

Citi Rewards Card Plaza Premium Lounge Program Terms and Conditions

These terms and conditions govern your participation in and use of the Complimentary Airport Lounge Access administered by Citibank Berhad. Your participation in the Complimentary Airport Lounge Program is subject to these terms and conditions and -

1. the terms and conditions in the Citibank Card Terms and Conditions;
2. the terms and conditions governing the use of your Citi Rewards Card ("**Terms and Conditions for Citi Rewards Card**"); and

If there is any inconsistency or conflict between these terms and conditions and any of the terms and conditions stated in Citibank Card Terms and Conditions, Citi Rewards Card, these terms and conditions will apply insofar as it is applicable for purpose of the Complimentary Airport Lounge Access Program.

Definitions

3. Except where the context otherwise requires, or unless these terms and conditions otherwise provide, all words and expressions used or referred to in these terms and conditions will have the same meanings as provided for in the Citibank Card Terms and Conditions and/ or Citi Rewards Card. In addition to those words and expressions already defined in the Citibank Card Terms and Conditions and/or Terms and Conditions for Citi Rewards Card:

"Eligible Card" means the Citi Rewards Card as stipulated in Table A under Clause 5 of this terms and conditions.

"Eligible Cardmember" means the holder of the valid principal Citi Rewards Card issued by Citibank.

"Lounges" or "Service Provider" refers to participating lounges where Eligible Card member is eligible to enjoy complimentary visits, subject to the Service Provider's terms and conditions.

"Plaza Premium Lounge" mean Plaza Premium Lounge Malaysia Sdn. Bhd (Co. No. 806621-X) or Plaza Premium Lounge Management Limited (as the case may be).

"Plaza Premium Lounge Program" mean Plaza Premium Lounge complimentary access offered by Citibank, subject to these terms and conditions.

"you, your or yours" mean the Principal or the Supplementary Cardmembers of the Citi Cardmembers, or both.

Plaza Premium Lounge Program

4. Each Eligible Cardmember is entitled to the following complimentary visits at the following Participating Lounge unless otherwise stated:-

Table A

Eligible Cards	Number of Complimentary Visits (aggregated)	Participating Lounge
Citi Rewards World Mastercard and Citi Rewards Visa Signature and	Six times (6) per calendar year	Refer to Table 1: List of participating lounge for Rewards Credit Card

Table 1: List of participating lounges for Citi Rewards Card

Country	Airport	Lounges
Malaysia	Kuala Lumpur International Airport , KLIA	Plaza Premium Lounge
		Flight Club
	Kuala Lumpur International Airport 2, KLIA2	Plaza Premium Lounge (Opposite Aerotel Kuala Lumpur, gateway@klia2)
		Plaza Premium Lounge (Next to Aerotel Kuala Lumpur, gateway@klia2)
		Plaza Premium lounge/ Wellness spa , International Departures
		Plaza Premium Lounge, International Departures

Subject to further terms and conditions appearing herein, the Eligible Cardmember is entitled to enjoy the Plaza Premium Lounge complimentary access as per the terms below:

- a. The Eligible Cardmember's admission to a Lounge is subject to the presentation of their Citibank Credit Card and boarding pass upon arrival at the reception of the said Lounge and availability of space in the Lounge as determined by the Plaza Premium Lounge.
- b. For admission, Plaza Premium Lounge's frontline staff in the Lounge will swipe the Citi Rewards Credit Card on an E-slip terminal and the Eligible Cardmember is required to sign on the E-slip. A copy of the E-slip will be retained by Plaza Premium Lounge and the client copy of the E-slip will be given to the Eligible Cardmember.
- c. For Malaysia Plaza Premium Lounges, each accompanying guest of the Eligible Cardmember who are at least 12 years old and above shall be entitled to a 50% discount off the applicable charges and the payment shall be settled by the Eligible Cardmember at the point of admission into the Lounge with their Citibank Credit Card.

- d. For overseas Plaza Premium Lounges, each accompanying guest of the Eligible Cardmember who are at least 12 years old and above shall be entitled to a 20% discount off the applicable charges and the payment shall be settled by the Eligible Cardmember at the point of admission into the Lounge with their Citibank Credit Card.
- e. Their visit into the Lounge will be according to the applicable charges by Plaza Premium Lounge and the payment shall be settled at the point of admission into the Lounge by the Eligible Cardmember with their Citibank Credit Card.
- f. There is no limit to the number of guests who can accompany the Eligible Cardmember into the Lounges who are utilizing the Privilege under this Program so long as the payment conditions as above are met.
- g. The total complimentary visits are aggregated throughout all Lounges. If Eligible Cardmember has utilized all complimentary visits, the Eligible Cardmember subsequent visits will be subject to applicable charges by the applicable Lounges.
- h. The complimentary access is provided on an "As Is" basis and subject to what is provided/is available by the Service Providers at the Lounges at the time of the Eligible Cardmember's complimentary visit.
- i. Each Eligible Cardmember is entitled to one (1) access per day. Any subsequent visit on that day and any visit exceeding 3 hours limit may be subject to applicable charges by the applicable Lounges.
- j. The complimentary access is not transferable and cannot be exchanged for cash, credit or in kind.
- k. Citibank does not guarantee or warrant the quality of or the services performed by Plaza Premium Lounge and shall not be liable for any deficiency, delay or imperfection of such services or for any mishaps, injuries or accidents that may occur in the course of redemption or usage for this Program.
- l. The Privilege does not include any accessories or items that are shown in any marketing and/or communication materials, as they are for illustration purposes only.
- m. The Eligible Cardmember agrees that he/she will indemnify Citibank from all liabilities, damages, losses, claims, suits, judgments, costs and expenses (including legal fees) for injury to or death of any person or damage to or destruction of any property arising out of the use of the Plaza Premium Lounge Program by the Eligible Cardmember or any accompanying guests(s) of the Eligible Cardmember.
- n. Citibank will not be liable to the Eligible Cardmember for any disputes between the Eligible Cardmember and Plaza Premium Lounge on matters such as admission into the Lounge, provision and use of facilities in the Lounge, any charges for subsequent visit or visits over the 3 hour limit or charges for the accompanying guest of the Eligible Cardmember.

Miscellaneous

5. Citibank is not liable for any default in respect of the Plaza Premium Lounge Program due to any act of God, war, riot, strike, lockout, industrial action, epidemic, pandemic, fire, flood, drought, storm, technical or system failure or any other event beyond the reasonable control of Citibank.
6. Citibank's decisions on all matters relating to the Plaza Premium Lounge Program are conclusive and binding on you save for fraud or manifest error (for example, unauthorized transactions or fraudulent or wrong entries).
7. Citibank reserves the right to cancel, revise, terminate or suspend the Plaza Premium Lounge Program or to revise any clause in these terms and conditions with adequate prior notice to you by way of posting on Citibank Online, accessible via www.citibank.com.my and/ or in any other manner deemed suitable by Citibank. You agree to log-on to Citibank Online, accessible via www.citibank.com.my from time to time to view and understand these terms and conditions and to ensure that you are kept up-to-date with any changes made.
8. To the fullest extent permitted by law, any cancellation, revision, termination or suspension of the Plaza Premium Lounge Program by Citibank will not entitle you to any claim or compensation against Citibank for any loss or damage suffered or incurred by any of you as a direct or indirect result of the act of cancellation, revision, termination or suspension.
9. To the fullest extent permitted by law, neither Citibank nor any of its officer, servant, employee, representative or agent (including but not limited to any third party service provider that Citibank may engage for the purposes of carrying out services in relation to Plaza Premium Lounge Program) will be liable for any loss or damage which arises in connection with the Complimentary Ride Home Program. Any liability that Citibank may have to you is limited to Direct Damages only. The words "Direct Damages" means actual damages or losses suffered by you as a result of a direct and immediate action by Citibank and shall not include any compensation for special, punitive, indirect, incidental or consequential damages or losses of any kind whatsoever, including but not limited to loss of profits, business or value, whether or not foreseeable.
10. To the fullest extent permitted by law, if a clause of these terms and conditions is invalid or unenforceable in any jurisdiction, it is to be read down or severed in that jurisdiction to the extent of the invalidity or unenforceability, and that fact does not affect the validity or enforceability of that clause in another jurisdiction or the enforceability of the remaining clauses.
11. These terms and conditions will be governed by and construed in accordance with the laws of Malaysia.