

LoungeKey Pass

We are transitioning our Lounge Pass provider from LoungeKey to DragonPass. All new and existing customers will be provided the services by LoungeKey until they are notified by email of a migration to DragonPass. This document sets out the pre-migration terms and conditions for LoungeKey. If you have been migrated, our new [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 Ltd.

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). For example, if you are a Revolut Bank UAB customer, Revolut Ltd will provide you with the Lounge Pass service but Revolut Bank UAB will provide you with the underlying payment services. This is reflected in the [Revolut Bank UAB Personal terms](#). 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 on the App and are only available to our Revolut Premium and Revolut Metal Users. A single Lounge Pass is valid for one visit for one person. You can buy multiple Lounge Passes for yourself and for your guests.

We might update or change the price of Lounge Passes from time to time, however we will always tell you the price before you purchase a Lounge Pass. Revolut Premium and Metal users are able to purchase a LoungeKey Pass at a discounted Revolut funded rate. This pricing is discounted from the standard market price for a LoungeKey Pass of £22.

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

3. What happens if I cancel my Premium/Metal subscription?

If you use a free Lounge Pass and subsequently cancel your Metal and Premium subscription within your Cooling-off Period (which is 14 days from sign up - but take a look at our Premium or Metal terms for more information as to how this works), you will be issued with a partial refund (for the subscription fees) but will be charged your current Revolut Lounge Pass fee for the free Lounge Pass which you have activated. If you cancel your Metal or Premium subscription outside of your 14 day Cooling-off Period then we won't charge you for any free Lounge Pass which you have activated.

4. Can I get a refund for unused Lounge Passes?

You can request a refund for any unused Lounge Passes within 14 days of the date of purchase. This can be done by reaching out to us 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 can't guarantee entry and availability of every lounge listed in the App. Lounge descriptions and in-App images are supplied by our partner LoungeKey, and Revolut is not responsible for any inaccuracies in the information that we obtain from them.

6. Some other legal bits and pieces.

LOUNGEKEY'S CONDITIONS OF USE

When using the Lounge Services, you are subject to our partner LoungeKey's conditions of use as well as the conditions of use of each individual lounge, available on LoungeKey's website.

<https://portal.loungekey.com/en/revolut/conditions-of-use/>

COMPLAINTS & DISPUTES

Revolut is not liable for any disputes or claims that may occur between you and LoungeKey. Any queries relating to the service offered by LoungeKey should be addressed to LoungeKey directly via loungekeypass@loungekey.com.

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 the Financial Ombudsman Service if you are a Revolut Ltd user or to the Bank of Lithuania if you are a Revolut Bank UAB user. Please refer to the Personal terms that apply to your Revolut account for more information on complaints related to payment services.

ENGLISH LAW APPLIES

The laws of England and Wales apply to this agreement.

BRINGING A CLAIM AGAINST US

If you want to bring a claim against us in the courts, the courts of England and Wales will be able to deal with any questions relating to these terms and conditions. If you live in another country, you can bring a claim in the courts which are local to you.