

## Capitec Dragonpass Travel Benefit – Terms and Conditions

### Introduction

Dragonpass gives you access to airport lounges and dining at selected airports worldwide. With your Credit Card, you can enjoy extra comfort by using lounges or dining vouchers through the Dragonpass app.

### 1. Who can use this benefit?

- You must be up to date with your credit repayments and have an active Credit Card
- To activate, buy a flight for R1 500 or more with your Credit Card and make sure you still have visits left for the year
- Book flights directly on the official websites of participating airlines. You'll [find the list on our website](#)

### 2. What you get

- 12 international and 12 domestic lounge visits each year
- Use lounge visits yourself or share them with anyone you're travelling with
- Most lounges allow up to 3 guests – [check the list here](#)
- You can swap lounge visits for dining vouchers at selected airport restaurants in the app
- Your companions don't need to book their flights with your Credit Card

### 3. How to activate

- Download the Dragonpass app and register using the membership ID and activation code from our app
- Do this before you travel

### 4. How to use it

- On travel day, generate a digital lounge pass or dining voucher in the Dragonpass app and show it with your boarding pass
- Make sure you create the voucher before visiting the lounge or restaurant and have a stable internet connection
- Vouchers follow the rules of each lounge or restaurant

### 5. Membership and security

- Your membership is linked to your client number
- We use security checks to prevent unauthorised use

### 6. Voucher expiry

- Lounge passes and dining vouchers expire if not used in time
- If one expires, create a new one in the app. Your annual visit allowance stays the same

### 7. Keeping your benefit active

- You need an active Credit Card to keep this benefit
- It runs for 12 months from the date you buy a qualifying flight with your Credit Card
- If you don't buy another qualifying flight in that time, the benefit ends

### 8. Restrictions

- This benefit is only for you and your travel companions. We can cancel it if it's misused
- It only covers lounge access and dining vouchers

### 9. Need help?

- Use 'Contact Us' in the app. If that doesn't work, contact us on our support channels
- We can reissue membership codes if needed

### 10. Liability

- Subject to the laws of South Africa, Capitec will not be liable for any damages whatsoever you may suffer while making use of, or not being able to make use of, this benefit
- Capitec, its affiliates, employees, advertising agencies and suppliers will not be responsible, and hereby disclaim all liability, for any loss, injury or death, expense or damage (whether direct, indirect, incidental, punitive or consequential) of any nature, whether arising from negligence or any other cause, which is suffered by your redemption of the benefit

## 11. Additional Capitec terms and conditions

- Capitec reserves the right to terminate the benefit and amend the T&Cs without prior notice, for any reason which we deem necessary. In the event of such variation, postponement, suspension or cancellation, you agree to waive any rights, interests and expectations that you may have in terms of this Benefit and acknowledge that you will have no recourse against us, our affiliates and third-party suppliers
- Should any dispute arise in relation to the interpretation of these Benefit Rules, Capitec's decision shall be final, and no correspondence shall be entered into

## 12. Additional Dragonpass Conditions

In addition to the above, the following general conditions apply based on Dragonpass's standard terms:

- Upon using the Dragonpass Membership Account, you are deemed to have accepted Dragonpass's Standard Terms and Conditions, as may be amended from time to time, and which can be accessed at [Dragonpassgo.com](https://dragonpassgo.com)
- Lounge access and dining offers are subject to availability and participating locations
- Clients must comply with lounge rules, including dress codes and conduct standards
- Dragonpass reserves the right to amend participating lounges, restaurants, and offers without prior notice
- Any fees for services beyond the complimentary benefit (e.g, spa, premium drinks) are payable by the client
- Dragonpass and Capitec are not liable for disruptions caused by third-party providers or force majeure events