

World MasterCard for Business

Priority Pass™ Airport Lounge Access Program - Conditions of Use

1. Each cardholder if accepts the terms and conditions of Priority Pass™ Airport Lounge Access Program must sign his Priority Pass card upon receipt and keep it secure at all times. He shall be fully responsible for any failure or delay in doing so. The Priority Pass card is only valid up to its date of expiry and when it has been signed by the cardholder on the back. The card is not transferable and cannot be used by any person other than the cardholder.
2. The Priority Pass card is not a payment card nor is it a proof of creditworthiness and attempts to use it as such could constitute fraud.
3. Admittance to the participating 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. The cardholder can enjoy the designated lounge facilities and services free of charge at the participating lounges. For accompanying guests, each will be charged of HKD200 as service charge for the use of designated facilities and services per visit of the participating lounges. The service charge shall be debited to cardholder's Wing Lung Bank World MasterCard for Business account. Any changes in lounge visit charges shall be notified to the cardholder by Wing Lung Bank Limited ("Wing Lung Bank"). The Priority Pass Group of companies cannot be held responsible for any disputes that may occur between the cardholder and Wing Lung Bank nor for any loss incurred by the cardholder relating to any lounge visit charges debited by Wing Lung Bank.
5. When presenting the Priority Pass card on entering the participating 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 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 service charge for the cardholder and accompanying 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 his 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 him at the lounge.
7. All participating lounges are owned and operated by third party organisations. 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. The Priority Pass Group of companies and Wing Lung Bank have 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 endeavour to ensure the benefits and facilities are available as advertised, but the Priority Pass Group of companies and Wing Lung Bank do not warrant nor guarantee in any way that said benefits and facilities will be available at the time of the cardholder's visit. Neither the Priority Pass Group of companies nor Wing Lung Bank shall be 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. 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 (usually 3-4 hours) to prevent overcrowding. This is at the discretion of the individual lounge operator who may impose a charge for extended stays.
9. Participating lounges have no contractual obligation to announce flights and the Priority Pass Group of companies and Wing Lung Bank shall not be held liable for any direct or indirect loss resulting out of any cardholder 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.).
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. Shower, Fax, Internet and Wi-fi charges (where applicable) are provided at the discretion of each lounge operator and the cardholder is responsible for paying these direct to the lounge staff.
12. Admittance to participating lounges is strictly subject to cardholders and any guests being in possession of a valid flight ticket for the same day of travel. Airline, airport and other travel industry employees traveling on reduced-rate tickets may not be eligible for access. Outside the US, flight ticket must be accompanied by a valid boarding pass for a departing flight, i.e. outbound passengers only. Please note some lounges in Europe are located within designated Schengen areas of the airport which means that access to these lounges is only provided if cardholders are travelling between Schengen countries (including Austria, Belgium, Denmark, Finland, France, Germany, Greece, The Netherlands, Iceland, Italy, Luxembourg, Norway, Portugal, Spain and Sweden).
13. Admittance to participating lounges is subject to cardholders and any guests (including children) behaving and dressing (no shorts allowed outside of the USA) in an orderly and correct manner. Any infants or children causing upset to other users' comfort may be asked to vacate the lounge facilities. The Priority Pass Group of companies and Wing Lung Bank 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 these conditions.
14. Lost, stolen or damaged Priority Pass cards are to be notified immediately to Wing Lung Bank, who shall be responsible for providing a replacement card.
15. In the event of the cardholder canceling or not renewing his World MasterCard for Business with Wing Lung Bank, the Priority Pass card shall be invalid immediately effective from the cancellation date of his World MasterCard for Business and the cardholder is required to return the Priority Pass card to Wing Lung Bank. Cardholder shall be responsible for any lounge visits made by him using an invalid card, including any guests.
16. Renewal terms and conditions are at the discretion of Priority Pass Ltd. Priority Pass Ltd has the right to refuse membership to people who are employed by or contracted to an airline, airport or a Government in respect of airline or airport security.
17. The Priority Pass Group of companies and Wing Lung Bank shall not be held responsible for any disputes that may occur between the cardholder and/or any guests and a lounge operator.
18. The Priority Pass Group of companies and Wing Lung Bank reserve the right at any time at their absolute discretion and without notice to revoke membership in Priority Pass.
19. The cardholder shall only communicate with the administrative staff of Priority Pass Ltd or Wing Lung Bank directly for any matters concerning the Priority Pass facility, including queries, complaints, requests for assistance and anything else pertaining to the said facility.
20. The cardholder agrees that he will defend and indemnify the Priority Pass Group of companies and Wing Lung Bank, their 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 at the behest of the cardholder, except that such indemnification shall not extend to acts of gross negligence or wilful misconduct by the indemnified parties.
21. The cardholder agrees to indemnify, save and hold harmless Wing Lung Bank from and against any and all actions, claims, costs and expenses (including reasonable attorney's fees), damages and losses arising out of the cardholder or any guests either contravening or not adhering to the conditions herein stated.
22. In case of discrepancies between the English and Chinese versions, the English version shall prevail.

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