

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.

## Lounge Pass

### 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 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 Technologies Inc.

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 ("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.

A single Lounge Pass is valid for one visit per person. Lounge Passes are only valid if your Revolut account remains open and in good standing.

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

### 3. 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.

### 4. 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.

## 5. 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.

## 6. 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](#); and
- The terms and conditions of any lounge.

### **Changes to these Terms**

We can change these Terms at any time and will give notice to you as required under applicable law.

### **Complaints**

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 using this [form](#). Or you can email us at [formalcomplaints@revolut.com](mailto: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.

[Click here](#) for more information about our complaints handling procedure.

### **Disputes and Applicable Law**

These terms shall be governed by the [Revolut Prepaid Visa and Prepaid Mastercard Cardholder Agreement](#), including the applicable law and Arbitration Provision.

**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.