

VIP Lounge Terms and Conditions

1. Why This Information Is Important

This document sets forth the terms and conditions for the Airport VIP Lounge Pass feature (“VIP Lounge Pass”). It also sets out other relevant information you should be aware of. These terms and conditions (the “Terms”), together with the provisions in the Fees Schedule for your Revolut Account and Revolut Credit Card, as well as the agreements for those products, the terms of the Revolut Plans, and any other provisions applicable to our services, constitute a legal agreement (the “Agreement”) between:

- You, the user of the VIP Lounge Pass; and
- Us, Revolut Bank, S.A., a full-service bank (“Revolut”).

2. Who can pay for and use VIP Lounge Passes?

VIP Lounge Passes can be purchased through the Revolut App, either before a trip or at the time you wish to enter the lounge. We may limit the number of passes you can purchase in advance. If your Revolut Plan includes free VIP Lounge Passes for your personal use, you may purchase additional passes by paying the applicable fee. The price will be displayed in the App and is subject to change.

A single VIP Lounge Pass is valid for one visit per person and remains valid as long as your Revolut account is active. You cannot access more than one individual lounge within a two-hour period.

When you pay for a VIP Lounge Pass, we’ll ask for the recipient’s name, which you can change later in the app. To enter the lounge, the designated person must present a valid government-issued ID (e.g., passport) and a same-day boarding pass that matches the name on the pass.

3. What happens if I cancel or downgrade my Revolut Plan?

If you downgrade your Revolut Plan during the Grace Period, you’ll need to pay the price difference between your previous Plan and the new one for:

- Any discounted passes you have paid for or used.
- Any free passes you have used.

If you downgrade your Revolut Plan during or after your Grace Period, any discounted passes you’ve paid for but not used will be refunded to your Revolut Account, but any free passes you’ve acquired and not used will be canceled.

4. Can VIP Lounge Passes expire, and can I get a refund?

Some VIP Lounge Passes may have an expiration date, after which they will no longer be valid. This will be displayed in the app before payment. You can request a full refund for any paid and unused VIP Lounge Pass at any time before the pass expires within the app.

5. Is Revolut liable if something goes wrong with my VIP Lounge Pass?

Since this service is provided by a third party, Revolut is not responsible if something goes wrong with:

- your VIP Lounge Pass after you’ve paid for or received it; or
- your use of the lounge.

6. Can Revolut suspend my VIP Lounge Pass?

We may suspend your access to VIP Lounge Passes if we suspect any fraudulent or abusive behavior (for example, if you share your free VIP Lounge Passes with anyone else or if we detect unreasonably frequent use). We'll notify you immediately of the reason for the suspension of your access and will only reinstate your access once you've demonstrated to our satisfaction that your activity is neither fraudulent nor abusive.

7. Some other legal details.

Terms of Use for VIP Lounge Passes

When using VIP Lounge Passes, you must comply with:

- LoungeKey's Terms of Use; and
- The Terms and Conditions of any lounge.

Changes to These Terms and Providers

We may change these Terms at any time by notifying you via the Revolut App or email. We may change our third-party VIP Lounge Pass provider(s) at any time to ensure continued delivery or to improve the service. We will notify you of any such changes via the Revolut App or by email. By continuing to use the VIP Lounge Pass feature after such notification, you acknowledge that you will be subject to the new provider's terms of use, which we will make available to you.

Complaints and Disputes

If you simply want to speak with someone about an issue that concerns you, please contact us through the Revolut app.