If the issue is not urgent or cannot be resolved immediately, send an email to Key Account Support at keyaccountsupport@planetpayment.com
- ▶ For questions related to guest payments (e.g., billing, refunds), open a JIRA ticket under the category TMS4Pay.
- ▶ User management (issues related to user accounts or access): open a JIRA ticket under the subcategory TMS4Pay – 3C Portal.
- ▶ Hotels using Pay by Link (PBL): use the specific JIRA subcategory TMS4Pay – 3C Portal – Pay by Link.
- ▶ Pin pad management 🖱️ [Request and management of credit card payment terminals](#)

