

Terms of Service

1. Introduction

1.1. Welcome to the Terms of Service page for Dragonpass International Ltd (hereinafter referred to as "Dragonpass").

1.2. The services (described below) are provided by Dragonpass International Ltd, or its affiliated companies.

1.3. Please note that the terms "you," "your," and "user" in these Terms of Service refer to the person named on the card. The terms "we," "our," and "Dragonpass" refer to Dragonpass Company Limited and its successors or assigns. Customers who request card issuance from us are called "Dragonpass Members."

1.4. In these Terms of Service, "Temporary User" refers to users of our services other than Dragonpass Members.

1.5. By using our services, you and Temporary Users are deemed to have agreed to these Terms. Please be sure to review them before using our services.

2. Definitions of Terms

2.1. Airport Lounge Access refers to airport lounge services. Customers can purchase a one-time use lounge pass (also known as a "Walk-Up Pass"). This service includes, but is not limited to, the provision of food and beverages, internet access, access to newspapers and magazines, and use of VIP rooms for Dragonpass members.

2.2. Dining refers to set meal services provided by the affiliated restaurant network. Specific meal content is subject to the service standards of the local affiliated restaurants.

2.3. Website refers to "www.dragonpass.com".

3. Dragonpass Services

3.1. We provide the following services (hereinafter referred to as "Services") to Dragonpass members. We also provide the following services (d) and (e) to temporary users:

(a) Airport Lounge Access

(b) Dining

4. Dragonpass Terms and Conditions

4.1. Airport Lounge Access

4.1.1. One-time airport lounge access passes (also known as "walk-up passes") are non-transferable and valid until their expiration date.

4.1.2. Please note that all one-time airport lounge access passes obtained from the website are non-refundable.

4.1.3. To use lounge services, you must present your airport lounge access pass. A list of lounges can be found on the website.

4.1.4. The maximum stay time in each lounge varies. If the stay time (usually 2 hours, or a separately defined time) has elapsed, you will need to register again at the lounge reception. Before entering, please be sure to check the maximum stay time and applicable terms and conditions of the lounge you are using.

4.1.5. The availability of lounge services depends on the lounge operator's capacity and may be unavailable if the lounge becomes crowded due to flight or train delays or other reasons beyond Dragonpass's control.

4.1.6. Dragonpass is not responsible for any losses incurred due to missing your scheduled flight or flight delays resulting from the use of lounge services.

4.1.7. You are responsible for any damage caused to the lounge operator or lounge facilities due to your actions while using lounge services.

4.1.8. Lounges may be added or removed without notice. The latest list of lounges can be found on the website.

4.1.9. Airport lounge staff will record your information and provide it to Dragonpass. This information will be used, as needed, for record-keeping, tracking of usage, and billing purposes.

4.1.10. Food and beverages (including alcoholic beverages) provided during your stay in the airport lounge may only be consumed within the lounge. Please note that they cannot be taken outside the lounge. Since the provision of food and beverages is at the discretion of each lounge, we recommend contacting the lounge before your trip if you or your companions have dietary restrictions.

4.1.11. It is your responsibility to ensure that you and your companions arrive at the departure gate on time and board the aircraft at the scheduled time. Lounges are not obligated to provide flight information or announcements.

4.1.12. Lounge facilities and amenities vary by lounge. There may also be restricted hours for use. Dragonpass assumes no responsibility for, manages, or directs the provision of facilities and amenities within each lounge. For more information, please refer to the terms and conditions set by each lounge.

4.2. Dining

4.2.1. The one-time dining pass granted to temporary users is non-transferable and valid only until its expiration date.

4.2.2. All one-time dining passes purchased by temporary users through the website are non-refundable.

4.2.3. You must present your dining pass to use the dining service. A list of restaurants is available on the website. Restaurants may be added or removed without notice.

4.2.4. The availability of dining service depends on the restaurant operator's capacity and may be unavailable due to congestion caused by flight or train delays or other reasons beyond Dragonpass's control.

4.2.5. There is a 5-hour interval between dining services and a 2-hour interval between lounge and dining. For specific rules, please refer to the official service rules issued by Dragonpass or your card issuer.

4.2.6. Meals are for dine-in only; take-out service is not available.

4.2.7. The scope of dining services, participating restaurants, and service terms vary depending on the card issuer. Please refer to the service terms of your card issuer for details.

5. Right to Amend Terms of Use

5.1. Dragonpass may amend these Terms of Use at any time without notice to or liability to you (including temporary users; hereinafter the same). The updated Terms of Use will be uploaded to the website and will become effective from that time.

5.2. If you do not agree to these Terms of Use, you may discontinue using our services. Continued use of our services will be deemed as acceptance of all Terms of Use. Therefore, you agree to periodically check for updates to the Terms of Use to ensure that you accept all provisions.

6. Liability for Breach of Contract

6.1. You agree to protect the interests of Dragonpass and other users. If it is found that you have violated any law, rule, or these Terms of Use and caused damage or loss to Dragonpass or a third party, you will be solely responsible for all damages and losses incurred.

6.2. If you suffer a loss due to a service interruption by Dragonpass, Dragonpass will only be liable for direct losses resulting from the service interruption, in accordance with Section 7 below.

7. Limitation of Liability

7.1. In no event shall Dragonpass be liable for any direct, indirect, special, punitive, exemplary, or consequential loss or damage of any kind, including but not limited to loss of profits, loss of time, loss of data, loss of opportunity, or loss of reputation, arising from the use of or access to our services or facilities or products provided thereto (such as lounges or airport security), whether based on the foreseeability of the parties, breach of contract, tort (including negligence), product liability, or otherwise.

7.2. Dragonpass shall not be liable for any damage or alteration to any of your equipment, including computer equipment, handheld devices, and mobile phones, resulting from your use of this website.

7.3. Nothing in these Terms of Use shall exclude or limit Dragonpass's liability for death or personal injury due to negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited under applicable law.

8. Termination of Service

8.1. Dragonpass may terminate your use of the Service at any time by sending you a termination notice.

8.2. Upon termination:

(a) All rights and licenses granted to you shall terminate.

(b) You shall cease using all software.

9. Governing Law and Jurisdiction

9.1. These Terms of Use shall be governed by the laws of England and Wales, and you agree to submit to the exclusive jurisdiction of the courts of England and Wales.