

# 1. Why this information is important

This document sets out the terms and conditions for the Airport Lounge Pass feature ("Lounge Pass"). It also sets out other important things that you need to know. These terms and conditions (the "**Terms**"), along with the Fees page and any other terms and conditions that apply to our services, form a legal agreement (the "**Agreement**") between:

- you, the Lounge Pass user; and
- us, Revolut Payments India Private Limited.

As a Revolut user, you have rights and obligations under the Personal terms that apply to your Revolut account in relation to the payment services element of the Lounge Pass service but that is the only regulated element of the feature.

## 2. Who can avail and use Lounge Passes?

Our complementary Lounge Passes are available to our Revolut Premium and Revolut Metal Users. A single Lounge Pass is valid for one visit for one person. The exact number of lounge passes available under different plans will be specified in the App.

When availing a Lounge Pass, you will be asked to input a name of the person who will use each Lounge Pass. Once you have availed of a Lounge Pass, you will no longer be able to change this name. Lounge Passes are not transferable, and you may be asked to show proof of identification along with a valid same-day flight ticket in the name of the person on the Lounge Pass.

A single Lounge Pass is valid for one visit per person and is valid as long as your Revolut account remains open.

You may not access more than one individual Lounge within a two-hour period.

## 3. What happens if I cancel my Premium/Metal subscription?

If you use a free Lounge Pass and subsequently cancel your Metal and Premium subscription within your Cooling-off Period (which is 7 days from sign up - but take a look at our Premium or Metal terms for more information as to how this works), you will be issued with a partial refund (for the subscription fees) but will be charged your current Revolut Lounge Pass fee for the free Lounge Pass which you have activated. If

you cancel your Metal or Premium subscription outside of your 7 day Cooling-off Period then we won't charge you for any free Lounge Pass which you have activated.

## **5. Is Revolut responsible if something goes wrong with my Lounge Pass?**

As this service is provided by a third party, Revolut can't guarantee entry and availability of every lounge listed in the App. Lounge descriptions and in-App images are supplied by our partner DragonPass, and Revolut is not responsible for any inaccuracies in the information that we obtain from them.

Admission to a lounge is subject to availability. All lounges reserve the right to deny you entry.

## **6. Some other legal bits and pieces.**

### **DragonPass's Conditions of Use:**

When using Lounge Pass, and any of its related services, you must comply with

- DragonPass's Terms and Conditions; and
- The Terms and Conditions of any lounge you visit.

### **COMPLAINTS & DISPUTES:**

Revolut is not liable for any disputes or claims that may occur between you and DragonPass.

If you'd just like to speak to someone about an issue that's concerning you, please contact us through the Revolut app.

If you prefer you can make your complaint you can email us at support-india@revolut.com.

You'll need to tell us:

- your name;
- the phone number and email address associated with your account;
- when the problem arose; and
- how you'd like us to put the matter right.

We'll look into your complaint and respond to you by email.

If your complaint relates to the underlying payment services you received in relation to Lounge Pass, please reach out to Support through the App and let them know you want to make a complaint. This will be a complaint against the Revolut entity that provides you with your Revolut account/Wallet.. Please refer to the Personal terms that apply to your Revolut account for more information on complaints related to payment services.

## **INDIAN LAW APPLIES**

The laws of India apply to this agreement.

## **BRINGING A CLAIM AGAINST US**

If you want to bring a claim against us in the courts, the courts of Mumbai will be able to deal with any questions relating to these terms and conditions.