

## Priority Pass – Conditions of Use

1. The Priority Pass card is not transferable and is only valid up to its date of expiry and when it has been signed by the cardholder. The card may not be used by any person other than the cardholder and guests accompanying the Cardholder. Please note that improper use of the Priority Pass card could constitute fraud.
2. The Priority Pass card is not a payment card nor is it proof of creditworthiness and attempts to use it as such could constitute fraud.
3. Admittance to the lounges is conditional upon presentation of a valid Priority Pass card only. Payment cards will not be accepted as substitutes for the Priority Pass card.
4. Lounge visits are subject to a per person per visit charge. Where applicable, all such visits, including those by accompanying guests, shall be debited to the cardholder's payment card by the card issuer as per the rates and terms notified by the card issuer to the cardholder in respect of his/her Standard Associate Membership. Any changes in lounge visit charges shall be notified to the card issuer, which is responsible for advising the cardholder. The Priority Pass Group of companies cannot be held responsible for any disputes that may occur between the cardholder and the card issuer nor for any loss incurred by the cardholder relating to any lounge visit charges debited by the card issuer.
5. When presenting the Priority Pass card on entering the lounge, lounge staff will take an imprint of the card and issue a 'Record of Visit' voucher to the cardholder or make a log entry. Some lounges may have electronic card readers, which will take the cardholder's details off the magnetic strip on the reverse side of the Priority Pass card. Where applicable, the cardholder must sign the 'Record of Visit' voucher, which will also reflect the exact number of accompanying guests, if any, but does not show any per person per visit charge. The charge per visit for the cardholder, where relevant, and that for any guests will be based on the 'Record of Visit' voucher/log submitted by the lounge operator.
6. While it is the responsibility of the lounge staff to ensure a voucher imprint/log is made of the Priority Pass card, the cardholder is responsible for ensuring the 'Record of Visit' voucher/log correctly reflects their own usage and that of any guests at the time of using the lounge. Where applicable, the cardholder is responsible for retaining the 'Cardholder's' copy of the 'Record of Visit' voucher presented to them at the lounge.
7. All participating lounges are owned and operated by third party organizations. The Priority Pass group of companies has no control over the facilities offered, the opening/closing times or the personnel employed by the lounges. The administrators of Priority Pass will use every endeavor to ensure the benefits and facilities are available as advertised, but the Priority Pass group of companies does not warrant nor guarantee in any way that said benefits and facilities will be available at the time of the cardholder's visit. Neither is the Priority Pass group of companies liable for any loss to the cardholder, or any accompanying guests, arising from the provision or non-provision (whether in whole or in part) of any of the advertised benefits and facilities. The cardholder and accompanying guests must abide by the rules and policies of each participating lounge. Access may be restricted due to space constraints but this will be wholly at the discretion of each individual lounge operator. All accompanying children (where permitted) will be subject to the full guest fee unless otherwise stated in the lounge listing.
8. Participating lounges may reserve the right to enforce a maximum stay policy (3-4 hours) in the event of overcrowding. This is at the discretion of the individual lounge operator.
9. Participating lounges have no contractual obligation to announce flights and the Priority Pass group of companies shall not be held liable for any direct or indirect loss resulting out of any member and/or accompanying guests failing to board their flight(s).
10. The provision of free alcoholic drinks (where local law permits) is at the discretion of each lounge operator and in some cases may be limited. In such cases the cardholder is responsible for paying any charges for additional consumption direct to the lounge staff. (See individual lounge descriptions for details.)

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11. Telephone facilities (where available) vary from lounge to lounge and are provided at the lounge operator's discretion. Free usage is normally limited to local calls only.
12. Fax/Internet charges (where applicable) are at the discretion of each lounge operator and the cardholder is responsible for paying these direct to the lounge staff.
13. Admittance to lounges at landside locations is strictly subject to cardholders and any guests being in possession of valid flight tickets, i.e. traveling passengers only.
14. Admittance to lounges is subject to cardholders and any guests behaving and dressing (no shorts allowed outside of the USA) in an orderly and correct manner. The Priority Pass group of companies is not liable for any loss suffered by the cardholder and any guests where a lounge operator has refused admission because the cardholder and/or guests have not complied with this condition.
15. Lost, stolen or damaged Priority Pass cards are to be notified immediately to the card issuer, which shall be responsible for providing a replacement card.
16. In the event of the cardholder canceling or not renewing their payment card with the card issuer the Priority Pass card shall be invalid effective from the cancellation date of their payment card. Any lounge visits made by a cardholder using an invalid card, including any guests, shall be charged to the cardholder. The card issuer remains liable for all charges whether or not these are recoverable from the cardholder.
17. The Priority Pass group of companies shall not be held responsible for any disputes that may occur between the cardholder and/or any guests and a lounge operator.
18. The cardholder agrees that s/he will defend and indemnify the Priority Pass group of companies, its directors, officers, employees and agents (collectively 'the indemnified parties') against and hold each indemnified party harmless from all liabilities, damages, losses, claims, suits, judgments, costs and expenses (including reasonable attorney's fees) for injury to or death of any person or damage to or destruction of any property arising out of the use of any lounge by the cardholder or any guests or any person in said lounge at the behest of the cardholder, except that such indemnification shall not extend to acts of gross negligence or willful misconduct by the indemnified parties.