

1. Why this is information 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 Sociedade de Crédito Direto S.A.

In order to provide the Lounge Pass feature to you, the Revolut entity that you hold an account with will also provide you with underlying payment services (for example, when Revolut debits your account for the amount of your Lounge Pass after you confirm your booking in the app).

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 purchase and use Lounge Passes?

Lounge Passes can be purchased through the App, either in advance of a trip or at the time you want to enter the lounge. We may limit the number of passes you can purchase in advance.

If you are on a Premium, Metal or Ultra plan, you can purchase passes for a discounted fee. If you are on any other plan, you can purchase passes for the regular fee. The price is shown in the App and may change.

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 or downgrade my Revolut plan?

Your plan may entitle you to a discounted or complimentary Lounge Pass. If you downgrade your plan during the right to withdraw period, you may have to pay any difference in price between your old and your new plan for:

- any discounted passes you have purchased or used; and

- any complimentary passes you have used.

If you downgrade your plan during or after your right to withdraw period, any discounted passes you have purchased but not used will be maintained in your account.

4. Can I get a refund for unused Lounge Passes?

You can request a refund for any unused Lounge Passes within 14 days of purchase via our in-App chat function.

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

As this service is provided by a third party, Revolut is not responsible if something goes wrong with:

- your Lounge Pass after you have purchased or received it; or
- your use of the lounge.

6. Can Revolut suspend my Lounge Pass?

We can suspend your access to Lounge Passes if we suspect any fraudulent or abusive behaviour (for example, if you share your complimentary Lounge Passes with anyone else or we detect unreasonably frequent use).

We will notify you immediately of the reason for suspending your access and we will only resume your access once you have satisfied us your activity is not fraudulent or abusive.

7. Some other legal bits and pieces

DragonPass's Conditions of Use

When using the Lounge Services, you must comply with:

- DragonPass's Terms and Conditions; and

- The Terms and Conditions of any lounge.

Changes to these Terms

We can change these Terms at any time by giving notice to you.

Complaints & Disputes

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

As Lounge Passes is not a regulated service, the Brazilian Central Bank (BACEN) is unlikely to be able to assist you with any complaints.

If your complaint relates to the underlying payment services you received in relation to Lounge Pass, please reach out to Support 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. If you are unhappy with how we deal with your complaint, you can refer the matter to Procon or BACEN, as applicable. Please refer to the [Personal Terms](#) that apply to your Revolut account for more information on complaints related to payment services.

Brazilian law applies

The laws of Brazil apply to this agreement.

Bringing a claim against us

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

The Brazilian Portuguese version of these Terms prevails

These Terms may be translated in other languages. The Brazilian Portuguese version of these Terms will prevail in the event of inconsistency with any translation.

8. Contact Information

Online chat: <https://www.revolut.com/pt-BR/contact-us/>

Support phone numbers: +55 11 5039 1888 and +55 0800 591 1445 (toll-free);

Emails:

- **support@revolut.com** – customer support
- **Ombudsman:** available on business days, from 8:00 a.m. to 6:00 p.m. (Brasília time), at 0800 591 1329 or by email at **ouvidoria@revolut.com** – for complaints that could not be resolved through the customer support channels listed above
- **courtorders@revolut.com** – fraud, information requests, or fund blocking requests
- **juridico@revolut.com** – judicial matters or other legal issues