



## DRAGONPASS AIRPORT LOUNGE SERVICE TERMS & CONDITIONS

1. DragonPass Airport Lounge Service is exclusive for active Primary & Supplementary Credit Cardholders in good credit standing ("Cardholders") of ANZ Signature Priority Banking Platinum & ANZ Travel Platinum Credit Card issued by ANZ Bank (Vietnam) Limited ("ANZ").
2. Each eligible Cardholder is entitled to one (01) complimentary airport lounge visit per quarter and free membership sign up. The complimentary airport lounge service is including the usage of facilities and services provided such as seating, food and beverages unless otherwise indicated by the lounge management that you can find updates at <http://www.dragonpassuk.com>, regardless of the travel class & the airline flown with. For any additional visit, ANZ Cardholder is requested to pay directly to DragonPass by using "Top-up" function on the DragonPass Application Software (DP App) at favourable rate of GBP 16 (USD 25) per visit applied for both domestic and overseas lounges. The complimentary lounge visit from the previous quarters will not be allowed to carry forward to the following quarters.
3. Eligible ANZ Cardholder will receive one (01) DragonPass Membership Identification Number (Mem ID), 6-digits temporary password and Usage Instructions via Cardholder's email registered with ANZ (Mem ID & temporary password of Supplementary Cardholder will be sent to Primary Cardholder's email). Eligible ANZ Credit Cardholders download the DragonPass application (DragonPass App) available with IOS or Android smartphone, log in the Mem ID and temporary password, fill in details such as name/ email address/ date of birth/ mobile number and receive virtual DragonPass membership card (Virtual Membership Card). Cardholders agree that all personal information that Cardholders register with DragonPass shall be merely agreement between Cardholders and DragonPass, and information confidentiality make up an integral part of that agreement and not binding ANZ's responsibility.
4. Eligible Cardholders have to present their Virtual Membership Card shown on the DragonPass App, together with Passport/ Boarding Pass, and ANZ Signature Priority Banking Platinum Credit Card or ANZ Travel Platinum Credit Card to the reception desk at the lounge. Expired/ Lost/ Stolen/ Cancelled Cards will not be accepted.
5. Lounge access will only be available during the operational hours and may not be available if (amongst other things): (i) the lounge is fully booked/ fully used; (ii) there is flight delayed; (iii) ANZ Credit Cardholder fails to present valid DragonPass membership; (iv) name shown in the Passport does not match with one on the DragonPass Lounge Membership; (v) other lounge' regulations might be applied and lounge reserves the right to refuse; or (vi) there are any other rational reasons that unexpected by the lounge.
6. Access of Cardholders' guests and children is solely at the discretion of the lounge management. Each Cardholder's guest will be charged GBP 16 (USD 25) per visit applied for both domestic and overseas lounges. Cardholder is requested to use ANZ Credit Card to pay directly to DragonPass by "Top-up" function on the DragonPass App.
7. Airport Lounges reserve the right to refuse Cardholders who cannot present the required documents.
8. Due to different facilities available at each participating lounge, Cardholders may encounter different standards of services. As a result, Cardholders may be subjected to additional service charges. The standard Lounge Service is available for a maximum of three (03) hours per visit.
9. If Cardholders have been charged for the lounge access and services unreasonably and wish to claim a refund, ANZ must be notified within three (03) working days from the date of the visit with the required supporting documents. If notification is after three (03) working days, ANZ will not refund the said charges and the charges will be borne by the Cardholders. For other service charges fees (if any), arising from additional services out of lounge standard service at Cardholders' discretion, ANZ will not be responsible for the refund.
10. Any dispute concerning the airport lounge service quality shall be settled directly between the Cardholders and the airport lounges. Cardholders must abide to the rules and regulations of the lounge, any direct or indirect cost caused by the refusal to abide by said rules and regulations shall be the sole responsibility of the Cardholders.
11. The decisions of ANZ on all matters relating to airport lounge exclusive service are final, conclusive and binding and no correspondence will be entertained.
12. To the extent permitted by laws, ANZ reserves the right to terminate, change or otherwise deal with the airport lounge service at any time it deems appropriate upon 3-days prior notice at ANZ's branches/offices and/or on its website. ANZ shall take no liabilities for any claim, loss, damage, cost or expense incurred by any person in relation to this service.
13. ANZ Bank (Vietnam) Limited is a subsidiary of Australia and New Zealand Banking Group Limited (ANZBGL). ANZBGL is incorporated in Australia, and is an authorized deposit taking institution (Bank) under Australian law. ANZ is incorporated and licensed in Vietnam with limited liability, and is not a Bank under Australian law. Deposits or liabilities with ANZ are not deposits or other liabilities of ANZBGL or its related group companies, and none of them stand behind or guarantee ANZ.