

**COMPLIMENTARY ACCESS TO PLAZA PREMIUM LOUNGE
TERMS AND CONDITIONS**

1. Cardholder is entitle to below entries to all Plaza Premium Lounge based on the following card types :

CREDIT CARD TYPE	COMPLIMENTARY ACCESS PER YEAR
AEON MasterCard Gold Generic	3 times for Principal Cardholder
New AEON MasterCard Gold	3 times for Principal Cardholder
AEON Visa Gold	3 times for Principal Cardholder
New AEON Visa Gold	3 times for Principal Cardholder
AEON Motorcycle Gold	3 times for Principal Cardholder
AEON BiG (Paywave) Gold	3 times for Principal Cardholder
AEON Japan Club (JCKL) Visa	6 times for Principal Cardholder & 6 times for Supplementary Cardholder
AEON Platinum Visa	6 times for Principal Cardholder

2. The “Plaza Premium Lounge” (herein after known as “privilege”) is valid from 21 October 2011 onward until further notice.
3. This “privilege” is open to ALL Principal new and/or existing AEON Gold /Platinum Visa or MasterCard cardholders only. While for AEON Japan Club (JCKL) credit card is open to Principal & Supplementary cardholders .
4. Cardholder is required to present their card and complete the Guest Registration Form before access is allowed.
5. Cardholder’s guest may enjoy a RM96 entrance fee if Cardholder makes payment with the AEON credit card.
6. Each Cardholder entitled to 1 complimentary visit of up to 3 consecutive hours per day per visit only.
7. All Cardholders’ account (s) must be in active, valid and current/good standing status (as determined by AEON Credit) to be eligible for this offer.
8. A fee of RM96 per entry will be charged to Cardholder(s)’ account once it has exceeded number of allocation access based on card type entry access to Plaza Premium Lounge. The fee(s) will be credited and reflected into cardholder’s next statement of account.
9. A fee of RM96 will be charged to Supplementary Cardholder(s) for each entry to Plaza Premium Lounge, except for AEON Japan Club (JCKL) Supplementary cardholders, which the charges will be imposed once Cardholders exceeded the number of complimentary access.

10. Cardholder is strictly prohibited to enter Plaza Premium Lounge while being under the influence of alcohol or drugs.
11. AEON Credit is not the supplier of good(s) and service(s) and makes no representation as to the quality of the good(s) and service(s) provided by the lounge.
12. AEON Credit shall not be liable for any loss, injury, liabilities, expenses or damages howsoever incurred or sustained by the Cardholder by reason of, arising from or in connection with the use or consumption of any services, product or facilities at any Lounge or for any other reasons.
13. In case of any dispute, AEON Credit reserves to have the final decision.
14. AEON Credit reserves the right to change the terms and conditions at its discretion.

**COMPLIMENTARY ACCESS TO PLAZA PREMIUM LOUNGE
FREQUENTLY ASKED QUESTIONS (FAQ)**

Q1: Who is entitled for complimentary access to Plaza Premium Lounge (PPL)?

A: The following cardholders who are in current / good standing status as issued by AEON Credit are entitled for complimentary access to Plaza Premium Lounge (PPL).

CREDIT CARD TYPE	COMPLIMENTARY ACCESS PER YEAR
AEON MasterCard Gold Generic	3 times for Principal Cardholder
New AEON MasterCard Gold	3 times for Principal Cardholder
AEON Visa Gold	3 times for Principal Cardholder
New AEON Visa Gold	3 times for Principal Cardholder
AEON Motorcycle Gold	3 times for Principal Cardholder
AEON BiG (Paywave) Gold	3 times for Principal Cardholder
AEON Japan Club (JCKL) Visa	6 times for Principal Cardholder & 6 times for Supplementary Cardholder
AEON Platinum Visa	6 times for Principal Cardholder

Q2: What are the Lounge Facilities available in the Plaza Premium Lounge?

A: Refer to Q9.

Q3: How can I enjoy the complimentary access to all Plaza Premium Lounge?

A: Each Cardholder is entitled to complimentary access AEON at PPL as per table in each calendar year. Cardholders are required to present his / her Credit Card and complete the Guest Registration form before having access to the lounge reception.

Example:

Entry Date	Entitlement for Complimentary access to the PPL based on Card Types
01/01/2018 - 31/12/2018	3X Complimentary access for a Principal of AEON Gold Visa or Mastercard
21/10/2018 – 31/12/2018	
01/01/2018 - 31/12/2018	6X Complimentary access for Principal of AEON Japan Club (JCKL) Visa & 6X Complimentary access for Supplementary of AEON Japan Club (JCKL) Visa
21/10/2018 – 31/12/2018	
01/01/2018 - 31/12/2018	6X Complimentary access for Principal of AEON Platinum Visa
21/10/2018 – 31/12/2018	

Q4: What happens if my entitlement has exceeded the allocated number of complimentary access?

A: RM 96 (inclusive of 6% GST) per entry will be charged to the Cardholder(s) account after Exceed the allocation complimentary to Plaza Premium Lounge airport. The fee(s) will be reflected into the Cardholder(s) next statement account.

Q5: Are Supplementary Cardholders entitled to these privileges?

A: No. Fee of RM 96 (inclusive of 6% of GST) will be charged to the Supplementary Cardholder(s) for each entry to the PPL, except JCKL Supplementary Cardholders which entitle for 6 times complimentary access to the lounge in a year.

Q6: What if I bring a guest along?

A: Fee of RM96 (inclusive of 6% of GST) will be charged with your AEON Credit Card for each Guest entry to PPL.

Q7: Is there any age limit for the PPL access?

A: No. Admission is free for age 2 and below.

Q8: How long can I stay at the Plaza Premium Lounge per visit?

A: Maximum 3 hours per visit.

Q9: Where is this privilege applicable and what are the opening hours?

A: The locations and opening hours are as follows:

1. Kuala Lumpur International Airport (KUL)

Plaza Premium Lounge (International Departures, KLIA Terminal)

- 3-hours lounge use includes: Food & Beverage, Internet Workstations & Wi-Fi, Shower Facility, Entertainment and Flight Information.
- Each cardholder shall be entitled to have complimentary 3-hour lounge visit, service inclusive of facilities set out above.

Flight Club (International Departure)

Opening Hours: 24 hours

- 3-hours use per access. Facilities include Food & Beverage (selected Chef's Choice menu), seating area, internet access, international newspapers and magazines, international TV channels, flight information.
- Each cardholder shall be entitled to have complimentary 3-hour lounge visit, service inclusive of facilities set out above.

2. Kuala Lumpur International Airport (KLIA 2)

4 outlets (Landside and Airside)

a) Plaza Premium Lounge, Gateway@klia2 (Landside)

Opening Hours: 24 hours

- 3-hours Lounge use per access.
- Lounge facilities include food and non-alcoholic beverages, internet access, international newspapers and magazines, international TV channels, flight information on, luggage storage facilities and in-house movies.
- Each cardholder shall be entitled to have complimentary 3-hour lounge visit, service inclusive of facilities set out above.

b) The Green Market, Main Concourse, klia2 (Landside)

Opening Hours: 0400-0000 hours

- 3-hours use per access.
- Includes 1 set menu of choice, internet access, international TV channels, flight information
- Each cardholder shall be entitled to have complimentary 3-hour lounge visit, service inclusive of facilities set out above.

c) Plaza Premium Lounge, Gate L, International Departure, klia2 (Airside)

Opening Hours: 0400-0000 hours

- 3-hours use per access.
- Lounge facilities include food and non-alcoholic beverages, internet access, international newspapers and magazines, international TV channels, flight information
- Each cardholder shall be entitled to have complimentary 3-hour lounge visit, service inclusive of facilities set out above.

d) Plaza Premium Lounge/Wellness Spa, Level 2, International Departure, klia2 (Airside)

Opening Hours: 0700-0000 hours

- 3-hours use per access.
- Lounge facilities include food and non-alcoholic beverages, internet access, international newspapers and magazines, international TV channels, flight information, in-house movies.
- Each cardholder shall be entitled to have complimentary 3-hour lounge visit, service inclusive of facilities set out above

3. Penang International Airport (PEN)

Plaza Premium Lounge (International & Domestic Departures)

- 3-hours lounge use includes: Food & Beverage, Internet Workstations & Wi -Fi, Shower Facility, Entertainment and Flight Information.
- Each accompanying child (aged 3 - 11) shall be entitled to a 30% discount from the listed price and adult (aged 12 and above) shall be entitled to a 20% discount from the listed price at this lounge and the payment shall be settled by Cardholder on the spot.

4. Kuching International Airport (KCH)

Plaza Premium Lounge (International & Domestic Departures)

- 3-hours lounge use includes: Food & Beverage, Internet Workstations & Wi -Fi, Shower Facility, Entertainment and Flight Information.
- Each accompanying child (aged 3 - 11) shall be entitled to a 30% discount from the listed price and adult (aged 12 and above) shall be entitled to a 20% discount from the listed price at this lounge and the payment shall be settled by Cardholder on the spot.

5. Kota Kinabalu International Airport (BKI)

Plaza Premium Lounge (International & Domestic Departures)

- 3-hours lounge use includes: Food & Beverage, Internet Workstations & Wi -Fi, Shower Facility, Entertainment and Flight Information.
- Each accompanying child (aged 3 - 11) shall be entitled to a 30% discount from the listed price and adult (aged 12 and above) shall be entitled to a 20% discount from the listed price at this lounge and the payment shall be settled by Cardholder on the spot

NOTE: The privileges are only applicable to Malaysia Airline Lounges in Peninsular and East Malaysia.

Q10: Where can I find more information about the Plaza Premium Lounge?

A: You may call 03-8787 2323 or log on to www.plaza-network.com.

NOTE: AEON Cardholders are advised to read “Complimentary Access to Plaza Premium Lounge Terms & Conditions