

JEEVES CUSTOMER LOUNGE ACCESS PROGRAM



TERMS AND CONDITIONS

WHO IS ELIGIBLE?

To be eligible for the lounge access pass as a benefit you must **have a Jeeves credit card** and **purchase a flight costing \$30 or more on the Jeeves card**. Please note, we only issue passes to cardholders and do not issue passes for business guests, partners, children etc.

Please note that you will only be eligible to receive a lounge pass if you are a **customer in good standing** i.e. you do not have any outstanding debt on your account.

HOW MANY LOUNGE PASSES WILL I RECEIVE?

For each flight booked (including round trip) you will receive ONE lounge pass. That means, if you book a round trip flight you will be able to visit the lounge once on your trip, and will not be entitled to the benefit on every leg of your journey.

WHAT LOUNGES CAN I ACCESS?

Your pass will give you one-time access to **over 1,200 lounges worldwide**. To see which lounges are included please visit [the lounge finder](#).

HOW MANY LOUNGE PASSES CAN I REQUEST?

You may request one lounge pass per trip booked on the jeeves card (including round trip). Please note that this is subject to availability and jeeves' discretion.

HOW DO I REQUEST A LOUNGE PASS?

To receive a lounge pass you must, **not less than 3 business days** before your intended travel [email **lounges@tryjeeves.com**](mailto:lounges@tryjeeves.com) to request an access pass. In this email you must include the following information:

- a **screenshot from your Jeeves online dashboard** showing that you have purchased the travel ticket on the Jeeves Card.
- The **date** of your trip
- Your **first and last name**
- The best **email** to receive the lounge pass

Please note that a travel confirmation from the travel provider will not be sufficient evidence that you have purchased the ticket on the Jeeves card.. Please also note that we cannot guarantee access to passes if the request is received by Jeeves in fewer than 3 business days,

HOW WILL I RECEIVE MY PASS?

If you are eligible you will receive a pass via email from Jeeves. The pass will contain a **QR code which you must present at a participating lounge**. Please note that your QR code will expire 3 months after it has been issued, so if you have not used it within 3 months it will expire and you can no longer use it. Jeeves will not be able to renew any expired passes.

PRIVACY

To participate in the lounge pass program we will collect your personal information. When you request a pass we will share your first and last name, email address and title with LoungeKey for the purpose of providing this pass. We cannot provide the pass without sharing this information.

For more information on how we protect your privacy **please refer to our [Privacy Policy](#)**.

OTHER TERMS:

Jeeves reserves the right to modify, withdraw, amend, alter, or change the lounge pass offer at any time. By continuing to request lounge passes from Jeeves after an update to the terms, you are indicating that you are accepting them. **Your use of the airport lounges is also subject at all times to the [LoungeKey terms and conditions](#)** which may be updated from time to time. Failure to comply with such terms will result in you forfeiting your lounge access and may result in you being unable to redeem lounge passes from Jeeves in the future.

Limitation of Liability: Jeeves does not accept liability for any use of the Lounge passes which does not comply with these terms and conditions.

Jurisdiction: The laws of the State of New York shall govern these terms and conditions and any dispute or claim arising arising from them.