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 is this 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 Ltd.

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 Revolut app (the "**App**")).

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 an Ultra plan, Lounge Passes for your own use are complimentary (as detailed below). If you are on any other plan (or you are on an Ultra plan and want to purchase a pass for a guest) you can purchase passes for a fee. The price is shown in the App and may change.
A single Lounge Pass is valid for one visit per person. Lounge Passes are only valid if 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 cooling off period, you will 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 cooling off period, any discounted passes you have purchased but not used will be transferred to your new account, but any complimentary passes you have purchased but not used will be cancelled.

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

You can request a full refund for any unused Lounge Passes at any time before pass expiration in-App.

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

LoungeKey's Conditions of Use
When using the Lounge Passes, you must comply with:

- LoungeKey's Conditions of Use (available at https://www.loungekey.com/en/conditions-of-use); 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 App.
If you prefer you can make your complaint using this form. Or you can email us at formalcomplaints@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. We will communicate with you in English, unless we tell you otherwise.
As Lounge Passes is not a regulated service, the Financial Conduct Authority (FCA) is unlikely to be able to assist you with any complaints, and those complaints are unlikely to fall within the scope of the jurisdiction of the Financial Ombudsman Service (FOS).
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 the FOS if you are a Revolut Ltd user or to the Bank of Lithuania if you are a Revolut Bank UAB user. Please refer to the Personal terms that apply to your Revolut account for more information on complaints related to payment services.
Click here for more information about our complaints handling procedure.

English law applies
The laws of England and Wales apply to this agreement.

Bringing a claim against us
If you want to bring a claim against us in the courts, the courts of England and Wales will be able to deal with any questions relating to these Terms. If you live in another country, you can bring a claim in the courts which are local to you.

The English version of these Terms prevails

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