

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

Smart Delay is currently only available to Revolut Premium and Metal customers.

LoungeKey Passes are provided by the Collinson Group ("LoungeKey").

## 2. What is Smart Delay?

With Smart Delay, we'll hook you up with some free LoungeKey passes if your flight is delayed by one hour or more. You just need to input your flight details in the app, and we'll keep track of your flight's arrival time.

## 3. How many LoungeKey Passes can I get?

Premium customers get one LoungeKey Pass for themselves, plus one for a travel companion. Metal customers get LoungeKey Pass for themselves, and up to three lounge passes for travel companions.

LoungeKey Passes are non-transferable, and you will be asked to show proof of identification (e.g. your passport) along with a valid same-day flight ticket in the name of the person on the LoungeKey Pass. In order for your travel companions to receive their LoungeKey Passes, you'll need to input their details in the Revolut app, and ask them to show identification along with a valid same-day flight ticket in their name.

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

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

## 5. How long does my Smart Delay LoungeKey Pass last?

Once Smart Delay issues you a LoungeKey Pass, it's valid for 48 hours. Any unused LoungeKey Passes will expire after 48 hours.

That means that if your flight is delayed for an exceptionally long-time, you can go outside the airport and sightsee, and when you are ready to fly, visit the lounge on us.

## 6. Is Revolut responsible if something goes wrong with Smart Delay?

As lounge services are provided by third parties, Revolut cannot guarantee entry and availability of every lounge listed in the app, nor the quality or availability of services provided by LoungeKey or the owners/operators of airport lounges. We are not responsible or liable for the foregoing. To the fullest extent permitted by law, your access to and use of any services associated with/provided by LoungeKey or the owners/operators of airport lounges are at your own risk (including your ability to access LoungeKey Passes via our 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.

## 7. Some other legal bits and pieces.

### **CONDITIONS OF USE**

When using the Smart Delay feature, you are additionally subject to our partner LoungeKey's [conditions of use](#) as well as the conditions of use of each individual lounge.

### **COMPLAINTS & DISPUTES**

To the furthest extent permitted by law, Revolut is not liable for any disputes or claims that may occur between you and LoungeKey or between you and the owners/operators of lounges. Any queries relating to the service offered by LoungeKey should be addressed to LoungeKey directly via [smartdelaysupport@collinsongroup.com](mailto:smartdelaysupport@collinsongroup.com) or [smartdelay@revolut.com](mailto:smartdelay@revolut.com).

### **SINGAPORE LAW APPLIES**

The laws of Singapore apply to this agreement.

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

If you want to bring a claim against us, the courts of Singapore will have exclusive jurisdiction to deal with any questions relating to these terms and conditions.