

# See the best of Italy with Visa.



**VISA**

Issuer bank logo

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## Travel the Visa way

Visa is accepted at millions of locations around the world, bringing you a seamless, secure and convenient payment experience wherever you go. And as if that wasn't enough, you can also benefit from a wide range of exclusive offers and benefits, simply by paying with Visa.

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# The Luxury Hotel Collection offers best in class travel benefits exclusively for Visa premium cardholders

Enjoy seven premium benefits when you book through the Visa Luxury Hotel Collection.

- Best available rate guarantee
- Automatic room upgrade upon arrival, when available
- Complimentary in-room Wi-Fi, when available
- Complimentary continental breakfast daily
- US\$25 food or beverage credit
- VIP guest status
- 3PM check-out upon request, when available

## Eligibility

Visa Premium cards vary by country and may include Visa Signature, Visa Infinite, and select Visa Platinum and Visa Gold cards. Eligible cards for each region listed here:

[visaluxuryhotelcollection.com/eligibility](https://visaluxuryhotelcollection.com/eligibility)

**Validity Date:** 1 January 2022 - 31 December 2022

Terms and Conditions apply. Refer to the back of the brochure for full details.

Redeem offer



# Luxury hotels, exclusive offers





# Enjoy up to 10% cashback on accommodation at Booking.com when you pay with Visa

Available for all Visa cardholders.

**Validity Date:** 8 November 2021 - 31 October 2022

Terms and Conditions apply. Refer to the back of the brochure for full details.

Redeem offer

**Booking.com**





# Enjoy up to 6% cashback on accommodation at Booking.com when you pay with Visa

Available for all Visa cardholders.

**Validity Date:** 8 November 2021 - 31 October 2022

Terms and Conditions apply. Refer to the back of the brochure for full details.



Redeem offer

Booking.com



Explore more,  
pay less

## Enjoy a discount of up to 35% when booking through Avis

Gold and Platinum cardholders:

- Up to 20% discount on Standard Rates
- Up to 10% discount on International Leisure Rates

Signature and Infinite cardholders:

- Up to 35% discount on Standard Rates
- Up to 30% discount on International Leisure Rates

Available for all Visa Platinum, Visa Signature, Visa Infinite, Gold cardholders.

**Validity Date:** 1 January 2022 - 31 December 2022

Terms and Conditions apply. Refer to the back of the brochure for full details.

Redeem offer

**AVIS**<sup>®</sup>



## Save 10% when you rent your car with Budget

Available for Visa Infinite, Visa Signature, Visa Platinum, Visa Gold cardholders.

**Validity Date:** 31 December 2021 - 31 December 2022

Terms and Conditions apply. Refer to the back of the brochure for full details.

Redeem offer





# Enjoy 10% discount on car rental bookings with Rentalcars.com

Available for all Visa cardholders.

**Validity Date:** 1 February 2022 - 20 January 2023

Terms and Conditions apply. Refer to the back of the brochure for full details.

Redeem offer

**Rentalcars.com**

# Exclusively for Visa cardholders – discover an unforgettable shopping experience and enjoy special offers at The Bicester Collection.

- Visa Cardholders (Classic, Gold, Platinum & Signature) save 10% when they use their Visa Card to pay for purchases at The Bicester Collection\*. For more information visit the website [here](#).
- Visa Infinite Cardholders save 10% when they use their Visa Card to pay for purchases at The Bicester Collection\* + access to the private spaces “The Apartment”. For more information visit the website [here](#).

\*Offer available at The Bicester Collection across the following cities: Frankfurt, Munich, Milan, Brussels, Paris, Madrid, Barcelona, London or Dublin.

**Validity Date:** Available until 31 December 2022

Terms and Conditions apply

All Visa cardholders

Infinite cardholders

Redeem offer

Redeem offer



# Save more on retail therapy



# Get 20% extra refund (up to €500) at participating brands and exclusive sign-up privileges with Visa and Global Blue

Available for Visa Debit and Visa Credit cardholders.

**Validity Date:** 15 November 2021 - 14 November 2022

Terms and Conditions apply. Refer to the back of the brochure for full details.

Redeem offer





# Find the moments that matter

## Enjoy exclusive airport dining offers with DragonPass

Visa has partnered with DragonPass to exclusively offer an airport dining discount program for Middle East & North Africa cardholders. Cardholders must first register for the app. Once registered, cardholders can search for restaurants in airports they are travelling to or from. If cardholders wish to utilize a discount at a restaurant, they:

1. Visit the restaurant
2. Advise the restaurant staff they are going to utilize their discount.
3. Choose the restaurant within the app
4. Select 'Redeem'
5. Then present their phone with barcode screen to restaurant staff
6. Updated bill with discount applied will be provided

Available for Visa Infinite cardholders.  
Offers to be redeemed with in-app purchase

**Validity Date:** 11 February 2022 – 10 February 2023

Terms and Conditions apply. Refer to the back of the brochure for full details.

Download the App 'Visa Dine & Travel'





## Visa Concierge is a 24/7 digital personal assistant and lifestyle guide

Giving you access to extraordinary experiences and exclusive privileges:

- Seamless reservations for dining with exclusive offers & privileges
- Health and medical services
- Entertainment and experiences
- Recommendations on staycations, local and global activities
- Gift and shopping assistance
- Other special services like business, home and roadside assistance

Available for all Visa cardholders.

[Learn more](#)

**VISA** Concierge



## Enjoy discounts on Airport Fast Track immigration service at over 450 destinations worldwide

- 15% off retail rates for Visa Platinum cardholders\*
- 20% off retail rates for Visa Signature cardholders\*
- 25% off retail rates for Visa Infinite cardholders\*

\*Booking must be made at least 72 hours prior to commencement of travel.

Available for Visa Platinum, Visa Signature and Visa Infinite cardholders.

**Validity Date:** 1 January 2020 - 31 December 2022

Terms and Conditions apply. Refer to the back of the brochure for full details.

Redeem offer



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# Terms & Conditions

## Visa Terms and Conditions:

Offer details as shown are based on information provided by the Merchant. No warranties are made by Visa that the information is correct. Please check directly with the Merchant to confirm availability and validity of this Offer.

For the avoidance of doubt, while Visa has facilitated this Offer for the benefit of Visa cardholders, the Merchant is the sole provider of all goods and/or services under this offer. Accordingly, the Visa Cardholder understands, acknowledges and agrees that the procurement by him/her of any goods and/or services under this Offer shall constitute a contract solely between the Merchant and him/her, and Visa is not, nor will become, a party thereto.

By utilizing or attempting to utilize any of the goods and services under this Offer, the Visa Cardholder understands, acknowledges and agrees that:

· Any claim, complaint or dispute of any nature arising out of or in relation to the procurement, or attempted procurement by the cardholder of any goods and/or services under this Offer (each a "Claim") shall be settled by the Visa Cardholder directly with the Merchant, and Visa Cardholder shall not make any Claim against Visa.

· Without prejudice to the foregoing, and to the fullest extent permitted by law, Visa shall not be liable to any person for any loss, damage, expenses or claim (whether direct or indirect) in relation to any personal injury, death, false representation, damage or omission arising from or in connection with the usage or attempted usage of this Offer or goods and/or services provided under this Offer.

## Visa Luxury Hotel Collection Offer:

### Best Available Rate Guarantee:

We guarantee the best publicly available rates whenever you book with the Visa Luxury Hotel Collection.

If you find a lower room rate\* on another website within 24 hours of making a booking with us, we will match the rate.

### \* The lower rate found must:

- Have identical booking requirements and policies for payment and cancellation as your Visa Luxury Hotel Collection booking.
- Be for the same hotel, room type, stay dates/length, and number of guests.
- Be publically viewable and verifiable on the other website.
- Be for room only, exclusive of other benefits or perks.

### Full terms & conditions are below:

- To make a claim, simply complete our Best Available Rate Guarantee online claim form within 24 hours of making a booking with us. We will review your claim and contact you within 48 hours.
- Please note: hotel cancellation policies vary greatly. Many of our hotels are flexible and allow cancellation up to 24 hours in advance of your stay. The Visa Luxury Hotel Collection understands that sometimes travel plans change, and therefore does not charge additional change or cancel fees.

### Best Available Rate Guarantee Terms & Conditions:

- The Visa Luxury Hotel Collection guarantees the best publicly available rates for all of our hotels, subject to the following terms and conditions:
- The Best Available Rate Guarantee online claim form must be completed in full within 24 hours of making your Visa Luxury Hotel Collection booking.
- Claim must include the lower rate and exact link (URL) where it can be confirmed.

## The following rates do not qualify:

- Pre-paid, non-cancellable, and/or non-refundable rates.
- Rates available on auction or flash sale websites like (but not limited to) Priceline or Hotwire.
- Reward program rates, corporate/group rates, government rates and/or other rates not available to the general public.
- Packaged rates that include the room with other travel and/or entertainment goods and services such as (but not limited to) airline tickets, car rentals, or show tickets.
  - If we verify the lower rate, your nightly rate will be adjusted to reflect it.
  - The rate and/or benefits cannot be combined with hotel specific special offers or packaged promotions or other rates not publically viewable.
  - The Visa Luxury Hotel Collection has the sole right to determine the validity of any claim.
  - The Visa Luxury Hotel Collection has the discretion to determine if a competing rate is genuinely available.
  - In the case of a dispute, the Visa Luxury Hotel Collection's decision is final.
  - The Visa Luxury Hotel Collection reserves the right to modify this Best Available Rate Guarantee at any time.

## Automatic Room Upgrade Upon Arrival:

Upon availability at check-in, you will be upgraded to the next highest room class for the duration of your stay.

## Complimentary In-Room Wi-Fi:

Upon check-in you will be provided with complimentary internet access, if available, for the duration of your stay.

## Complimentary Continental Breakfast Daily:

For the length of your stay, you and one guest will receive complimentary continental breakfast daily. If the hotel does not offer continental breakfast, they will offer another dining or other benefit of equal value based on local market rate.

# Terms & Conditions

## US\$25 Food or Beverage Voucher:

During your hotel stay you will receive either a US\$25 voucher at check-in good for food/beverage within the hotel or a US\$25 credit at check-out. Limit of one US\$25 credit per room, per stay. A stay is defined as consecutive nights spent at the same hotel, regardless of check-in/check-out activity. Any charges over and above the credit described above will be applied directly to your account to settle upon departure. Credit has no cash value and is not valid on room rate or third party services.

## VIP Guest Status:

As a guest through the Visa Luxury Hotel Collection, you will be recognized within the hotel as a VIP Guest. VIP Guest services and amenities differ by property.

## 3PM Check-out Upon Request:

Late checkout is available upon request, upon availability by the hotel. At the time of check-in, or during the course of your stay, you may contact the front desk and request late checkout up to 3 p.m.

\* In cases where one of the benefits is not available at a hotel, the hotel may provide a substitute benefit of equal value. Some hotels may provide one of the benefits as a standard feature of the room being booked. In those cases, the hotel may or may not provide a substitute benefit of equal value. Resort fees that cover any of the benefits are not reimbursable. Reservations must be booked either on a Visa Luxury Hotel Collection website or through Visa Concierge for benefits to apply. Some properties may require a minimum night stay or require the booking of certain room categories to receive the additional complimentary benefits. Please consult the terms and conditions for each property.

## Visa Terms and Conditions

- Offer is valid from 1 January 2022 – 31 December 2022.
- Offer is subject to availability at time of booking.
- Offer is valid at participating properties.
- Only eligible Visa Infinite and Visa Signature cards issued in Asia Pacific, Central Europe, the Middle East, and Africa, and Visa Platinum cards issued in Vietnam, China, Australia, New Zealand, Central Europe, the Middle East, and Africa may book hotels [www.visaluxuryhotels.com](http://www.visaluxuryhotels.com) and receive special Visa premium card benefits.
- Offer is valid only when guest pays with a valid and eligible Visa card.
- The Best Available Rate Guarantee is not applicable on discounted rates and cannot be combined with any other offers.
- Complimentary breakfast daily is based on double occupancy for two people.
- Food or beverage credit has no cash value and is per room, per stay
- Cardholder is responsible for all applicable taxes, service fees, gratuities and other charges including incidental spend at the hotel.
- Void where prohibited, taxed or restricted by law.
- Visa will use best efforts to ensure the offer is provided as described, but cardholders shall not make any claim or seek compensation against Visa, even in the event that any of the offers are not provided or not provided as described (whether or not such non provision is due to fault or negligence on the part of the hotel or Visa).
- Visa shall not be liable in any manner whatsoever or howsoever for any loss or damage or claims that may arise out of (a) usage or attempted usage of any of the offers, or of any services provided by the hotels, or (b) any refusal or failure on the part of the hotels to provide or honour any of the offers, or benefits or privileges given under the offers, for any reason whatsoever.
- Visa reserves the absolute right to withdraw and / or alter any of the terms and conditions of any of the offers at any time without giving any notice.
- Participating hotels reserve the right to opt out of the program and corresponding benefits at any time without prior notice.
- Visa and participating properties reserve the right to vary the terms and conditions of this offer.
- For the most updated list of participating properties, please visit [www.visaluxuryhotels.com](http://www.visaluxuryhotels.com) or call Visa Concierge for details.

## Booking.com Offer:

### 6% Cashback

#### Redemption instructions

To avail of the promo offer, visit [www.booking.com/6visacemea](http://www.booking.com/6visacemea) and proceed with the following steps:

- Sign up or log in to a registered Booking.com account.
- Search for the accommodation and travel dates.
- Only properties labelled with a 'cashback badge' are eligible. Choose the preferred accommodation and room type to see the rate and estimated cashback value.
- Use an eligible Visa Credit/Debit Card to complete the booking.
- Tick the checkbox on Payment Page to enable cashback to the Visa Credit/Debit Card.
- Use an eligible Visa Credit/Debit Card to pay at the accommodation

### Terms and Conditions

Up to 6% cashback on accommodation bookings is available to cardholders of Visa Credit/Debit Cards ("Visa Cardholders") from 8 November 2021 to 31 October 2022

To avail of the promo offer, visit [www.booking.com/6visacemea](http://www.booking.com/6visacemea) (the "Offer Landing Page") and proceed with the following steps:

- Sign up or log in to a registered Booking.com account.
- Search for the accommodation and travel dates. Only properties labelled with a 'cashback badge' are eligible.
- Choose the preferred accommodation and room type to see the rate and estimated cashback value.
- Use an eligible Visa Credit/Debit Card to complete the booking.
- Tick the checkbox on Payment Page to enable cashback to the Visa Credit/Debit Card.
- Use an eligible Visa Credit/Debit Card to pay at the accommodation.

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# Terms & Conditions

- Only bookings made through the Offer Landing Page are eligible for this promotion. Cancelled and “no show” bookings are not eligible.
- Taxes and other fees and charges may not be taken into account for the calculation of the final cashback. The final cashback is subject to the exchange rate.
- The cashback will be credited at least 64 business days after completion of stay in the accommodation to the Cardholder’s Visa Credit/Debit Card.
- Accommodations that do not accept credit cards are not eligible for the offer. The offer is subject to terms and conditions of Booking.com. In case of dispute, the decision of Booking.com and Visa shall be final.
- All conditions of the promotion must be met at the time the booking is made; retroactive claims are not allowed.
- Cashback will be granted only to the user who made the booking and completed their stay.

These terms are to be read together with the complete conditions of use here (login required) and any other terms that apply to your trip. In the event of an inconsistency or discrepancy about the contents of these summarized conditions of use then the complete conditions of use (,to the extent permitted by law, shall apply, prevail, and be conclusive.

For inquiries and concerns about the offer, you may call Booking.com Customer Service at <https://www.booking.com/content/contact-us.html> The offer is not available for booking/ redemption in Belarus, Russia, Ukraine, Eritrea, Guinea-Bissau, Iraq, Madagascar, Palestine, Sudan, Yemen, Liberia, Central African Republic, Sao Tome & Principe, Somalia, Swaziland, Western Sahara, Burundi, Comoros, Equatorial Guinea, Iran.

## 10% Cashback

### Redemption instructions

To avail of the promo offer, visit [www.booking.com/10visacemea](http://www.booking.com/10visacemea) and proceed with the following steps:

- Sign up or log in to a registered Booking.com account.
- Search for the accommodation and travel dates. Only properties labelled with a ‘cashback badge’ are eligible.
- Choose the preferred accommodation and room type to see the rate and estimated cashback value.
- Use an eligible Visa Credit/Debit Card to complete the booking.
- Tick the checkbox on Payment Page to enable cashback to the Visa Credit/Debit Card.
- Use an eligible Visa Credit/Debit Card to pay at the accommodation

### Terms and Conditions

Up to 10% cashback on accommodation bookings is available to cardholders of Visa Credit/Debit Cards (“Visa Cardholders”) from 8 November 2021 to 31 October 2022

To avail of the promo offer, visit [www.booking.com/10visacemea](http://www.booking.com/10visacemea) (the “Offer Landing Page”) and proceed with the following steps:

- Sign up or log in to a registered Booking.com account.
- Search for the accommodation and travel dates. Only properties labelled with a ‘cashback badge’ are eligible.
- Choose the preferred accommodation and room type to see the rate and estimated cashback value.
- Use an eligible Visa Credit/Debit Card to complete the booking.
- Tick the checkbox on Payment Page to enable cashback to the Visa Credit/Debit Card.
- Use an eligible Visa Credit/Debit Card to pay at the accommodation.

- Only bookings made through the Offer Landing Page are eligible for this promotion. Cancelled and “no show” bookings are not eligible.
- Taxes and other fees and charges may not be taken into account for the calculation of the final cashback. The final cashback is subject to the exchange rate.
- The cashback will be credited at least 64 business days after completion of stay in the accommodation to the Cardholder’s Visa Credit/Debit Card.
- Accommodations that do not accept credit cards are not eligible for the offer. The offer is subject to terms and conditions of Booking.com. In case of dispute, the decision of Booking.com and Visa shall be final.
- All conditions of the promotion must be met at the time the booking is made; retroactive claims are not allowed. Cashback will be granted only to the user who made the booking and completed their stay.

These terms are to be read together with the complete conditions of use here (login required) and any other terms that apply to your trip. In the event of an inconsistency or discrepancy about the contents of these summarized conditions of use then the complete conditions of use (,to the extent permitted by law, shall apply, prevail, and be conclusive.

For inquiries and concerns about the offer, you may call Booking.com Customer Service at <https://www.booking.com/content/contact-us.html> The offer is not available for booking/ redemption in Belarus, Russia, Ukraine, Eritrea, Guinea-Bissau, Iraq, Madagascar, Palestine, Sudan, Yemen, Liberia, Central African Republic, Sao Tome & Principe, Somalia, Swaziland, Western Sahara, Burundi, Comoros, Equatorial Guinea, Iran.

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# Terms & Conditions

## Avis Offer:

Avis are delighted to offer Gold, Platinum, Signature and Infinite Cardholders up to 35% discount on car rental. Book on [www.avisworld.com/visa](http://www.avisworld.com/visa) to automatically receive your discounts or join Avis Preferred or Avis President's Club as a Visa Premium customer and have the benefits linked to your profile.

### Gold and Platinum Cardholders:

- Up to 20% discount on Standard Rates
- Up to 10% discount on International Leisure Rates

### Signature and Infinite Cardholders:

- Up to 35% discount on Standard Rates
- Up to 30% discount on International Leisure Rates

Preferential partnership discounts only apply to residents of Europe, Africa, Middle East and Asia, renting worldwide.

In order to redeem the discount, reservations must be made using the Visa AWD (Avis Worldwide Discount) numbers.

Booking via this website ([www.avisworld.com/visa](http://www.avisworld.com/visa)) will hardcode these AWDs automatically, if booking through any other channel please quote correct AWD:

Visa Infinite	E438500
Visa Signature	K738800
Visa Platinum	O368100
Visa Gold	W819200

Discounts will be applied at point of reservation and will apply to the time, mileage and insurance portion of the rental. Ancillary products, purchasable at the counter, will not be subject to the discounts.

Discount do not apply on special rates, broker rates, minivans, special parks (e.g. Prestige, Select) and car rent with chauffeur driver. Standard terms and conditions of Avis car rental apply.

## Budget Offer:

Wherever you are travelling, take advantage of special car rental offers from Budget! Visa Gold, Platinum, Signature and Infinite Cardholders can enjoy discount on car rental simply booking their trip via [www.budgetinternational.com/visa](http://www.budgetinternational.com/visa).

The 10% discount is valid for all bookings made for car rentals worldwide. The following unique Budget Discount Codes should be used at time of reservation (automatically applied when using the website):

U022100 - VISA INFINITE  
U022200 - VISA SIGNATURE  
U024400 - VISA PLATINUM  
U024600 - VISA GOLD

Discount applies to the inclusive base rate of a pre booked rental. Any optional extras paid for at the counter such as baby seats, extra insurances, GPS units, extra drivers and fuel will not have the discount applied.

This offer is not to be used in conjunction with any other promotional offer or discount, other than those stated on Budget website.

Offer not valid on domestic rentals in South Africa, Namibia, Botswana, Mozambique, Zambia, Zimbabwe, Swaziland, Angola (where country of residence is the same as country of rental). Standard Budget terms and conditions do apply to all bookings.

## Rentalcars.com Offer:

- Book a car on Rentalcars.com, pay using your qualifying Visa credit or debit card and enjoy an instant 10% discount from the car rental price.
- Business/Commercial cards are also eligible.
- Prepaid cards can be used for reservation and payment.
- However at the time of pick up, at the car rental desk, the main driver will need to show a credit card (prepaid or debit cards will not be accepted) to leave the deposit.
- Discount is calculated from the car price element of a car rental booking, i.e. excluding additional services and extras (insurance, additional driver fee, one way fee, child seat, navigation devices etc.).
- No minimum spends on car rental booking required.

To qualify for the discount, you must access Rentalcars.com website using the dedicated link <https://www.rentalcars.com/?affiliateCode=visainter999&enabler=visame> on your bank's website, mobile app or marketing communication channels which advertise the offer.

Direct bookings on [www.rentalcars.com](http://www.rentalcars.com) will not qualify for the discount. Discount only applies to online bookings and payments, not to "pay on arrival" bookings. Once the customer is on the checkout page and adds an eligible Visa card, the discount will automatically be applied in the price breakdown.

The offer is not available for booking/ redemption in Bouvet Island, Equatorial Guinea, Reunion, Sierra Leone, St. Helena, South Sudan, Mayotte, Afghanistan, Liberia, Central African Republic, Eritrea, Guinea-Bissau, Iraq, Madagascar, Palestine, Sao Tome & Principe, Somalia, Sudan, Swaziland, Western Sahara, Yemen, Burundi, Comoros, Equatorial Guinea, Kosovo, Turkmenistan, Iran, Lesotho, Russia and Belarus.

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# Terms & Conditions

## The Bicester Collection Offer:

- Valid until 31 March 2023 for Visa cardholders; A 10% saving on purchases; To redeem your 10% saving, simply download the VIP Pass, add the QR code to the eWallet and present it in participating boutiques and restaurants.
- Reduction is applied to the Village price in participating boutiques and restaurants.
- This promotion cannot be used in conjunction with any other offer. For full terms and conditions please [click here](#). Access to the private suite is subject to availability and must be booked 48 hours in advance.
- Please note that you must be a resident of the country in which a Village is located in order to access Virtual Shopping with that Village.

## DragonPass Offer:

### General

- Welcome to DragonPass International Ltd (“DragonPass”) Terms & Services (“Terms & Services”) page.
- The Services (as defined below) are provided by DragonPass International Ltd, located at 173a Ashley Road, Hale, Altrincham, Cheshire WA15 9SD, UK.
- When you read these Terms & Services, please note that the terms “you”, “your” and “User(s)” refer to the person(s) named on the Card(s). The terms “we”, “our”, “us” and “DragonPass” refer to DragonPass International Ltd and its successors and assigns. If you are the individual requesting us to issue the Card(s) to you, you will be known as the “DragonPass Member” and you will have an account with us called the “Card Account”.
- By using our Services, you are agreeing to these terms. Please review them before using our services.

### Program Details

Dining program provided to Visa cardholders by DragonPass and Visa.

### Definition

In this Terms & Services:

- DragonPass Membership Card means any membership card bearing the name DragonPass and/or the service mark of DragonPass issued by us pursuant to this Terms & Services and any substitution, replacements or renewals thereof.
- Dining Discounts means discounts, offers and privileges offered at participating food and beverages outlets for DragonPass Members.
- Dining coupon refers to the mode of payment services available on the DragonPass App for purchases made at participating merchant outlets.

## DragonPass Services

We provide the following services (“Services”) to DragonPass Members:

- Dining Discount
- Dining Coupon

### Registration of DragonPass Account

- You are obliged to provide complete and truthful information at all times during registration.
- To register for DragonPass and access the Services, you need to be 18 years or older, have the power to enter a binding contract with us and not be barred from doing so under any applicable laws. You also promise that any registration information that you submit to DragonPass is true, accurate, and complete, and you agree to keep it that way at all times.
- DragonPass has the right to suspend or terminate your account at its sole discretion with no refund if information provided is considered by DragonPass to be false, incorrect and/or incomplete.
- You are solely responsible to maintain your account information.
- DragonPass will not be held responsible if your account is terminated due to account information not being updated.
- You are not allowed to transfer DragonPass membership for registration that is given by partners.

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# Terms & Conditions

## DragonPass Service regulation

### Dining Discounts

- The discounts available at each retail and dining outlet are detailed within the app.
- All offers, privileges and/or promotions are open to all DragonPass members unless otherwise stated.
- To enjoy the offers, please present your physical or digital DragonPass membership card. List of participating outlets are available on DragonPass website and application.
- All offers, privileges and/or promotions are subject to availability and while-stocks-last basis.
- All offers, privileges or discounts listed may be subject to prevailing government taxes and services charges, where applicable.
- All offers, entitlements, discounts, vouchers and privileges are not exchangeable for cash, credit or other goods and services and are non-transferable.
- Please present your physical or digital DragonPass membership card prior to ordering or payment.
- All complimentary gifts or items (if any) are on while-stocks-last basis and are not refundable or exchangeable for cash, credit or other items of any kind and are not transferable.
- DragonPass and its merchants reserve the right to replace the complimentary gift or item (with an item of similar value) if it is unavailable at the time of purchase/confirmation of order, where applicable, without prior notice to Cardmembers.
- All offers, privileges or discounts listed are subject to participating merchants' terms and conditions(j) Participating merchants reserve the right to amend the terms and conditions governing the offers, privileges and/or promotions at any time without prior notice.
- Goods and/or services (including any complimentary gifts) are provided solely by the participating merchants, under such terms and conditions as determined by such participating merchants, DragonPass makes no warranty or representation as to the quality, merchantability or fitness for purpose of the participating merchant's goods and services (including any complimentary gifts).

- All dispute or feedback in relation to the participating merchants and/or their goods and services should be directed to the relevant merchant and shall be resolved directly between the Cardholder and the participating merchant.
- DragonPass's decision on all matters relating to the offers, privileges and/or promotions are final and binding and no further correspondence will be entertained.
- DragonPass reserves the right to amend, revoke, vary or add to the terms and conditions of any promotion or terminate any promotion or any of its governing terms in its absolute discretion at anytime without any liability.

### Dining Coupon

- You are required to be physically present and your DragonPass membership must be verified by the restaurant staff in order to use the restaurant dining coupon.
- Dining coupon(s) can only be used at participating restaurants within the DragonPass network. The list of restaurants in DragonPass website and APP shall prevail.
- You will need to verify the amount to pay with restaurant staff before using.

### DragonPass rights for amendment

- DragonPass reserves the rights to amend these Terms. The updated Terms will be uploaded on the App.
- If you do not agree with these Terms, you may stop using our Services. Once you continue to use our Services, it means that you have agreed with all the Terms.
- For more detailed information of the Service Regulations and privacy policy, please visit DragonPass official website: [en.dragonpass.com.cn](http://en.dragonpass.com.cn)
- Liability for Breach of Contract
- You have agreed to safeguard the interests of DragonPass and other users. If you are found to be in breach of any law, rules or these Terms that causes damage or loss to DragonPass or any third party, you will be solely liable for all damage and loss caused.
- If you suffer any loss due to service disruption by DragonPass, DragonPass will only be liable for any direct loss caused by service disruption.

## Limitation of Liability

- In no event will DragonPass be liable for any direct, indirect, special, punitive, exemplary, or consequential losses or damages of whatsoever kind arising out of your use of or access to our Services, including loss of profit or the like whether or not in the contemplation of the parties or whether based on breach of contract, tort (including negligence), product liability, or otherwise.
- DragonPass is not liable to you for any damage or alteration to your equipment including but not limited to computer equipment, handheld devices, or mobile telephones, as a result of the installation or use of the DragonPass APP.
- Nothing in these Terms of Service shall exclude or limit DragonPass liability for death or personal injury caused by negligence or for fraud or fraudulent misrepresentation or any other liability which cannot be excluded or limited under the applicable law.

## Acceptable Use Policy

You agree not engage in any illegal activities which includes but not limited to:

- Violate the constitution of China
- Incite racial hatred
- Spreading of cult or false religion
- Spreading of rumour that destabilize the society
- Spreading of pornography, violence and gambling
- Spreading of content that humiliate or harm others
- Alter or Delete DragonPass information without permission
- To clone, copy, sell or resell DragonPass service to others commercially

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# Terms & Conditions

## Termination

- DragonPass may terminate use of the service at any time by giving notice of termination to you.
- Upon any termination:
  - the rights and licenses granted to you herein shall terminate; and
  - you must cease all use of the software

## Governing Law and Jurisdiction

This Terms of Use shall be governed by the laws of the United Kingdom. You agree to submit to the exclusive jurisdiction of the United Kingdom courts.

## Airport Fast Track Offer:

Eligible Visa cards: Visa Platinum, Visa Signature, Visa Infinite issued in CEMEA region Cardholders can book services via <https://cemea.yqnowgroup.com/> and the applicable discount is applied directly to the transaction Booking for the services must be made at least 72 hours prior to commencement of travel Offer not to be used in conjunction with other promotions Cardholders can also book other services such as limo transfer, visa on arrival, baggage porters, etc. YQ Terms and conditions apply. Please refer to [speedpass.yqnowgroup.com](https://speedpass.yqnowgroup.com) for details.

## Global Blue Offer:

### 20% Extra Refund Offer:

- Promotion valid from 15/11/2021 to 14/11/2022.
- Customers who take a tax refund with Global Blue at participating stores can receive 20% Extra Refund when using their Visa card. To redeem the promotion, present the 20% Extra Refund e-coupon and your Visa card to the Sales Assistant instore when requesting a Global Blue tax refund.
- Promotion requires a completed Global Blue tax free transaction with export validation.
- The 20% Extra Refund promotion is calculated on the refund amount, and not on the sale price. Example 20% Extra Refund promotion calculation: Goods purchased for €1,000, the tax refund received after fees is €140. The Extra Refund promotion is 20% of €140, total €28. The Extra Refund promotion will be paid to the nominated Visa credit or debit card after export validation has reached Global Blue's system.
- Extra Refund promotion payments will usually be made within 7 days of departing the E.U. however in some instances e.g., when the Tax Free Form is been mailed back to Global Blue, it can take up to 90 days.
- The maximum Extra Refund promotion amount payable per tax free transaction is €500.00.
- The Extra Refund e-coupon cannot be redeemed using Global Blue's self-service kiosks in-store.
- The promotion may be withdrawn by Global Blue without notice.
- Visa shall not be responsible to customers in connection with the promotion or redemption of the offer.

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# Terms & Conditions

## Sign Up Privileges:

Eligible countries: Eligible countries: Sign up privileges currently limited to Visa Debit & Credit cards issued in Afghanistan, Albania, Algeria, Angola, Armenia, Azerbaijan, Bahrain, Belarus, Benin, Bosnia-Herzegovina, Botswana, Bouvet Island, Burkina Faso, Burundi, Cameroon, Canada, Cape Verde Islands, Chad, Congo, Democratic Republic of the, Cote d'Ivoire, Djibouti, Egypt, Equatorial Guinea, Ethiopia, Gabon, Gambia, Georgia, Ghana, Guinea, Guinea Bissau, Iraq, Jordan, Kazakhstan, Kenya, Kosovo, Kuwait, Kyrgyzstan, Lebanon, Lesotho, Liberia, Libya, Macedonia, Madagascar, Malawi, Mali, Mauritania, Mauritius, Mayotte, Moldova, Montenegro, Morocco, Mozambique, Namibia, Niger, Nigeria, Norway, Oman, Pakistan, Palestine, Qatar, Reunion, Rwanda, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Somalia, South Africa, South Sudan, St Helena, Sudan, Swaziland, Switzerland, Tajikistan, Tanzania, Togo, Tunisia, Turkmenistan, Uganda, Ukraine, United Arab Emirates, United Kingdom, the United States of America, Uzbekistan, Yemen, Zambia and Zimbabwe.

## Visa Classic Cardholders

- One time access to the Global Blue VIP Lounges will be provided via entry voucher emailed by Global Blue. Entry on presentation of a valid entry voucher and Tax-Free Form.
- One-time entry vouchers valid for 12 months. One voucher will be issued per cardholder for their personal use and is not to be shared.
- Entry of one accompanying family member to the Lounge is at Lounge staff's discretion due to capacity and health restrictions.
- Minimum tax-free transaction amount of €1,000 applies for Barcelona, Milan and Rome due to capacity restrictions for Visa Classic cardholders only.
- One time entry pass will also grant a single booking of Airport Fast Track at Global Blue Refund Offices. Bookings for Airport Fast Track must be made at least 24 hours in advance by Global Blue Lounge hosts.

## Visa Premium Cardholders

- Eligible cards include Visa Gold, Platinum, Signature, Signature Preferred, Infinite, Infinite Privilege and Infinite Preferred. Prepaid cards are not eligible.
- Unlimited access to the Global Blue VIP Lounges will be provided via entry voucher emailed by Global Blue and presentation of a Tax-Free Form. This entry voucher can be used multiple times by the cardholder.
- One voucher will be issued per cardholder for their personal use and is not to be shared.
- Entry of one accompanying family member to the Lounge is at Lounge staff's discretion due to capacity and health restrictions.
- Entry voucher will also grant access to Airport Fast Track at Global Blue Refund Offices. Bookings for Airport Fast Track must be made at least 24 hours in advance by Global Blue Lounge hosts.

The promotion may be withdrawn by Global Blue for new enrolments without notice. Visa shall not be responsible to customers in connection with the promotion or redemption of the offer.

**VISA**

Issuer bank logo