



**LOUNGE VISIT COMPLAINT & DISPUTE FORM**

Issuer is required to report Complaints and Lounge Visit disputes/billing queries directly to LoungeKey (LK). Communication with the operator of any airport lounge participating in the LK Program on any matter concerning the Program is strictly prohibited. All queries, complaints, requests for assistance and the like are to be taken up with the administrative staff of LK only. LK’s staff is responsible for resolving the matter and replying to the enquiry within a reasonable time.

For Lounge Visit disputes and billing queries LK will reply with a resolution within 10 Working Days. Please note Complaints may take longer and updates will be provided (on request) every 3 working Days.

Completed forms containing full payment card numbers must be sent securely to LoungeKey Operations.

|  |  |   |  |
|--|--|---|--|
| <b>Issuer:</b>                                       |  |   |  |
| <b>Submission Date:</b>                              |  |   |  |
| <b>Name of person completing the form:</b>           |  | <b>E-mail address:</b>                  |  |
| <b>Airport Lounge Name, Terminal &amp; Location:</b> |  | <b>Lounge Code:</b>                     |  |
| <b>Lounge City:</b>                                  |  | <b>Lounge Country:</b>                  |  |
| <b>Customer Name:</b>                                |  | <b>Payment Card Number:</b>             |  |
| <b>Date and approx. time of Visit:</b>               |  | <b>Air Carrier &amp; Flight Number:</b> |  |
| <b>Batch No:</b>                                     | (required for LV Disputes from the Monthly billing report) | <b>Voucher No:</b>                      | (required for LV Disputes from the Monthly billing report) |

**Nature of Query (Check one):**

LV Dispute/ Billing Query  Complaint

**COMPLAINT DESCRIPTION** *(Full Details of complaint, including full details and names or descriptions of any lounge staff and in the case of denied access please confirm the reason given by the lounge for denying the access, and confirmation of whether the Card Product was shown/swiped by lounge before access was denied.)*

**EXPLANATION & COMMENTS FROM (LK)**

|                       |           |                       |           |
|-----------------------|-----------|-----------------------|-----------|
| <b>Received by LK</b> | TBC by LK | <b>Resolved by LK</b> | TBC by LK |
|-----------------------|-----------|-----------------------|-----------|

Please return the completed form to [mcoperations@collinsongroup.com](mailto:mcoperations@collinsongroup.com)