

# Airport Lounge Passes - LoungeKey

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, REVOLUTTECHNOLOGIES JAPAN, Inc.

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 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.

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 Lounge Pass. If you downgrade your plan, any discounted passes you have purchased but not used will be transferred to your new account. If you downgrade your plan within 14 days of the commencement of your plan, 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.

## 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 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](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.

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. 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.

### **Japanese law applies**

The laws of Japan apply to these Terms.

### **Bringing a claim against us**

The Tokyo District Court shall have exclusive agreed jurisdiction of the first instance over all disputes arising out of or in connection with these Terms.

### **The Japanese version of these Terms prevails**

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