

Lounge Pass

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 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
- Revolut Technologies Singapore Pte. Ltd. ("**us**", "**we**", "**our**", or "**Revolut**").

In order to provide the Lounge Pass feature to you, we will also provide you with underlying payment services (for example, when we debit 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 Revolut 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. The price of each Lounge pass is displayed in the Revolut app and is subject to change at our discretion at any time. You may purchase Lounge Passes on behalf of guests. If you purchase a lounge pass for a guest who does not have a Revolut account, you must enter the lounge together with such guest.

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 cooling off period you must pay for any difference in price between your old and your new plan for any discounted or complimentary passes you have purchased or used.

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.

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 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 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.

If your complaint relates to the underlying payment services you received in relation to the Lounge Pass product, please reach out to Support and let them know you want to make a complaint against Revolut Technologies Singapore Pte Ltd. 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.

Singapore law applies

The laws of Singapore apply to this agreement.

Bringing a claim against us

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