

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 Sociedade de Crédito Direto S.A. ("**Revolut**", "**we**", "**us**").

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.

A single Lounge Pass is valid for one visit per person and is valid as long as your Revolut account remains open.

Users may have complimentary Lounge Passes or can purchase passes for a discounted fee depending on their plan:

- Ultra customers: complimentary lounges, and guest passes at a discount rate;
- Metal customers: 2 complimentary lounges every 12 months (passes **do not accumulate**), and additional or guest passes at a discount rate; and
- Premium customers: lounge passes at a discount rate.

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.

If you have previously used your complimentary Metal plan passes and upgrade to the plan again, your pass allowance will only reset to the full amount if at least 12 months have passed since your previous upgrade date. If you upgrade before this 12-month period has elapsed, your pass count will not reset.

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](#); 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 are 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 São Paulo 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 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