

Terms and Conditions for Plaza Premium Lounge Access in Malaysia and at International Airports

1. These are the terms & conditions governing the use of Plaza Premium Lounges located in Malaysia and International Airports in selected countries which are listed on Plaza Premium Lounge's website at www.plazapremiumlounge.com. By accessing any Plaza Premium Lounge, you agree to comply with these terms and conditions. Please note that lounge facilities, services, and access policies may vary between locations.
2. The complimentary access comes with usage of all the facilities available in the Plaza Premium Lounges. The facilities provided in the Plaza Premium Lounges include food & beverages, a seating area, internet access, international newspapers and magazines, international TV channels, flight information and shower are subject to availability and changes by Plaza Premium Lounge from time to time at their sole discretion.
3. The access to the Plaza Premium Lounges will be granted to eligible Cardholders provided that the cardholder's eligible Card account is active, valid and not delinquent, expired, blocked or cancelled. The entitlement access to the Plaza Premium Lounges is valid for one (1) calendar year, from January to December.
4. The complimentary access is only applicable to international flight departures via the **physical** AEON Credit Cards with minimum spending conditions as stated below:

Credit Cards with minimum spending conditions as stated below:				
Current Credit Card Types*	New Credit Card Name	Number of accesses for each calendar year (January – December)		Spend condition
		Principal Cardholders	Supplementary Cardholder	
AEON Biker Infinite Visa Card	Remain	8 times	Not Applicable	Minimum spend of RM500 in single or cumulative transactions within 30 days before and/or 30 days after the lounge visit date
AEON Gold Visa / Mastercard	AEON Member Plus (AMP) Visa/ Mastercard Gold	3 times	Not Applicable	
AEON Motorcycle Association Affinity Gold Visa	Remain	3 times	Not Applicable	
AEON BiG Gold Visa	AEON Member Plus (AMP) Visa Gold	3 times	Not Applicable	
AEON Platinum Visa/ Mastercard	AEON Member Plus (AMP) Visa/Mastercard Platinum	6 times	Not Applicable	
AEON Japan Club of Kuala Lumpur (JCKL)	Remain	6 times	6 times	
AEON Credit Executive Business Card	Remain	6 times		

*** For existing cardholders, you can continue to use the existing cards as the new physical card design will be provided to you upon renewal or replacement.**

5. Minimum spending using the physical AEON Credit Cards includes local and overseas transactions. The spending is not limited to one transaction; it can be the cumulative of a few transactions.
6. The following will not be recognized as part of minimum spending;
 - a. Instalment Payment Plan (IPP), and Flexi Payment Plan (FPP)
 - b. Balance Transfer
 - c. Ready Cash
 - d. Auto Balance Conversion (ABC)
 - e. Cash Advance and Quasi Cash
 - f. Interest charges and/or finance charges
 - g. Other credit card related fees and charges.
7. The minimum spend must be made on the physical AEON Credit Card that was used to access Plaza Premium Lounge as stated in the table below;

AEON Credit Card Type: AEON Member Plus (AMP) Visa/Mastercard Platinum, AEON Member Plus (AMP) Visa/Mastercard Gold , AEON Biker Infinite Visa Card, AEON Gold Visa/Mastercard, AEON Motorcycle Association Affinity Gold Visa, AEON BiG Gold Visa, AEON Platinum Visa / Mastercard, AEON Credit Executive Business Card.

Lounge visit date	Transaction details	Entitlement for Complimentary access	Condition
1 August 2025	Principal Cardholder spends a minimum of RM500 on 26 July 2025	Yes	Principal Cardholder spends a minimum of RM500 within 30 days before the visit date
1 August 2025	Principal Cardholder spends a minimum of RM500 on 28 August 2025	Yes	Principal Cardholder spends a minimum of RM500 within 30 days after the visit date
1 August 2025	Principal Cardholder spends the following: RM200 on 15 July 2025, RM100 on 21 July 2025, RM400 on 31 August 2025	Yes	Principal Cardholder spends a minimum cumulative of RM500 within 30 days before and/or after the visit date
1 August & 10 August 2025	Principal Cardholder has multiple entries in a month and spends cumulatively as follows; RM200 on 15 July 2025 RM300 on 21 August 2025	Yes	Principal Cardholder spends minimum cumulative of RM500 within 30 days before / after the visit date
	Supplementary Cardholder transaction: RM500 on 2 August 2025	No	Supplementary spending does not count as spending requirement.

AEON Credit Card Type: AEON Japan Club of Kuala Lumpur (Principal Cardholders)

Lounge visit date	Transaction details	Entitlement for Complimentary access	Condition
1 August 2025	Principal Cardholder spends a minimum of RM500 on 26 July 2025	Yes	Principal Cardholder spends a minimum of RM500 within 30 days before the visit date
1 August 2025	Principal Cardholder spends a minimum of RM500 on 28 August 2025	Yes	Principal Cardholder spends a minimum of RM500 within 30 days after the visit date
1 August 2025	Principal Cardholder spends the following: RM200 on 15 July 2025, RM100 on 21 July 2025 RM400 on 31 August 2025	Yes	Principal Cardholder spends a minimum cumulative of RM500 within 30 days before and/or after the visit date
1 August 2025	Principal Cardholder spends the following; RM200 on 15 July 2025 RM100 on 21 July 2025 RM400 on 1 September 2025 Supplementary Cardholder transaction: RM500 on 2 August 2025	No No	Principal Cardholder spends less than the minimum spending requirement within 30 days before / after the visit date. Supplementary spending does not count as minimum spending requirement.
1 August & 10 August 2025	Principal Cardholder has multiple entries in a month and spends cumulatively as the following; RM200 on 15 July 2025 RM300 on 21 August 2025	Yes	Principal Cardholder spends minimum cumulative RM500 within 30 days before/after the visit date.

AEON Credit Card Type: AEON Japan Club of Kuala Lumpur (Supplementary Cardholders)

Lounge visit date	Transaction details	Entitlement for Complimentary access	Condition
1 August 2025	Supplementary Cardholder spends a minimum of RM500 on 26 July 2025	Yes	Supplementary Cardholder spends a minimum of RM500 within 30 days before the visit date
1 August 2025	Supplementary Cardholder spends a minimum of RM500 on 28 August 2025	Yes	Supplementary Cardholder spends a minimum of RM500 within 30 days after the visit date
1 August 2025	Supplementary Cardholder spends the following: RM200 on 15 July 2025 RM100 on 21 July 2025 RM400 on 31 August 2025	Yes	Supplementary Cardholder spends a minimum cumulative of RM500 within 30 days before and/or after the visit date
1 August 2025	Supplementary Cardholder spends the following; RM200 on 15 July 2025 RM100 on 21 July 2025 RM400 on 1 September 2025	No	Supplementary Cardholder spends lesser than minimum spending condition within 30 days before / after the visit date.
1 August & 10 August 2025	Supplementary Cardholder has multiple entries in a month and spends the following; RM500 on 15 July 2025 RM100 on 21 August 2025	Yes	Supplementary Cardholder spends cumulative amount of RM500 within 30 days before / after the visit date

8. In the event that an eligible Cardholders does not meet the spending condition and accesses a Plaza Premium Lounge for a domestic Malaysia flight departure, a fee of RM134.00 (excluding any applicable taxes) for each access will be billed to the Cardholder's Card account within 3 months from the visit date.
9. Cardholders are entitled to access any Plaza Premium Lounges **ONE (1) time per day**. Any subsequent access on the same day will be subject to the applicable charges set by the Plaza Premium Lounge.
10. Each visit is entitled to a lounge use package of three (3) hours at the Plaza Premium Lounges or as mutually agreed except for third party lounge, such as Shanghai will be entitled to two (2) hours. Any access exceeding the three (3) hours limit will be subject to the applicable charges set by the Plaza Premium Lounge.
11. Cardholders are required to present their physical AEON Credit Card, Boarding Pass and confirm that they are Principal or Supplementary Cardholder upon entry to the Plaza Premium Lounges. The name on the Boarding Pass must match the Cardholders name on the Credit Card to be allowed entry to the Plaza Premium Lounges. Plaza Premium Lounge reserves the right to refuse entry to the Cardholder in the event of any non-valid details of the credit card or Boarding Pass.
12. For admission, Plaza Premium Lounge's frontline staff in the Plaza Premium Lounges will tap/swipe or insert the AEON Credit Card on an E-slip terminal and Cardholders are required to sign on the E-slip. A copy of the E-slip will be retained by Plaza Premium Lounge and the client copy of the E-slip will be given to Cardholder.
13. AEON Biker Infinite Visa Card Cardholders may bring ONE (1) accompanying guest at one time and the access will be deducted from Principal Cardholders' access quota.
14. Principal Cardholders can enjoy a 20% discount on walk-in rates for all lounges in Malaysia and for subsequent visits to the lounge after the said entitlement access have been fully utilized. Payment must be made prior to access to the lounge.
15. Supplementary Cardholders (excluding card types that entitle them to complimentary access as per Clause 3) and Cardholder's guest can enjoy a 20% discount on walk-in rates for all lounges in Malaysia and payment must be made prior to access to the lounge.
16. First accompanying infants aged 2 below is free of charge. Any accompanying guest aged 3 years and above shall be entitled to a 25% discount off the listed price for the entrance fee and the payment shall be made prior to access to the Plaza Premium Lounges.
17. In the event that any Cardholders wish to use any optional and/or additional services and facilities which are not within the standard lounge facilities as specified in this terms and conditions but are available at the Plaza Premium Lounges ("**Optional Services**"), Plaza Premium Lounge shall be entitled to charge the Cardholders for such Optional Services which shall be payable by cash, credit card or any other mode of payment.

18. Any authorized personnel of the Plaza Premium Lounges, whichever applicable, shall reserves the right to refuse admission or to remove Cardholders and guests, at its full and absolute discretion, if:
- a) the Cardholders and guests appear to be under the influence of alcohol or prohibited drugs and are likely to disturb the safety and/or peace and/or comfortable usage of the Plaza Premium Lounges.
 - b) The Cardholders and guests have created and continued to create scandalous scenes or have exhibited and continued to exhibit unruly behavior that disturbs other users in the Plaza Premium Lounges.
 - c) the Cardholders and guests have been causing nuisances or disruptions which are dangerous to himself / herself / themselves and/or to any other person and/or with the likelihood of causing damage to any property both within and outside the Plaza Premium Lounge;
 - d) for health and safety reasons;
 - e) for environmental and security reasons; or
 - f) for any other reasons of which the circumstances justify such refusal or removal.
19. The list of participating Plaza Premium Lounges has been updated. For more information on the lounge services and locations, kindly visit www.plazapremiumlounge.com.
20. AEON Credit Service (M) Berhad ("AEON Credit") reserves the right to vary, delete or add to any of these terms and conditions from time to time with at least twenty-one (21) days' notice to Cardholders before the new terms and conditions take effect. Cardholders are advised to refer to the latest terms and conditions published on www.myaeoncredit.com.my prior to accessing any Plaza Premium Lounge.
21. AEON Credit assumes no liability or responsibility for any act, omission, default or defects of Plaza Premium Lounge in the services offered. Any dispute about the quality or the service standard must be resolved directly with Plaza Premium Lounge. AEON Credit will not be responsible for any injury, loss or damage suffered because of the redemption or usage of the services provided by Plaza Premium Lounge.
22. For any assistance, Cardholders may contact AEON Credit's 24-hours Customer Care Centre at +603 2719 9999 or email to customer.service@aeoncredit.com.my.