

# Lounge Pass - DragonPass

We are transitioning our Lounge Pass provider from LoungeKey to DragonPass. All new and existing customers will be provided services by LoungeKey until they are notified by email of a migration to DragonPass. This document sets out the post-migration terms and conditions for DragonPass. If you have not been migrated yet, our previous [LoungeKey terms and conditions](#) 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 TECHNOLOGIES JAPAN, Inc.

## 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 and is valid as long as 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 refund for any unused Lounge Passes within 14 days of purchase 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 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 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

### **DragonPass's Conditions of Use**

When using the Lounge Pass, you must comply with

- DragonPass's Terms and Conditions; and
- the Terms and Conditions of any lounge.

### **Japanese law applies**

The laws of Japan apply to this agreement.

### **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.