



## FAQs

### Location

#### 1. Where are the airport lounges located at?

##### Plaza Premium Lounge Terminal 1:

The lounge is located on Level 3, Departure Lounge West, Terminal 1, Singapore Changi Airport.

##### Ambassador Transit Lounge Terminal 2:

The lounge is located on Level 3, Departure Lounge (Central), Terminal 2, Singapore Changi Airport.

##### Ambassador Transit Lounge Terminal 3:

The lounge is located on Level 3, Departure Lounge (Central), Terminal 3, Singapore Changi Airport.

##### Plaza Premium (Blossom) Lounge Terminal 4:

The lounge is located on Level 2 Mezzanine, Departure Lounge, Terminal 4, Singapore Changi Airport.

#### 2. What are the operating hours of the airport lounges?

The lounges are open 24 hours, 7 days a week.

### Booking

#### 3. Who are allowed to book and use the airport lounges?

- I. Each **Principal** Member (Eligible classes of members: Honorary, Senior, Life, Ordinary, Associate, Term, Overseas, Corporate) is entitled to 2 complimentary airport lounge passes per calendar year\*.
- II. Bookings can only be made by the principal member as stated in (I) via the NUSS App.
- III. The Principal Member, Supplementary Member or the member's guest(s) may utilise the complimentary passes.
- IV. **Bookings must be made 3 working days prior to visiting the airport lounges.** Do ensure that you have also received a booking confirmation email as proof of booking before your visit.

**\*Subject to availability** (There are a limited number of passes available for booking each year, and allocated on a first-come, first-served basis)

**4. Are bookings transferable?**

Bookings are **not** transferable. Please note that the name/s made in each booking must tally with the respective travel documents.

**5. Must the Principal Member be included for every booking?**

No. The Principal Member may book the airport lounge pass access on behalf of his/her Supplementary Member(s) or guest(s).

**6. How long can I use the lounge for?**

All bookings, once confirmed, members will have complimentary access to the selected airport lounge, for a maximum of 3 hours.

**7. How many months can I book the pass/es in advance?**

All bookings must be made at least 3 working days prior to your travelling date and may be made up to 2 months in advance (subject to availability).

**8. How do I book for the passes?**

Principal Members may book the passes via the NUSS App.

**9. Can I book for more than 1 flight per time?**

Yes.

**10. Am I allowed to bring guests (supplementary member(s)/non-member(s)) to the airport lounge?**

Yes. Please ensure to make a booking for **ALL** guest(s) and include their details when booking on the NUSS App.

If you have utilised more than the 2 complimentary airport lounge passes per calendar year, any excess passes will be charged to your membership account at \$35 (Child) / \$45 (Adult) (subject to prevailing GST).

**NOTE:** A maximum of 5 additional discounted passes may be purchased by the member per calendar year.

**Cancellation and No-Show Fees**

**11. What happens if I do not show up for my booking?**

A no-show fee of \$35 (Child) / \$45 (Adult) (subject to prevailing GST) per pass will be charged to your membership account for no-show(s).

**12. Can I request for a waiver of my no-show/cancellation charges?**

We understand that sometimes due to unforeseen circumstances, members are unable to visit the lounges. We do our best to make exceptions to the no-show or cancellation charges, however, these waivers are still subject to Management's approval.

**13. Can I cancel a booking?**

Cancellations must be made at least 72 hours prior to flight.

A late cancellation charge of \$35 (Child) / \$45 (Adult) (subject to prevailing GST) per pass will apply for cancellations less than 72 hours.

**14. How do I cancel my booking?**

You may cancel your booking via the NUSS App.

**15. When I cancel my booking (at least 72 hours prior to flight), will my complimentary passes be reinstated?**

Yes.

**16. When I do not show up/cancel (at least 72 hours prior to flight) after making a booking, will my complimentary passes be reinstated?**

Complimentary passes will be reinstated upon payment of the no-show fee/late cancellation charge.

### **Others**

**17. What do I need to bring along upon my visit to the airport lounge?**

Please present your booking confirmation at the airport lounge. All necessary travel documentations (passport/boarding pass) may be required upon registration.

Do ensure that all information provided is accurate. Members are responsible for any inaccurate information provided.

**18. Who do I contact if I have further enquiries or require further clarifications?**

You may email the Membership Services Department at [mship@nuss.org.sg](mailto:mship@nuss.org.sg).

**19. Who do I contact for IT-related issues?**

You may contact the IT Department at [is@nuss.org.sg](mailto:is@nuss.org.sg).

## **Terms and Conditions**

### **Liability**

Airport Lounges and NUSS shall not be responsible or liable for any loss or damage to personal properties, or any injuries, death or illness suffered, howsoever arising out of or in any way connected with the use, whether proper or otherwise, of any of the facilities, whether defective or not, of the lounges.

Airport Lounges and NUSS will not be responsible for any death, injury, or mental impairment of any person and/or aggravated by any prior injury or illness whether known or unknown through the use of facilities or advice given by the staff of the lounges.

Airport Lounges reserves the right to refuse entry to any members with a medical condition that may be injurious to themselves or other users in its facilities.

Membership and all its rights, benefits and entitlements are not transferable and exchangeable for any goods or services in the facilities.

No person using the facilities of the lounges shall take away, or permit to be taken away, any properties belonging to the lounges.

In the event that a member or member's guest loses or damages any of the Airport Lounges' properties, the relevant member shall be liable to compensate the Airport Lounges accordingly.

### **Complaints and Disputes**

Any complaints concerning Airport Lounges or disputes relating to the interpretation of these Rules and Regulations and/or the by-laws shall be referred to NUSS, and the decision shall be final and binding. For feedback/complaints, please email [mship@nuss.org.sg](mailto:mship@nuss.org.sg)

### **Club Staff**

Abusive behaviour towards any members of the staff shall not be condoned. If a member has any cause for complaint, the member may bring it before NUSS in writing. For feedback/complaints, please email [mship@nuss.org.sg](mailto:mship@nuss.org.sg).

The management of the Airport Lounges reserves the right to refuse entry to the Lounge any passenger who is suspected to be intoxicated with alcohol and/or with unruly behaviour. Airport Lounges further reserves the right to either refuse entry or remove from the lounge, any passenger who misconducts him/herself and/or becomes abusive to self and others, preventing other users from the quiet enjoyment of the lounges. On the occasion where the lounge is operating at its full capacity, they reserve its right to politely turn passengers away or request that they come back at a later time.

### **Data Privacy and Security**

When required, NUSS shall provide the Airport Lounges with access to relevant data pertaining to NUSS and its members' data (including without limitation personal data as permitted by the appropriate laws) necessary only for the Airport Lounges to provide the services.

Airport Lounges shall comply with all applicable laws and regulations, and all reasonable instructions or directions, in respect of the handling of Company Data and User Data and shall take all practicable steps to ensure that all such data are protected against unauthorised or accidental access, processing, copying, erasure, retention, or other inappropriate use.

### **Amendments**

The Management may amend these terms and conditions from time to time at its absolute discretion, and the member shall be deemed to have agreed to such alteration.