

# Lounge Pass - LoungeKey

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 TECHNOLOGIES JAPAN, Inc.

## 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 Lounge Pass at a discounted Revolut funded rate.

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. 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.

## 4. 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.

## 5. 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](mailto:loungekeypass@loungekey.com).

### **JAPANESE LAW APPLIES**

The laws of Japan apply to these terms and conditions.

### **BRINGING A CLAIM AGAINST US**

Any and all disputes arising out of or in connection with these terms and conditions shall submit to the exclusive agreed jurisdiction of the Tokyo District Court at the first instance.