

American Express®
Velocity Business Card
Lounge Pass
Terms and Conditions

Effective from 15 March 2022



American Express Velocity Business Card Lounge Pass Terms and Conditions

1. Virgin Australia lounge is owned and operated by Virgin Australia Airlines Pty Ltd in selected domestic airports in accordance with the Virgin Australia lounge Terms and Conditions, available at virginaustralia.com/thelounge and as amended from time to time. You must be a member of the Velocity Rewards program to be eligible for the Virgin Australia lounge passes.
2. Two complimentary single entry passes to the Virgin Australia lounge at selected airports will be activated on the Primary Card Member's Velocity membership card each year. A year is defined as the period starting on the date on which the applicable Card Account is opened by American Express (anniversary date) and expiring on the day before the anniversary date each year thereafter. The complimentary single entry passes to the Virgin Australia lounge cannot be carried forward to any subsequent year.
3. Each complimentary single entry pass to the Virgin Australia lounge is valid for twelve (12) months for a single visit by one guest and cannot be renewed once expired.
4. Virgin Australia lounges are available at virginaustralia.com/thelounge, and can be accessed when travelling on an onward domestic flight with Virgin Australia.
5. You may access Virgin Australia lounges for a maximum of two (2) hours prior to your Virgin Australia flight's scheduled departure time.
6. To redeem your complimentary single entry pass to Virgin Australia lounges you must present your Velocity membership card together with your flight itinerary or boarding pass for onward domestic travel with Virgin Australia.
7. Entry of members, guests and single entry visitors is at all times subject to space availability.
8. Complimentary single entry passes to Virgin Australia lounge are valid for Virgin Australia owned and operated lounges only and are not valid for partner airlines' lounges or associated lounges, and are subject to the Virgin Australia lounge Terms and Conditions. For more information on the terms and conditions governing all aspects of the Virgin Australia lounge, please refer to virginaustralia.com/thelounge
9. Complimentary single entry passes are not redeemable for cash or other services provided by Virgin Australia Airlines Pty Ltd, and must not be sold in any way.
10. Complimentary single entry Virgin Australia lounge passes are not transferable, but may be used to enable other people (who are travelling with you) to gain access to the lounge.
11. Lost or stolen passes for the Virgin Australia lounge will not be replaced.

12. Please allow up to ten (10) business days after your American Express Velocity Card activation or American Express Velocity Card anniversary date for your complimentary single entry Virgin Australia lounge passes to be processed on to the Primary Card Member's Velocity membership card.
13. Complimentary single entry Virgin Australia lounge passes will be activated on the Velocity membership card associated with the Velocity membership number held by American Express in relation to the Primary Card Member.
14. American Express Velocity Card Members can check the status of their complimentary single entry Virgin Australia lounge passes online by logging in to their Velocity Account at velocityfrequentflyer.com.

Velocity is owned and operated by Velocity Rewards Pty Ltd as trustee of the Loyalty Trust. To earn and redeem Velocity Points, you must be a Velocity Member. Velocity Membership and Points earn and redemption are subject to the Member Terms and Conditions, available at velocityfrequentflyer.com, as amended from time to time.



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