



American Express® Velocity Business Card

Benefit Terms and Conditions

Effective from 6 November 2024

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American Express Velocity Business Card Benefit Terms and Conditions

1. By keeping or using your American Express Velocity Business Card, you are agreeing to these American Express Velocity Business Card Benefit Conditions.
2. In these American Express Velocity Business Card Benefit Conditions:
 - American Express means American Express Australia Limited (ABN 92 108 952 085)
 - Virgin Australia means Virgin Australia Airlines Pty Ltd ABN 36 090 670 965
 - you and your means the Primary Card Member holding an American Express Velocity Business Card Account
 - Card means the American Express Velocity Business CardOther expressions which are used in these American Express Velocity Business Card Benefit Conditions that are not defined here have the same meaning as in the American Express Velocity Points Terms and Conditions available at americanexpress.com.au/VelocityPointsTerms

Virgin Australia Guest Lounge Passes

American Express Velocity Business Card Virgin Australia Guest Lounge Pass Conditions

1. Virgin Australia Guest Lounge Passes may be used to enable up to two guests of the Primary Card Member (who travel on the same Virgin Australia domestic flight as the Primary Card Member) to gain access to Virgin Australia's domestic lounges.
2. To qualify for Virgin Australia Guest Lounge Passes, your Card Account with American Express must be in good standing. Provided you are a Velocity Frequent Flyer member and have registered your Velocity Frequent Flyer number with your American Express Velocity Business Card, you are eligible to receive two complimentary single entry Virgin Australia Guest Lounge Passes. Please allow up to 7 days after your American Express Velocity Business Card activation or American Express Velocity Business Card membership anniversary date for the benefit to be processed onto the Primary Card Member's Velocity membership.
3. Subject to applicable laws, Virgin Australia and American Express reserve the right to change these Virgin Australia Guest Lounge Pass Conditions or the offer of Guest Passes from time to time, including but not limited to the right to charge fees for Guest Lounge Passes or to stop offering Guest Lounge Passes. American Express will provide you with reasonable prior notice in the event of any changes to these Virgin Australia Guest Lounge Pass Conditions where practicable and where American Express considers it necessary or appropriate.
4. Two Virgin Australia Guest Lounge Passes are available each Card anniversary year and are valid for 12 months. Each pass is to be used for a single visit by one guest and cannot be renewed once expired or carried forward to any subsequent year.
5. Virgin Australia lounges can be accessed when travelling on an onward domestic flight with Virgin Australia. Access to Virgin Australia lounges is not available when travelling internationally with Virgin Australia. Please visit virginaustralia.com/lounge for more information, including current lounge locations.

6. You may access Virgin Australia lounges a maximum of two hours prior to your Virgin Australia flight's scheduled departure time.
7. Access to the Virgin Australia lounge on arrival at your destination is not permitted.
8. To redeem your Virgin Australia Guest Lounge Pass, you must present your Velocity membership card together with your flight itinerary or boarding pass for onward domestic travel with Virgin Australia.
9. Virgin Australia lounge access is at all times subject to space availability.
10. Virgin Australia Guest Lounge Passes are valid for Virgin Australia owned and operated domestic lounges only and are not valid for partner airlines' lounges or associated lounges, and are subject to 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/lounge
11. Personal information collected and held by Virgin Australia in connection with Virgin Australia Lounge Access will be handled in accordance with the Virgin Australia Group Privacy Policy and the Lounge Privacy Statement.
12. Virgin Australia Guest Lounge Passes are not redeemable for cash or other services provided by Virgin Australia Airlines Pty Ltd, and must not be sold in any way.
13. Virgin Australia Guest Lounge Passes are not transferable but may be used to enable other people (who are travelling with the Primary Card Member on a Virgin Australia domestic flight) to gain access to Virgin Australia's domestic lounges.
14. Lost or stolen Virgin Australia Guest Lounge Passes will not be replaced.
15. Virgin Australia Guest 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.
16. American Express Velocity Business Card Members can check the status of their Virgin Australia Guest Lounge Passes online by logging in to their Velocity Account at virginaustralia.com/velocity

