

Airport Lounge Access

Terms and Conditions

Effective 01 October 2019

Eligible HSBC Platinum Credit Cards will receive complimentary LoungeKey membership and two (2) complimentary digital lounge passes per calendar year. This is available for:

- all HSBC Platinum Credit Cards we approve after 17 February 2019; and
- all HSBC Platinum Credit Cards we approved between 1 November 2017 and 17 February 2019 where the approved HSBC Platinum Credit Card was not a part of a bundled home loan application.

To check your eligibility, please call 132 152.

Complimentary membership is only available to the primary cardholder of the eligible HSBC Platinum Credit Card. LoungeKey membership is non-transferable.

Two (2) complimentary lounge passes are allocated to the primary credit card when we approve it, and then two (2) new passes are allocated on 1 January every calendar year thereafter. Lounge passes will not be sent via email or physically in post. Passes will expire at midnight, 31 December each year.

Please allow 30 days from account approval for LoungeKey membership to be activated and lounge passes to be added to the primary credit card.

Each lounge pass is admission for one (1) person. Additional guests or visits beyond the two (2) complimentary passes will be charged at the rate of USD32 per person to the HSBC Platinum Credit Card. Overseas transaction fees may apply. Visit prices are subject to change.

To gain complimentary lounge access, the primary cardholder must present their eligible HSBC Platinum Credit Card at the lounge for validation. You will not receive any credit for any unused passes. Please allow up to 10 business days for the final charge to be calculated. If the account is blocked, delinquent, or have set security settings on My Cards Control which prevents a foreign transaction, or merchants from Hong Kong, then LoungeKey validation will fail and lounge access or utilisation of the passes will be denied.

Your first use of the Airport Lounge Program by LoungeKey will be deemed to be acceptance of these terms and conditions as amended. For full details of the LoungeKey Conditions of Use, please refer to <https://www.loungekey.com/en/hsbcaustralia/conditions-of-use>. Eligible cardholder and accompanying guests must abide by the rules and policies of each participating lounge.



Charges for any other lounge facilities are at the discretion of each lounge operator and the cardholder is responsible for paying these direct to the lounge staff. (See individual lounge descriptions for details at <https://www.loungekey.com/en/hsbcaustralia/our-lounges>).

Your complimentary membership & lounge access will be blocked if your primary account is closed, not current, not in good order or is in arrears, reported lost or stolen, closed or has been blocked by us for any reason. We reserve the right to terminate your complimentary membership or the LoungeKey Airport Lounge program at any time without prior notice to you.

These terms and conditions are in addition to and do not replace the terms and conditions for your account with HSBC.

