

## 1. What are LoungeKey Passes?

Premium and Metal users will be able to use the Revolut app to search for and access lounges in selected airports and purchase a LoungeKey Pass.

LoungeKey Passes are provided by Collinson Group ('LoungeKey').

## 2. Who can purchase and use Lounge Passes?

LoungeKey Passes are available for purchase on the Revolut app by Premium and Metal users. A single LoungeKey Pass is valid for one visit for one person. You can buy multiple LoungeKey Passes for yourself and for your guests.

The LoungeKey Passes on the Revolut app are supplied by LoungeKey to Premium and Metal users at the price displayed within the Revolut app on the day of purchase.

The price of the LoungeKey Passes available on the Revolut app may change from time to time, however we will tell you the price before you purchase a LoungeKey Pass.

When purchasing a LoungeKey Pass, you will be asked to input the name of the person who will use each LoungeKey Pass. Once you purchase a LoungeKey Pass, you will no longer be able to change this name.

LoungeKey Passes are not transferable, and you will be asked to show proof of identification (i.e. Passport) along with a valid same-day flight ticket in the name of the person on the LoungeKey Pass.

## 3. Can I get a refund for unused Lounge Passes?

You can request a refund for any unused LoungeKey Pass within 14 days of the date of purchase. This can be done via our in-app chat function. We will issue a refund providing you have not breached the terms associated with your use of our products and services, or the terms or conditions of use provided by either Loungekey or a lounge owner or provider.

## 4. Is Revolut responsible if something goes wrong with my Lounge Pass?

Your ability to purchase a LoungeKey Pass is subject to the availability of each airport lounge. You will be notified prior to making payment if your selected airport lounge is not available. You have rights under the Consumer Guarantees under Australian Consumer Law. Nothing in these terms excludes or limits these rights. To the full extent permitted by law, all Services supplied by us are at your risk and our liability is limited to liability under the Australian Consumer Law Consumer Guarantees.

In particular, we are not responsible or liable in respect of any services provided by the owner/operator of an airport lounge.

## 5. Some other legal bits and pieces

## **LOUNGEKEY'S CONDITIONS OF USE**

LoungeKey Passes are provided in partnership with LoungeKey. When you purchase and use a LoungeKey Pass, you are subject to LoungeKey's conditions of use as well as the conditions of use of each individual lounge, which are available on [LoungeKey's website](#).

## **COMPLAINTS & DISPUTES**

To the extent permitted by law, and subject to the Consumer Guarantees under the Australian Consumer Law which cannot be excluded, Revolut is not liable for any disputes or claims that may occur between you and LoungeKey.

You can contact LoungeKey directly via [loungekeypass@loungekey.com](mailto:loungekeypass@loungekey.com).

## **Applicable Law**

The laws of the State of Victoria, Australia apply to this agreement.