



Barclays Infinite card

The possibilities are
endless with Infinite



Make the most of a world of infinite possibilities

To help you get the most from your Infinite card and all the possibilities it offers, we want to remind you of the benefits and features it gives you access to.

Your Infinite benefits

Your Infinite card is the key to an impressive range of benefits and protection – at home and away. This guide will help you make the most of them.

- Lifestyle Concierge
- Priority Pass™
- A better class of travel
- Terms and conditions

Contact us

If you have any queries about the benefits your Barclays Infinite card can bring you, or any other aspect of your account, please call us on **0800 161 5309** (UK calls) or **+44 (0) 800 151 0900** (international calls). Our dedicated team will be happy to help.

Totally focused on your needs

We focus on managing your lifestyle, so you can focus on living it.

Our Worldwide Lifestyle Concierge Service is like having a personal assistant in your pocket making life easier and freeing up more of your precious time. You have instant access to extremely well-connected Lifestyle Managers whenever and wherever you need them, no matter how unusual your request. Or, you can go to barclaysinfiniteconcierge.com to experience all of your benefits including access to dining reservations, event tickets, special hosted events and interesting lifestyle related articles to keep you up to date on the latest trends.

With their expertise and organisational capabilities, our specialist Lifestyle Managers are on hand to help you:

- **Save time** – just one phone call is all you need to arrange anything from a plumber to a full-scale party.
- **Save money** – you could pay the same or less for anything we organise compared with the price you would pay if you had arranged it yourself.

Our global team of in-house experts are available 24 hours a day, 365 days a year for travel, entertainment, leisure and home improvement services:

- **For leisure and business travel** – Our in house experts are on hand to help you make the most of your time away, whether a short weekend break in the UK, business travel or indeed a holiday of a lifetime. We will help you plan every detail of your trip, from booking your flights, car hire, transfers, villas or hotels, to ensuring you know the ins and outs of each destination, with insider tips and recommendations of where you should dine and top tips on what to do. We think nothing of tailor making personalised travel itineraries for customers at short notice or indeed making hotel recommendations in a city you have just landed in.

- **For Worldwide dining and restaurant access** – Finding a good restaurant, whether in your home town or in a new city you find yourself in, can be difficult without plenty of research or trusted recommendations. We pride ourselves on developing relationships with key people in the world's best restaurants, ensuring that we can gain access to the top dining experiences around the world. Our dining teams are on hand 24/7 to provide you with restaurant suggestions and bookings, wherever you happen to be and for any occasion.
- **For special events** – We have organised a trip of a lifetime to New York for the weekend, with restaurant reservations, as a surprise birthday treat for a customer's wife, who had always wanted to go. It included first class flights to New York, the best room in the Soho Grand Hotel, table reservations in the bars and restaurants frequented regularly by celebrities, a helicopter tour over the city and most importantly, a stretch limo tour, stopping at the most stylish retail therapy spots in the city.
- **For tickets to top shows** – We can book tickets at a host of top venues, usually at face value through our industry leading contacts. We can purchase tickets for a variety of events, from music to sport to comedy. Call us and let us know who or what you'd like to see and we'll alert you as soon as any dates are announced to see if you'd like to book.
- **For home improvements** – When a customer needed to throw out an old sofa and fridge, we organised for them both to be picked up and taken away. The same cardholder needed a power shower installed and her carpets cleaned – we arranged for this to happen during a weekend she was away.

Try it out for yourself

The best way to find out exactly what our Lifestyle Managers can do for you is to get in touch. Prepare to be delighted, impressed, reassured and de-stressed. Just call **0800 161 5309** or **+44 (0) 800 151 0900** (international calls) and tell us how we can help.

As an Infinite customer, you can access the **new online service** at **barclaysinfiniteconcierge.com** to easily view and use your member benefits. If you haven't already had an invitation by email, please call **0800 161 5309** from the UK, or **+44 (0) 800 151 0900** if you're abroad.

Please note: you do not pay anything extra for your concierge requests or enquiries, however you do pay for the services or products you book and purchase through the concierge. For example, you will pay for the flight you wish to book, the taxi or indeed the hotel. The concierge will not charge any extra for services booked through them.

The possibilities are endless

Infinite benefits from Visa

As a holder of an Infinite card you're entitled to even more benefits.

These include cardholder events (e.g. Visa-sponsored events), special offers and travel promotions, upgrades and gifts at the world's finest hotels, restaurants, spas and resorts.

Airport lounge access

Your Infinite card offers access to over 1,300 airport lounges around the world through the Priority Pass™ program. You can experience the comfort of an airport lounge whichever airline you're traveling with or class of ticket you hold.

Simply present your Priority Pass™ membership card or the Digital Membership Card* within the Priority Pass mobile app, available to download for free on IOS and Android.

Your membership includes unlimited free visits for yourself. For each guest you bring into the lounge, a fee of £20 will be charged to your Infinite card.

The privileges you can expect with Priority Pass™ include:

- Access to over 1,300 airport lounges around the world.
- Free beverages, and pre-flight bites with complimentary alcohol in most lounges.
- Space to work or relax in a place that feels like home.
- Free Wi-Fi in most lounges.
- Comfortable seats and quiet spaces.
- The latest magazines and newspapers.
- Power sockets to give your devices a boost.
- Conference rooms, showers, beds and spa facilities are available in selected lounges for an additional fee*.

All in the tranquility and comfort of an airport lounge*.

To apply for your Priority Pass™ membership card, please complete the application form attached.

* Please note, the facilities available vary by lounge. Moreover, that the number of guests admitted is at the discretion of the specific lounge and some lounges may not admit children. Please check the Priority Pass website or Priority Pass mobile application before you travel for details of individual lounges and their acceptance of the Digital Membership Card. Shower & conference facilities may incur an additional charge.

Please see pages 10–15 for full terms and conditions.

Emergency Card Replacement and Cash Advance

It's no fun losing your credit card on your travels. So wherever you are in the world, you can count on us to provide an Emergency Card Replacement or Emergency Cash Advance to tide you over. Call **0800 161 5309** or **+44 (0) 800 151 0900** (international). We can deliver a card within 1 day to most places in the world. Alternatively, if you prefer, we can arrange an Emergency Cash Advance of up to 5,000 Euros (subject to available funds on your account). What's more, we'll even waive the 2% cash handling fee.

Infinite protection

Your Infinite card comes complete with the following protection measures:

- Fraud Monitoring – we'll monitor your account for any unusual activity
- Chip & PIN – your card is equipped with anti-fraud technology

For more details, please call **0800 161 5309** (UK calls) or **+44 (0) 800 151 0900** (international calls).

Please see your terms and conditions for full details.



YES, I would like to become a member of Priority Pass.

Cardholder Name

Title Mr Mrs Ms

Other

Forename

Surname

Address for Correspondence

Town/City

County

Postcode

Date of Birth

Home Telephone Number (including STD code)

Email Address

Priority Pass™ application form

Please return this form by fax to **+ 44 (0)20 8688 6191** or moisten, seal and return to the freepost address overleaf.

Business Telephone Number (including STD code)

Payment Instructions for Guest visits only

Please charge my Barclays Infinite credit card with lounge usage fees when received at the prevailing rate, currently £20 per guest per visit.

Cardholder Reference Number

Expiry Date

Cardholder's Name (as shown on card)

From time to time we give a few carefully selected organisations the chance to offer our members products and services which we believe may be of interest to them. Should you not wish to receive such offers please indicate (x) in the box provided.

I agree to abide by the Conditions of Use as contained in the Additional Benefit Conditions Booklet.

Signature of applicant

Date of signature

Source code: PPBARVSINF16

A better class of travel

However you travel, getting from A to B can sometimes be a trial. Your Infinite card can help you have a much smoother ride.

Barclays Infinite Travel Benefit

Business trips or holidays, the Barclays Infinite card provides comprehensive travel Benefit cover for you and your family. You and your spouse or legal partner (any couple, in a common law relationship living permanently at the same address for at least 12 months prior to the **trip**), their unmarried children up to the age of 18 living with the **Cardholder** (or up to the age of 24 if they are still in full-time education), all living in the **country of residence**.

The cover includes winter sports, compensation for delayed baggage and flights, missed departures and up to £5 million of medical expenses. You're also covered up to £2 million for personal liability.

Terms and conditions apply. You should have received the Key Facts and Policy Booklet when you applied for your card. For further copies please call our Customer Services team.

Terms and conditions

Lifestyle Management

Barclays Infinite Specific Scheme – Terms and Conditions

1. We are not responsible for the running of Ten Lifestyle's lifestyle management service or any of their Partnered Suppliers.
2. We will not be liable to you for any losses of whatever nature incurred by you arising from your failure to use Ten Lifestyle lifestyle management service howsoever caused as we are not responsible for the operation of the scheme.

Ten Lifestyle Terms and Conditions for Infinite Customers

These terms and conditions govern the relationship between you, the customer, and Ten Lifestyle Management Limited (Ten Lifestyle) and apply to your use of Ten Lifestyle's lifestyle management service.

Background

- A. Ten Lifestyle is managed and operated by Ten Lifestyle Management Limited, a lifestyle management company. The lifestyle management service is provided primarily through the arrangement of specialist services using Partnered Suppliers (PSs).
- B. Partnered Suppliers are fully audited by Ten Lifestyle and accept Ten Lifestyle terms and conditions of business.
- C. Customer is hereafter referred to as 'you' for the purposes of this Agreement.

1. Obligations of Ten Lifestyle

- 1.1 Ten Lifestyle agrees to use all reasonable endeavours to introduce you to suitable service professionals who are best suited to meet your needs. For certain jobs, Ten Lifestyle may undertake to manage the job and liaise with the service professionals on your behalf.
- 1.2 Ten Lifestyle agrees to use all reasonable efforts to ensure that when you use the service, you do not pay more than the local market rate or the recommended retail price for any goods or services concerned. This is referred to as the Ten Lifestyle pricing principle.
- 1.3 In the event of any complaint about the Ten Lifestyle service, you should raise the issue directly with Ten Lifestyle, who undertake to look into the issue within two working days of receipt of notification of the complaint and report back to you as soon as reasonably practical. This does not in any way affect your statutory rights.
- 1.4 Ten Lifestyle provides the Barclays Infinite service 24 hours – seven days a week.

2. Partnered Suppliers (PSs)

- 2.1 Where possible Ten Lifestyle will introduce you to a service professional that is a Partnered Supplier (PS).
- 2.2 Ten Lifestyle will use all reasonable endeavours to ensure that the PSs are reputable companies offering quality and value to their customers.
- 2.3 The contract for work to be carried out by the PS is between you and the PS. Ten Lifestyle is not party to that contract.
- 2.4 It is the responsibility of the PS to communicate its terms and conditions of business, method of work and prices to you.
- 2.5 In the event that Ten Lifestyle does not have a PS to carry out your requested job or task, Ten Lifestyle will take reasonable steps to find another reputable service professional to do so.

Business Reply Plus
Licence Number
RTJY-ECLX-ESTX



Sussex House
Perrymount Road
Haywards Heath
RH16 1DN



3. Your obligations

- 3.1 You agree to use your best endeavours to provide true, accurate, current and complete information when providing details to Ten Lifestyle.
- 3.2 You agree to notify Ten Lifestyle as soon as practical of any changes to the information provided, when appropriate.
- 3.3 You agree not to impersonate any other person or entity or to use a false name you are not authorised to use.

4. Charges and payment

- 4.1 You shall pay all charges reasonably levied by PSs, as notified to you at the time of booking.
- 4.2 Additional charges may be incurred from time to time. These charges will always be agreed in advance with you. These charges are laid out in Appendix 1.
- 4.3 From time to time, Ten Lifestyle may also charge for specific, complex tasks, presented to you as a 'package'. This will apply where there is no supplier or where Ten Lifestyle can provide a more competitive service than existing suppliers. These packages will be defined in Appendix 1, when introduced.
- 4.4 From time to time, payment for services provided by PSs may have to be managed through Ten Lifestyle. In such instances Ten Lifestyle may debit the amount invoiced from your credit or debit card. Ten Lifestyle will then arrange for the PS to be paid on the terms agreed between Ten Lifestyle and the PS. For the protection of customers, Ten Lifestyle will hold all money received from customers for the payment of PSs in a designated trust account until it is paid to the PS.
- 4.5 This service is designed to provide you with adequate assistance to help with the important things in life. Should your usage exceed 20 requests in any calendar year, Barclays and/or Ten Lifestyle reserve the right to levy a fee per request or offer an alternative solution. Any changes to the service will be discussed with you prior to taking place.

5. Confidentiality

- 5.1 All private information matters or issues that you disclose to Ten Lifestyle or employees or officers are confidential.
- 5.2 Ten Lifestyle is regulated by the Data Protection Act 1998.

6. Liability

- 6.1 When you instruct a PS, your contract for that PS's services is with the PS not Ten Lifestyle. Ten Lifestyle is not responsible for the actions of the PS.
- 6.2 Subject fully to its obligations under clauses 1.1, 1.2, 2.1, 2.2, and 2.3 above, Ten Lifestyle accepts no responsibility for any loss, liability or cost incurred by you as a result of any act or omission by the PS, any other service professional or anything beyond its reasonable cover.

7. Termination

- 7.1 If the Barclays Infinite account is closed or downgraded the customer will no longer have access to this benefit.
- 7.2 Ten Lifestyle reserve the right to withdraw or suspend the service in the event of any dispute between you and Ten Lifestyle, PSs or any other service professional.

Appendix 1 – Additional charges

All charges are exclusive of VAT.

- Physical errand running, where Ten Lifestyle leaves the office on your behalf. Full details of what is included in this package and the costs are available from your lifestyle managers.

Airport Lounge Access

Barclays Infinite Specific Scheme – Terms and Conditions

1. Priority Pass™ is run by Priority Pass Limited. Membership of Priority Pass must be applied for and is subject to the Priority Pass Standard Conditions of Use. The Conditions of Use in effect at the time of print are included in this booklet but you should refer to prioritypass.com for the latest version. You must comply with the standard Priority Pass terms and conditions and with any rules that individual lounges may also have.
2. You can only use participating airport lounges once you have received your Priority Pass membership card and/or used your membership credentials to sign in to the Priority Pass app and access the Digital Membership Card. The Priority Pass app is compatible with smartphone devices on IOS and Android. Not all lounges accept the Digital Membership Card. Details of participating lounges, including those which accept the Digital Membership Card, are available in the Directory that will be sent to you by Priority Pass. You should check the Priority Pass website or Priority Pass app before you travel for the latest details.
3. Priority Pass membership is annual and a Priority Pass membership year is deemed as the date from which you apply for your Priority Pass membership for a period of 365 days thereafter. Membership will be automatically renewed provided you still hold a valid Barclays Infinite card.
4. To gain entry to a participating airport lounge, you must present your Priority Pass membership card or Digital Membership Card to the lounge reception. It is not possible to gain entry with your Barclays Infinite card only. You may also be required to produce a valid airline ticket or boarding pass for the day of your visit to the lounge.
5. The lounge staff will either swipe your Priority Pass membership card using an electronic reader, or fill out a voucher with the details of your visit. Upon presentation of the Digital Membership Card within your smartphone device, the lounge staff will scan the QR code. The details will be sent to Priority Pass for billing purposes. It is your responsibility to make sure the details recorded on the voucher or electronic print-out are correct.
6. You must tell Priority Pass as soon as possible if you change your address or name, as well as us.
7. You must tell Priority Pass immediately if you lose your Priority Pass membership card, or if it is stolen, by calling +44 20 8680 1338. Your attention is specifically drawn to clause 21 of the Priority Pass Standard Conditions of Use in this booklet.
8. Additional Cardholders on your Credit Card will not be eligible for complimentary Priority Pass Airport Lounge Access.
9. We reserve the right to change the number of free visits but will notify you of any changes.
10. You will be responsible for paying for all guest visits on your Barclays Infinite card. Depending on the rules of the individual lounge you visit, the number of guests may be limited. Currently the guest fee is £20 per person per visit.
11. Your membership of Priority Pass will cease immediately if, for whatever reason, you cease to hold a valid Barclays Infinite card. If you use your Priority Pass membership card or Digital Membership Card after your membership has ended, you will be responsible for all lounge visit fees.
12. We are not responsible for the running of the Priority Pass programme or any of the lounges participating in the scheme.
13. We will not be liable to you for any losses of whatever nature incurred by you arising from your failure to use the Priority Pass programme howsoever caused as we are not responsible for the operation of the programme.

Priority Pass Standard Conditions of Use

1. The cardholder agrees that by using a Priority Pass card or, if applicable, its corresponding Digital Membership Card, they agree to and accept these Conditions of Use. These Conditions of Use will prevail over any other terms and conditions provided to the cardholder in relation to use of the Priority Pass card or its corresponding Digital Membership Card.

2. The Priority Pass card is not transferable and is only valid up to its date of expiry and when it has been signed by the cardholder. The card may not be used by any person other than the named cardholder and only one Priority Pass card may be used for each lounge visit.
3. The Priority Pass card is not a payment card nor is it proof of creditworthiness and attempts to use it as such could constitute fraud.
4. Admittance to a lounge is conditional upon presentation of one valid Priority Pass card or, if applicable, its corresponding Digital Membership Card per person only. Payment cards will not be accepted as substitutes for the Priority Pass card.
5. Lounge visits are subject to a per person per visit charge. Where applicable (dependent upon membership plan), all such visits, including those by accompanying guests, shall be debited to the cardholder's payment card by (i) Priority Pass or (ii) the card issuer as per the rates and terms notified by (i) Priority Pass or (ii) the card issuer to the cardholder in respect of their Priority Pass membership.
6. Priority Pass may amend the lounge visit charges at any time on providing 30 days' notice in advance of such change. Where the cardholder receives the Priority Pass card through a third party card issuer any changes in lounge visit charges shall be notified to the card issuer, who is responsible for advising the cardholder. The cardholder agrees that the Priority Pass Group of companies is not responsible for any disputes that may occur between the cardholder and the card issuer nor for any loss incurred by the cardholder relating to any lounge visit charges debited by the card issuer.
7. In the event that the cardholder does not accept any change in the lounge visit charges, the cardholder shall have the right to terminate their membership by providing notice in writing, or to the card issuer who will be responsible for informing Priority Pass and liable for any costs the cardholder incurs as a result of its failure to inform Priority Pass of such termination.
8. When presenting the Priority Pass card on entering the lounge, lounge staff will either electronically scan or take an imprint of the card and issue a "Record of Visit" voucher to the cardholder or make a log entry. The cardholder must sign the "Record of Visit" voucher, or sign the electronic reader (as applicable), which will also reflect the exact number of accompanying guests, if any, but does not show any per person per visit charge. The charge per visit for the cardholder, where relevant, and that for any guests will be based on the 'Record of Visit' voucher/log submitted by the lounge operator.
9. The lounge staff will, where appropriate, make a voucher imprint/log entry of the Priority Pass card, and the cardholder is responsible for ensuring the "Record of Visit" voucher/receipt/log correctly reflects their own usage and that of any guests at the time of using the lounge. Where applicable, the cardholder is responsible for retaining the Cardholder's copy of the "Record of Visit" voucher or receipt presented to them at the lounge.
10. Where applicable, cardholders may use a Digital Membership Card for lounge admittance. This is a barcode that represents the cardholder's Priority Pass card and is not transferable, is valid only up to its date of expiry, and may not be used by anyone other than the named cardholder. Use of the Digital Membership Card on the cardholder's smartphone, tablet or other device may require inspection of the Digital Membership Card by a member of lounge staff, including the need for the member of staff to handle the device. Priority Pass accepts no liability for any damage caused to the device, by a member of lounge staff.
11. Not all lounges on the Priority Pass program accept the Digital Membership Card. In the instance that the lounge is not able to accept the Digital Membership Card the member must present a physical Priority Pass card to gain access. Cardholders are advised to check the Priority Pass website or application to confirm whether a lounge accepts the Digital Membership Card, and should always have a physical Priority Pass card available when visiting a lounge.

12. Access to the lounges for children and the fees for such visits vary across the lounges and the cardholder is advised to check the individual lounge description before traveling.
13. All participating lounges are owned and operated by third party organizations. The cardholder and accompanying guests must abide by the rules and policies of each participating lounge and the cardholder accepts that registering for a lounge does not guarantee continued access. The cardholder accepts that the Priority Pass Group of companies has no control over the lounge operator's decision whether to admit any cardholder, the number of people allowed in any lounge at any time, facilities offered, the opening/closing times, the length of time which cardholders may spend in the lounge and any charges payable for extended lounge visits or the personnel employed by the lounges. The administrators of Priority Pass will use reasonable endeavors to ensure the benefits and facilities are available as advertised, but the cardholder accepts that the Priority Pass Group of companies does not warrant nor guarantee, in any way, that all or any of the benefits and facilities will be available at the time of the cardholder's visit.
14. The cardholder further accepts that the Priority Pass Group of companies is not liable for any loss to the cardholder, or any accompanying guests, arising from the provision or non-provision (whether in whole or in part) of any of the advertised benefits and facilities.
15. Participating lounges have no obligation to announce flights and the cardholder accepts that the Priority Pass Group of companies shall not be held liable for any direct or indirect loss resulting out of any cardholder and/or accompanying guests failing to board their flight(s). It is the cardholder's responsibility to check the relevant entry requirements for any country being visited and to have the correct travel documentation for the journey.
16. The provision of free alcoholic drinks (where local law permits) is at the discretion of each lounge operator and in some cases may be limited or unavailable. In such cases the cardholder is responsible for paying any charges for additional consumption or Premium alcoholic drinks direct to the lounge. (See individual lounge descriptions for details.)
17. Telephone and Wi-Fi facilities (where available) vary from lounge to lounge and are provided at the lounge operator's discretion. Free usage of telephone facilities is normally limited to local calls only. Charges for any other lounge facilities are at the discretion of each lounge operator and the cardholder is responsible for paying these direct to the lounge.
18. Admittance to lounges is strictly subject to cardholders and any guests, if permitted, being in possession of a valid flight ticket and travel documents for the same day of travel. Airline, airport and other travel industry employees traveling on reduced-rate tickets may not be eligible for access. Outside the US, flight tickets must be accompanied by a valid boarding pass for a departing flight, i.e. outbound passengers only. Please note some lounges in Europe are located within designated Schengen areas of the airport which means that access is only provided to these lounges if cardholders are traveling between Schengen countries (an up to date list of Schengen countries is detailed at http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/borders-and-visas/schengen/index_en.htm.)
19. Admittance to lounges is subject to cardholders and any guests (including children), if permitted, behaving and dressing in accordance with the relevant lounge terms and conditions and any person not complying with such terms and conditions may be asked to vacate the lounge facilities. The Priority Pass Group of companies is not liable for any loss suffered by the cardholder and any guests where a lounge operator has refused admission because the cardholder and/or guests have not complied with these conditions.
20. To the fullest extent allowed by law, the Priority Pass Group of companies accepts no responsibility for the actions of the cardholder when using any participating lounge and shall not be responsible for any personal belongings brought into a lounge by cardholders.
21. Lost, stolen or damaged Priority Pass cards are to be notified immediately to (i) the Priority Pass office from which the card was issued or (ii) to the card issuer, who shall be responsible for providing a replacement card. A charge may be levied for any replacement card.

22. In the event of the cardholder cancelling or not renewing their Priority Pass membership or their payment card with the card issuer, the Priority Pass card shall be invalid effective from the cancellation date or the expiry date (as applicable) of their Priority Pass membership or their payment card. Any lounge visits made by a cardholder using an invalid card, including any guests, shall be charged to the cardholder. In the event that Priority Pass membership has been revoked due to the cardholder's payment card being cancelled, Priority Pass reserves the right to pursue legal action to recover any outstanding charges. Cancellation of membership must be in writing to the card issuer.
23. Renewal terms and conditions are at the sole discretion of Priority Pass. Priority Pass has the right to refuse membership to people who are employed by or contracted to an airline, airport or a Government in respect of airline or airport security.
24. If the cardholder has agreed to automatic billing, Priority Pass membership will be automatically renewed if the cardholder does not cancel such membership, in writing, at least 30 days prior to the end of the membership.
25. If the cardholder has agreed to standard billing, Priority Pass membership will expire if the cardholder does not inform Priority Pass that they wish to renew their membership in writing prior to the end of the membership.
26. The Priority Pass group of companies shall not be held responsible for any disputes or claims that may occur between the cardholder and/or any guests and a lounge operator, and the Priority Pass group of companies shall not be liable for any costs, damages, losses or expenses related to such disputes.
27. The Priority Pass group of companies reserves the right at any time in its sole discretion and without notice to revoke membership to Priority Pass or to terminate the Priority Pass Program. Where applicable a proportional refund of the annual fee/enrollment fee (whichever is applicable) will be made provided revocation has not been made because of fraud or misuse by the cardholder.
28. The cardholder agrees that s/he will defend and indemnify the Priority Pass group of companies, its 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 from the use of any lounge by the cardholder or any other person accompanying the cardholder, except that such indemnification shall not extend to acts of gross negligence or willful misconduct by the indemnified parties.
29. Priority Pass makes no representations as to any income, use, excise or other tax liability of cardholders as a result of their Priority Pass membership. Cardholders are advised to check with their accountant or tax adviser for further information. The cardholder is solely responsible for any tax liability as a result of Priority Pass membership.
30. The Priority Pass website may contain links to websites, offers or programs that are operated or owned by third parties that are not part of, or controlled by, the Priority Pass group of companies. The Priority Pass group of companies accepts no responsibility for the content of any such third party websites, or in relation to the redemption of any offers by third parties. The Priority Pass group of companies shall not be liable for any loss or damage that may arise from the cardholder's use of any third party websites, offers or programs.
31. By using a Priority Pass card, the cardholder consents to any personal data being used in accordance with the Priority Pass privacy policy available at prioritypass.com or available on written request to Priority Pass at Cutlers Exchange, 123 Houndsditch, London EC3A 7BU, United Kingdom.
32. By inputting payment card details for payment of the annual membership fee, the cardholder accepts that these card details will be used for payment for any lounge visits at the prevailing rate.
33. The Priority Pass Group of companies is constantly trying to improve the services it provides. If the cardholder has any concerns or complaints they should contact Priority Pass. Priority Pass may monitor telephone calls to maintain and enhance its services. All complaints relating to any lounge visit should be made within six months of the relevant lounge visit.

34. To make a complaint the cardholder can:
 - a. call Priority Pass on UK +44 208 680 1338, Hong Kong +852 2866 1964, USA -Dallas +1 972 735 0536
 - b. write to Priority Pass, PO Box 815, Haywards Heath, RH16 9LR, United Kingdom
 - c. email at info@prioritypass.co.uk
35. Priority Pass will try to answer the cardholder's query within five working days of receipt. If Priority Pass is not able to respond to a complaint within five working days, Priority Pass will send an acknowledgement letter to keep the cardholder informed of the progress Priority Pass is making.
36. Priority Pass reserves the right, at all times, to make any changes to these Conditions of Use subject to giving cardholders reasonable notice as appropriate in the circumstances.
37. To the extent permissible by local law or regulation these Conditions of Use shall be governed by and construed in accordance with English law and Priority Pass and the cardholder submit to the non-exclusive jurisdiction of English courts to resolve any disputes that arise out of them.
38. Any provision of these Conditions of Use declared void or unenforceable by any competent authority or court shall, to the extent of such invalidity or unenforceability, be deemed severable and shall not affect the other provisions of these Conditions of Use.
39. If there is any conflict in meaning between the English language version of these Conditions of Use and any version or translation of these Conditions of Use, the English language version shall prevail.

This information is available in large print, Braille and audio, by calling **0800 161 5309** (via Next Generation Text Relay if appropriate).

Calls to 0800 numbers are free from UK land lines and personal mobiles, otherwise call charges may apply. 01 and 02 – Local tariff will apply. Please check with your service provider. Calls may be monitored or recorded in order to maintain high levels of security and quality of service.

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