AEON LOUNGE – WITHIN FLAGSHIP BRANCH

Terms and Conditions

- AEON Lounge is open only to Members of AEON Loyalty Program who are in Tier ✪✪ or higher, principal and supplementary AEON Member Plus (AMP) Platinum Visa/Mastercard Credit Cardholder, AEON Biker Infinite Visa Credit Cardholder and customer eligible with any specific promotion with conditions as stated below:

No.	Eligibility	Number of Access	How to Access
1	Members of AEON Loyalty Program who are in Tier ✪✪✪✪.	Unlimited access	Members are required to present and swipe the AEON Lounge access pass via AEON Wallet Malaysia App to the staff available at the AEON Lounge counter for verification.
2	Members of AEON Loyalty Program who are in Tier ✪✪✪.	24 entries	
3	Members of AEON Loyalty Program who are in Tier ✪✪.	6 entries	
4	AEON Member Plus (AMP) Platinum Visa/Mastercard Credit Card (no minimum spend).	Unlimited access	Eligible Cardholders are required to present their AEON Member Plus (AMP) Platinum Visa/Mastercard Credit Card to the staff available at the AEON Lounge counter for verification.
5	AEON Biker Infinite Visa Credit Card (no minimum spend).	Unlimited access	Eligible Cardholders are required to present their AEON Biker Infinite Visa Credit Card to the staff available at the AEON Lounge counter for verification.
6	Eligible Customer(s) under any specific promotion at the time of entry may have access to the AEON Lounge, subject to the specific promotion's terms and conditions.	Varies based on promotion basis.	Varies based on promotion basis.

- Customers may check the availability of AEON Lounge via our official website https://myaeoncredit.com.my/flagship-branch/
- AEON Lounge reserves the right to refuse entry to any Eligible Customer(s) in the event of any invalid or incomplete details on the AEON Card and/or AEON Wallet Malaysia App notification message.
- Each visit is limited to one (1) hour, and customers are allowed to bring up to two (2) guests per visit.
- Outside food and beverages are strictly prohibited. Complimentary refreshments provided within the AEON Lounge are subject to availability and while stocks last, and are to be consumed on the premises only. Takeaway is not permitted.

- Customers are requested to maintain a low noise level to ensure a disturbance-free experience for all customers at the AEON Lounge.
- Smoking, vaping, napping, or sleeping are strictly prohibited within the AEON Lounge.
- Animals are not permitted in the AEON Lounge area.
- Entry to the AEON Lounge is limited based on the number of seats available.
- AEON Credit Service (M) Berhad ("AEON Credit") reserves the right to temporarily close the AEON Lounge when necessary for events, maintenance, or service improvements.
- Customers acknowledge and agree to exercise reasonable care and caution in their use of all the facilities and amenities within the AEON Lounge. Customers acknowledge and accept sole responsibility for any self-inflicted injury or accident resulting from their actions, negligence, or disregard for safety guidelines. To the fullest extent permitted by law, AEON Credit shall not be liable for any injury, loss, or damage suffered as a result of misuse of the AEON Lounge facilities and amenities or failure to follow safety guidelines.
- The operating hours for the AEON Lounge are from 11:00 AM to 9:00 PM.
- Customers shall be responsible for the proper use of all facilities, furnishings, equipment, and amenities within the AEON Lounge. Customers shall further ensure that their guests comply with these Terms and Conditions at all times. Any damage, loss, or destruction to AEON Lounge property caused by a Customers or their guests, whether through negligence, misuse, or intentional conduct, shall be borne solely by the customers. AEON Credit reserves the right to impose charges equivalent to the cost of repair or replacement, and such charges shall be payable upon demand.
- Customers hereby agree to fully indemnify, defend, and hold harmless AEON Credit, its employees, officers, and representatives from and against any and all claims, demands, liabilities, damages, losses, costs, and expenses (including legal fees) arising out of or in connection with:
  (a) misuse of the AEON Lounge facilities;
  (b) negligence or misconduct by the Customers or their guests; or
  (c) breach or violation of any applicable lounge rules, policies, or these Terms and Conditions.
- Customers and their guests are solely responsible for the safe keeping of their personal belongings at all times. AEON Credit shall not be liable for any loss, theft, or damage to personal items left unattended or brought into the AEON Lounge, regardless of any circumstance.
- Customers and their guests are required to maintain appropriate attire and conduct at all times while within the AEON Lounge. AEON Credit reserves the right to deny entry or request any individual to leave the premises if, in AEON Credit's sole discretion, such individual is deemed to be dressed inappropriately or behaving in a manner that is disruptive, offensive, or inconsistent with the AEON Lounge's standards of decorum.
- For the avoidance of doubt, "inappropriate attire" includes, but is not limited to, clothing that is excessively revealing, soiled or unhygienic, contains offensive or inappropriate language or imagery, or is otherwise deemed unsuitable for a professional and family-friendly environment. The absence of specific examples shall not limit AEON Credit's right to determine appropriateness at its sole discretion.
- AEON Credit reserves the absolute right, at its sole discretion, to amend, vary, or update these Terms and Conditions and/or any rules governing the use of the AEON Lounge at any time without prior notice. Continued use of the AEON Lounge by the customers shall constitute acceptance of such amendments.

- All reading materials, publications, and recreational items provided within the AEON Lounge, including but not limited to AEON Credit annual reports, magazines, brochures, and board games ("Materials"), are made available strictly for in-lounge use only.
- Customers are strictly prohibited from removing, borrowing, or otherwise taking any Materials outside the AEON Lounge premises. Any unauthorised removal, misuse, damage, or loss of such Materials may result in appropriate action, including but not limited to suspension or termination of lounge access privileges and/or liability for replacement or associated costs, at AEON Credit's sole discretion.

AEON LOUNGE – WITHIN FLAGSHIP BRANCH

Frequently Asked Questions

Q1: Who can access the AEON Lounge?

A: AEON Lounge is open only to Members of AEON Loyalty Program who are in Tier ✪✪ or higher, principal and supplementary AEON Member Plus (AMP) Platinum Visa/Mastercard Credit Cardholder, AEON Biker Infinite Visa Credit Cardholder and customer eligible with any specific promotion.

Q2: What are the eligibilities and how do I access the AEON Lounge?

No.	Eligibility	Number of Access	How to Access
1	Members of AEON Loyalty Program who are in Tier ✪✪✪✪.	Unlimited access	Members are required to present and swipe the AEON Lounge access pass via AEON Wallet Malaysia App to the staff available at the AEON Lounge counter for verification.
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3	Members of AEON Loyalty Program who are in Tier ✪✪.	6 entries	
4	AEON Member Plus (AMP) Platinum Visa/Mastercard Credit Card (no minimum spend).	Unlimited access	Eligible Cardholders are required to present their AEON Member Plus (AMP) Platinum Visa/Mastercard Credit Card to the staff available at the AEON Lounge counter for verification.
5	AEON Biker Infinite Visa Credit Card (no minimum spend).	Unlimited access	Eligible Cardholders are required to present their AEON Biker Infinite Visa Credit Card to the staff available at the AEON Lounge counter for verification.
6	Eligible Customer(s) under any specific promotion at the time of entry may have access to the AEON Lounge, subject to the specific promotion's terms and conditions.	Varies based on promotion basis.	Varies based on promotion basis.

Q3: How long can I access the AEON Lounge for each visit and how many guests can I bring?
A: Entry to the AEON Lounge is limited based on the number of seats available. Hence, each visit is limited to one (1) hour with two (2) accompanying guests.

Q4: Are outside food and beverages allowed in the AEON Lounge?
A: No, outside food and beverages are strictly prohibited. Complimentary refreshments provided within the AEON Lounge are subject to availability and while stocks last, and are to be consumed on the premises only. Takeaway is not permitted.

Q5: Is there any specific etiquette I should follow while in the AEON Lounge?

- Customers are fully responsible for the supervision, safety, and conduct of their child or children at all times while within the AEON Lounge. Child or children must not be left unattended and must remain under the direct supervision of a responsible adult member or guardian. This requirement is in place to ensure the safety of all child or children and to maintain a safe, comfortable, and orderly environment for all customers using the AEON Lounge.
- Customers are requested to maintain a low noise level to ensure a disturbance-free experience for all customers at the AEON Lounge.
- Smoking, vaping, napping, or sleeping are strictly prohibited within the AEON Lounge.Animals are not permitted in the AEON Lounge area.

Q6: Who is responsible for any personal injury or accidents in the AEON Lounge?
A: The customers acknowledge and agree to exercise reasonable care and caution in their use of all the facilities and amenities in the AEON Lounge. Customers acknowledge and accept sole responsibility for any self-inflicted injury or accident resulting from their actions, negligence, or disregard for safety guidelines. To the fullest extent permitted by law, AEON Credit Service (M) Berhad ("AEON Credit") shall not be liable for any injury, loss, or damage suffered as a result of misuse of the AEON Lounge facilities and amenities or failure to follow safety guidelines.

Q7: What are the operating hours of the AEON Lounge?
A: The operating hours for the AEON Lounge are from 11:00 AM to 9:00 PM.

Q8: Under what circumstances would the AEON Lounge be closed?
A: The AEON Lounge may occasionally be closed to accommodate special events, carry out maintenance, or implement service improvements to ensure a comfortable and high-quality experience for customers.

Q9: Am I responsible for any damage caused in the lounge?
Yes. Customers are responsible for ensuring that all lounge facilities, furniture, and amenities are used properly by themselves and their guests.
Any damage, loss, or destruction caused may result in repair or replacement charges, which must be paid upon request.

Q10: Am I responsible for my guests' behavior?
Yes. Customers are accountable for the conduct of their guests and must ensure they comply with all AEON Lounge rules and terms at all times.

Q11: What happens if the AEON Lounge rules are breached?
AEON Credit may take appropriate action, including imposing charges, restricting access, or requesting customers to leave the lounge if there is any misuse, misconduct, or violation of the terms.

Q12: Is AEON Lounge responsible for lost or stolen personal belongings?
No. Customers and their guests are responsible for safeguarding their own personal belongings. AEON Credit is not liable for any loss, theft, or damage of customers and their guests personal belongings.

Q13: Is there a dress code for the AEON Lounge?
Yes. Customers and guests are expected to maintain appropriate attire and conduct.
Entry may be denied or customers may be asked to leave if attire or behavior is deemed inappropriate, disruptive, or not in line with a professional and family-friendly environment.

Q14: What is considered inappropriate attire?
Examples include clothing that is excessively revealing, soiled or unhygienic, or contains offensive or inappropriate language or imagery, or is otherwise deemed unsuitable for a professional and family-friendly environment. AEON Credit's reserves the right to determine appropriateness at its sole discretion.

Q15: Can I take reading materials or items out of the AEON Lounge?
No. All reading materials, publications, and recreational items (e.g., magazines, reports, board games) are for use within the lounge only.
Removing or damaging these items may result in penalties or suspension of AEON Lounge access.

Q16: Can the AEON Lounge rules or terms be changed at any time?
Yes. AEON Credit reserves the right to update or modify the AEON Lounge Terms & Conditions and rules at any time without prior notice. Continued use of the AEON Lounge means acceptance of these updates.

Q17: What if an incident or claim arises due to misuse or misconduct?
Customers may be held responsible and liable for any claims, damages, or costs arising from misuse, negligence, or breach of rules by themselves or their guests.

AEON LOUNGE (COLLABORATION WITH AEON CO.)

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- Each visit is limited to one (1) hour, and customers are allowed to bring up to two (2) guests aged 18 and above per visit.
- Outside food and beverages are strictly prohibited. Complimentary refreshments provided within the AEON Lounge are subject to availability and while stocks last, and are to be consumed on the premises only. Takeaway is not permitted.

- Customers are requested to maintain a low noise level to ensure a disturbance-free experience for all customers at the AEON Lounge.
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