



## Tune Protect Delay Lounge Pass

### Terms & Conditions of Use

Please read these Terms and Conditions carefully before registering for the Delay Lounge Pass service.

This Delay Lounge Pass service (the **"Service"**) is provided by Tune Protect Group Berhad via its wholly owned subsidiary, White Label Sdn. Bhd., having its registered address at Wisma Capital A, Level 9, Lorong Dungun, Damansara Heights, 50490 Kuala Lumpur, Malaysia (**"Tune Protect"**, **"we"**, **"us"** or **"our"**).

#### 1. Eligibility and Unique Registration Code Issuance

- **Eligibility:** This service is an additional benefit provided exclusively to AirAsia and/or AirAsia MOVE (**"Airline Partners"**) passengers who purchase Tune Protect travel insurance products or services that expressly includes the Delay Lounge Pass in its product benefit or scope of service (**"Qualifying Product"**).
- **Issuance of the Unique Registration Code:** Upon the successful purchase of a Qualifying Product, a unique alphanumeric registration code **"Unique Registration Code"** will be generated and issued to the eligible passenger via the "Thank You" or "Booking Confirmation" email to the registered email address provided at the time of purchase through the Airline Partner's platform.
- **Use and Validity of Unique Registration Code:** Each Unique Registration Code is issued for the sole use of one (1) passenger and is valid up to four (4) flight registrations. For the avoidance of doubt, the four (4) permitted flight registrations allow you to register multiple flights booked under your itinerary

The Unique Registration Code shall be deemed fully utilized and may not be used for any further flight registration upon:

- a) issuance of a Lounge Access Voucher following a qualifying delay (**"Qualifying Delay"**); or
- b) departure of the registered flight without a Qualifying Delay, whichever earlier.



In the case of group bookings, each passenger will receive the Unique Registration Code individually to be eligible for the Service.

The Unique Registration Code has no cash value, is non-transferable, and may not be sold, assigned, or exchanged.

- **Mandatory Registration (Pre-requisite Condition)** Registration of the Unique Registration Code together with the relevant flight details in accordance with these Terms and Conditions is a **condition precedent** to entitlement to the Delay Lounge Pass service.

Failure to complete the registration accurately and within the prescribed registration period shall result in forfeiture of the Delay Lounge Pass benefit, regardless of whether a flight delay occurs.

- **Non-receipt of the Unique Registration Code:** If you do not receive your Unique Registration Code, you must contact [enquiry@tuneprotect.com](mailto:enquiry@tuneprotect.com) prior to departure. Tune Protect shall not be responsible for non-receipt arising from incorrect or inaccessible email addresses provided by the passenger.

## 2. Registration for Flight Details

- **Registration:** The Delay Lounge Pass service relies on an automated flight-tracking system to monitor flight delays. To activate the Service, you must register your flight details, including the flight number (Example: ABC123) and scheduled departure airport (Example: KLIA) at [Tune Protect Delay Lounge Pass](#) portal using your Unique Registration Code. Alternatively, the registration link is provided in the 'Thank You' or 'Booking Confirmation' email sent to passenger.

Registration is **mandatory** unless your Delay Lounge Pass benefit expressly includes auto-enrolment, in which case you will receive a Registration Confirmation email upon successful purchase of the Qualifying Product. Where auto-enrolment applies, the Unique Registration Code remains required for any subsequent amendment or re-registration due to changes to flight details.

- **Registration Period:** Registration may be completed upon receipt of the "Thank You" or "Booking Confirmation" email and must be successfully completed **no later than three (3) hours prior to the original scheduled departure time** of the registered flight.



Registrations submitted after this cut-off time will not be accepted, and no Delay Lounge Pass entitlement shall arise, despite a Qualifying Delay subsequently occurs.

- **Accuracy of Information:** You are responsible for ensuring that all information provided during registration, including passenger name, flight number, departure date, email address, and mobile number are accurate and matched the details stated on your boarding pass and passport.

We shall not be liable for any denial of lounge access or failure to issue a Lounge Access Voucher arising from inaccurate, incomplete, or inconsistent information provided.

- **Registration Confirmation:** Upon successful registration, passenger will receive a Registration Confirmation email. This email serves as an acknowledgment of successful registration only and it is **not the Lounge Access Voucher**.
- **System Dependency and Limitations:** You acknowledge that the Delay Lounge Pass service is dependent on third-party flight-tracking systems and data feeds. We do not always guarantee uninterrupted operation of such systems and shall not be responsible for any failure to trigger the Service arising from system outages, data inaccuracies, or circumstances beyond our reasonable control.



### 3. Qualifying Delay and Lounge Pass Voucher Issuance

- **Definition of Qualifying Delay:** A Qualifying Delay occurs when the registered flight experienced **two (2) hours or more** than its original scheduled departure time, as determined solely by the flight-tracking system designated by us.

For the avoidance of doubt:

- 1) the flight-tracking system shall be the **sole and final source of determination** of a Qualifying Delay; and
  - 2) any flight delays notified or made available by the airline **more than twenty-four (24) hours prior** to the original scheduled departure time shall not be considered as a Qualifying Delay.
- **Issuance of Lounge Access Voucher:** Where a Qualifying Delay is detected, a lounge access voucher in the form of a **LoungeKey™** QR code ("**Lounge Access Voucher**") will be automatically issued and sent to you via:
    - 1) **Email** to the registered email address provided during the registration; and/or
    - 2) **SMS** to the registered mobile number, containing a link to access the LoungeKey™ QR code

The Lounge Access Voucher will be issued only one (1) per registered flight, subject to a maximum of four (4) registered flights under a single Unique Registration Code.

For the avoidance of doubt, if two (2) registered flights experience a Qualifying Delay, two (2) separate Lounge Access Vouchers will be issued.

- **Non-Qualifying Delay Events:** The Lounge Access Voucher will not be issued for below circumstances:
  - 1) the delay duration is less than two (2) hours;
  - 2) the delay is notified to you in advance; more than twenty-four (24) hours prior to departure;
  - 3) the flight is cancelled or rescheduled by the airline;
  - 4) registration was not completed in accordance with these Terms and Conditions.
- **Flight Cancellations and Flight Reschedules; Re-registration Requirement:** Flight cancellations and rescheduled flight by the airline do not constitute a Qualifying Delay and no Lounge Access Voucher shall be issued in respect of a



cancelled or rescheduled flight. Any service recovery or compensation arising from such events shall be subject solely to the airline's own policies.

However, if a replacement flight is offered as a recovery option, you may cancel your existing registration and re-register with the new replacement flight details. For further details, please refer to Paragraph 4 (Responsibility to Update the Registration) below.

- **Validity of the Lounge Access Voucher:** The Lounge Access Voucher:
  - a) is valid for one-time use only;
  - b) remains valid for thirty (30) days from the date of issuance; and
  - c) may be used at any participating LoungeKey™ lounge during its validity period, subject to the individual lounge's Terms and Conditions.

#### **4. Changes, Cancellations, and Amendments**

- **Changes to Flight Booking:** If there are changes made to the original flight details voluntarily by you or involuntarily by the airline, including but not limited to changes to the flight number, departure date, or departure time, the original registration may become invalid as the flight-tracking system is linked to the originally registered flight.
- **Responsibility to Update the Registration:** The passenger is responsible for ensuring that your registered flight details remain accurate and up to date.

To update your registration, you need to:

- a) cancel the original registration via the cancellation link from the Registration Confirmation email; and
- b) re-register the updated flight details using the same Unique Registration Code,

provided that such re-registration is successfully completed **at least three (3) hours** prior to the scheduled departure time of the updated flight.

Failure to amend the registration shall result in the Delay Lounge Pass service not being triggered, and no Lounge Access Voucher shall be issued.

#### **5. Lounge Access Usage Policy**



- **Access to the Lounge:** The passenger must present a valid LoungeKey™ QR code along with boarding pass and passport to the lounge staff, subject to the Lounge-Specific Terms of Use.
- **Participating Lounges:** With a valid LoungeKey™ QR code, the passenger may access any participating lounge within the LoungeKey™ partner lounge network.

The list of participating lounges, their locations, operating hours, and applicable lounge-specific Terms and Conditions are available via the [Lounge Finder](#).

- **Lounge-Specific Terms of Use:** Lounge access is subject to the individual lounge's **availability, operating hours and usage policy** including but not limited to, dress code, limit of stay, age restrictions and international/domestic lounge eligibility. We do not guarantee the availability of lounge access at any airport, terminal, or time.

As the lounge-specific terms of use vary by location, you are advised to read carefully on the terms and usage policy at this [Lounge Finder](#) page.

- **Non-Transferability and Walk-In Access:** Each Lounge Access Voucher is valid for one (1) passenger only, whose name appears in the registration records, and is strictly non-transferable.

Access to a lounge without a valid, system-generated Lounge Access Voucher ("walk-in access") shall be at your own cost and risk. No reimbursement, refund, or compensation shall be provided for any walk-in lounge access obtained without a valid Lounge Access Voucher.

- **Non-receipt or Denied Access to the Lounge:** In the event of non-receipt of the Lounge Access Voucher or denied access to the lounge despite having a valid Lounge Access Voucher, you shall contact our 24/7 Hotline Assistance at 1-800-88-5753 (within Malaysia) or +603 7628 3650 (overseas) or such other contact details as we may notify you from time to time for prompt assistance.

All enquiries, feedback, or complaints relating to the Delay Lounge Pass service and insurance products powered by Tune Protect shall be directed to [enquiry@tuneprotect.com](mailto:enquiry@tuneprotect.com).



- **Limited Liability:** Where we fail to comply with these Terms and Conditions, subject to the applicable law, our maximum liability shall not exceed the value of one Lounge Access Voucher.

Replacement vouchers are non-refundable, have no cash value, and may not be exchanged for cash or any other form of compensation.

We shall not be liable for any out-of-pocket expenses, incidental costs, or consequential losses incurred by you, including but not limited to loss of income, loss of business, loss of profits, or loss of anticipated savings.

- **Airline Partner Disclaimer:** Airline Partners are not parties to these Terms and Conditions and do not provide, operate, or administer the Delay Lounge Pass service. Airline Partners shall not be responsible for the issuance of the Lounge Access Voucher or for any disputes arising from the use of the Service.

## 6. Other Important Terms

- We may transfer our rights and obligations under these Terms and Conditions to another organisation, and we will notify you in writing if this happens, but this will not affect your rights or our obligations under these Terms and Conditions.
- We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these Terms and Conditions that is caused by an event outside our Control. An event outside our control means any act or event beyond our reasonable control, including without limitation, strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications networks.
- Nothing in these Terms and Conditions exclude or limit our liability for any matter for which it would be illegal for us to exclude or attempt to exclude our liability.



- Where you use the Services of any participating airport lounge, any losses or liability arising out of, or in connection with using such lounge shall be the liability of the participating lounge. We will not participate in any dispute between you and any participating lounge. We do not give any warranty for any goods or services accessed through the participating lounges.
- To the extent permitted by applicable law, you agree that you will defend and indemnify us, and our companies, directors, officers, employees and agents (collectively "the indemnified parties") against and hold each indemnified party harmless from all liabilities, damages, losses, claims, suits, judgments, costs and expenses (including reasonable 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 Service by you, except that such indemnification shall not extend to acts of gross negligence or wilful misconduct by the indemnified parties.
- This Terms and Conditions of Service is contracted between you and us. No other person shall have any rights to enforce any of its terms.
- Each of the paragraphs of these Terms and Conditions operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- If we fail to insist that you perform any of your obligations under these Terms and Conditions, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.
- If there is any conflict in meaning between the English language version of these Terms and Conditions and any version or translation of these Terms and Conditions, the English language version shall prevail.
- These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia, and the parties submit to the exclusive jurisdiction of the courts of Malaysia.