

## 1. Who can use the Smart Delay feature?

Smart Delay is currently only available to Premium and Metal customers as part of their paid plan under the [Premium and Metal Terms](#).

## 2. What is Smart Delay?

With Smart Delay, you may be eligible for some free lounge passes at select airport lounges if your flight is delayed by one hour or more. To be eligible for this service, you must register your flight in the Revolut app - you must do this at least two hours before the original scheduled flight departure time. After this point, even if your flight becomes delayed, you will not be eligible for the service.

### SMART DELAY'S CONDITIONS OF USE

Smart Delay is a service provided to you by our partners Collinson, who issues the lounge passes, and LoungeKey, who provides the lounge access service. When using the Smart Delay feature, you are subject to our partner Collinson's Smart Delay [terms and conditions](#) and LoungeKey's terms and conditions available [here](#).

## 3. How many lounge passes can I get?

Premium customers are eligible for one lounge pass for themselves, plus one for a travel companion. Metal customers are eligible for one lounge pass for themselves, and up to three lounge passes for travel companions.

In order for your travel companions to receive their passes, you'll need to input their details in the app.

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

If you cancel your Premium or Metal Subscription, you will no longer be able to use Smart Delay. If you receive a lounge pass from Smart Delay and then subsequently cancel your Premium or Metal subscription, you will not be able to access and use your lounge pass.

## 5. How long does my Smart Delay lounge pass last?

Once Collinson issues you a lounge pass, it will be valid (redeemable) for no less than 36 hours (in some time zones, it may be valid up to 60 hours).

## 6. Lounges and lounge access

Revolut can't guarantee entry and availability of every lounge listed in the app as lounge access as part of Smart Delay is provided by our partner called LoungeKey. Lounge descriptions and in-app images are supplied by LoungeKey, and Revolut is not responsible for any inaccuracies in the information that we obtain from them.

## 7. Some other bits and pieces

## **COMPLAINTS & DISPUTES**

Revolut is not liable for any disputes or claims that may occur between you and Collinson, or you and LoungeKey. If you have a complaint about Collinson's service, please contact [smartdelaysupport@collinsongroup.com](mailto:smartdelaysupport@collinsongroup.com). If your complaint relates to the service provided by LoungeKey please refer to the "Disputes" and "Program Complaints" sections of [LoungeKey's terms](#).

## **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.