

We've changed our Lounge Pass provider from DragonPass to LoungeKey. These terms and conditions now show LoungeKey as our Lounge Pass provider. If you used a Lounge Pass before we changed provider, our previous [DragonPass terms](#) apply.

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. 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.

4. 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.

5. Some other legal bits and pieces.

LoungeKey's Conditions of Use

When using the Lounge Passes, you must comply with:

- LoungeKey's [Conditions of Use](https://www.loungekey.com/en/conditions-of-use) (available at <https://www.loungekey.com/en/conditions-of-use>)
- 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.

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.