

TERMS & CONDITIONS

RHB Plaza Premium Lounge Program 2019

1. RHB Bank Berhad (Company No. 6171-M) & RHB Islamic Bank Berhad (680329-V) will be collectively referred to as “RHB Bank”.

PROGRAM PERIOD

2. The RHB Plaza Premium Lounge Program 2019 (“**Program**”) shall run from 18 February 2019 to 31 December 2019, both dates inclusive (“**Program Period**”).

ELIGIBILITY

3. The Program is open to the following selected principal and supplementary RHB Bank credit cardholders issued by RHB Bank:-
- a) RHB Premier Visa Infinite
 - b) RHB Visa Infinite
 - c) RHB Visa Signature
 - d) RHB World / World-i
 - e) RHB Business Platinum
- (hereinafter referred to as “**Eligible Cardholders**”)

THE PROGRAM

4. Each Eligible Cardholder is entitled to the following Plaza Premium Lounge access throughout each calendar year unless stated otherwise:-

Eligible RHB Credit Card/-i	Plaza Premium Lounge access eligibility criteria
RHB Premier Visa Infinite	<ul style="list-style-type: none"> • Unlimited access to selected Plaza Premium Lounge with a minimum spend of RM100,000 in a calendar year; OR • Ten (10) complimentary access if spending is below RM100,000 in a calendar year. <p><u>Notes:</u> Spending accumulation by respective principal / supplementary card. <i>Example: Principal card meets RM100,000 spend, the principal cardholder will get unlimited access to selected Plaza Premium Lounge. If the supplementary card spend is below RM100,000 in the year, the supplementary cardholder will have ten (10) complimentary access of selected Plaza Premium Lounge</i></p>
RHB Visa Infinite	Unlimited access# per calendar year # limited to first 1,000 per calendar month
RHB Visa Signature	5x access per calendar year
RHB World / World-i	5x access per calendar year
RHB Business Platinum	5x access per calendar year

5. Eligible Cardholders are entitled to access the Plaza Premium Lounge only once per day. Any subsequent access on the same day and any access exceeding the three (3) hours limit will be subject to the applicable charges set by Plaza Premium Lounge.

6. The list of participating Plaza Premium Lounges differs by different Eligible RHB Credit Cards/-i as stated herein:

Plaza Premium Lounge Locations		RHB Premier Infinite	RHB Infinite	RHB Signature / World / World-i / Business Platinum
-Airport	Name of Plaza Premium Lounge			
KL International Airport (KLIA)	Plaza Premium Lounge	√	√	√
	Flight Club	√	√	√
KLIA 2 Terminal	Plaza Premium Lounge (Gateway)	√	√	√
	Wellness Spa / The Bar (International Departure)	√	√	√
	Plaza Premium Lounge- Paid Lounge (International Departure)	√	√	√
	The Green Market (International Departure)	√	√	√
Penang International Airport	Plaza Premium Lounge (International Departure)	√	√	√
Kota Kinabalu International Airport	Plaza Premium Lounge (International Departure)	√	√	√
Singapore Changi Airport	The Green Market (Terminal 2)	√	√	
	Plaza Premium Lounge (Terminal 1)	√	√	
	Blossom (Terminal 4)	√	√	
Hong Kong International Airport	Plaza Premium Lounge (Terminal 1 & 2)	√		
Abu Dhabi International Airport	Al Dhabi Lounge	√		
	Al Reem Lounge	√		
London Heathrow Airport	Plaza Premium Lounge (Terminal 2, 3, 4 & 5)	√		
Taiwan Taoyuan Airport	Plaza Premium Lounge (Terminal 1 & 2)	√		
Jakarta Soekarno-Hatta International Airport, Indonesia	Saphire - Plaza Premium Lounge (International Departures, Terminal 3)	√		
Mactan-Cebu International Airport, Philippines	Plaza Premium Lounge (Departures, Terminal 2)	√		
Phnom Penh International Airport, Cambodia	Plaza Premium Lounge (International Departures)	√		
Siem Reap International Airport, Cambodia	Plaza Premium Lounge (International Departures)	√		
Maldives Velana International Airport	Wellness by Plaza Premium Group (International Arrival)	√		

Below are the new added locations with effective from 1 September 2019 onwards in which the usage will share the same eligibility quota by different card type as stated in clause 4 above.

Location	Eligible RHB Credit Cards/-i	Facilities included
Aerotel , Kuala Lumpur Gateway@klia2 Kuala Lumpur International Airport , KLIA2	RHB Signature / World / World-i / Business Platinum RHB Visa Infinite RHB Premier Visa Infinite	One hour room stay for Solo plus - Guest room facilities includes: bathroom, shower and amenities, television, Internet access
Napping / Private Resting Suite Gateway@klia2 Kuala Lumpur International Airport , KLIA2	RHB Signature / World / World-i / Business Platinum RHB Visa Infinite RHB Premier Visa Infinite	One hour room stay for Suite Room - Guest room facilities includes: bathroom, shower and amenities, television, Internet access
Aerotel located on Level L1 (outside airport restricted area) Mactan Cebu International Airport.	RHB Premier Visa Infinite	One hour room stay for Solo Plus - Guest room facilities includes: bathroom, shower and amenities, television, Internet access
Aerotel International Departure, Terminal 1 Changi Airport Singapore	RHB Visa Infinite RHB Premier Visa Infinite	One hour room stay for Solo room - Guest room facilities includes: television, Internet access
Wellness Spa International Departure Kuala Lumpur International Airport , KLIA	RHB Signature / World / World-i / Business Platinum RHB Visa Infinite RHB Premier Visa Infinite	One hour stay in Private Resting room - facilities includes: Internet access, shower and amenities

Room usage is subject to room availability & cardholder eligible quote as determined by RHB in clause 4. Eligible Cardholders shall present eligible RHB Credit Card/-i and boarding pass to front desk and front desk to check on room availability.

One (1) transaction is valid for one hour room stay (room only) upon walk in for Aerotel, Napping / Private Resting Suite or Wellness Spa.

Guest will be entitled for Solo plus / Solo / Suite room / Private Resting room only and are able to accommodate one (1) person only.

7. Each Plaza Premium Lounge access comes with usage of the Plaza Premium Lounge for three (3) hours and complimentary facilities such as shower facilities (subject to lounge location), food and beverage, newspapers, magazines, flight information and WIFI.
8. For more information on the Plaza Premium Lounge services and locations, kindly visit <https://www.plazapremiumlounge.com>
9. Eligible Cardholders are required to present their Eligible RHB Credit Card/-i and boarding pass upon entry to the Plaza Premium Lounge. Plaza Premium Lounge reserves the right to refuse entry to the Eligible Cardholder in the event of any non-valid details of the Eligible RHB Credit Card/-i or boarding pass.
10. Eligible Cardholders can enjoy a 25% discounts on walk-in rates for all Plaza Premium Lounge in Malaysia and 20% discounts based on walk-in rates for Plaza Premium Lounge at overseas for each accompanying adult and for subsequent visits to the Plaza Premium Lounge after the said access in Clause 5 have been exhausted.

11. RHB Bank reserves the right to terminate, amend or add to any of these Terms and Conditions from time to time with sufficient prior notice to Eligible Cardholders before the new terms and conditions take effect. Cardholders are advised to refer to the latest terms and conditions published on www.rhbgroup.com prior to accessing any Plaza Premium Lounge.
12. RHB Bank 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. RHB Bank will not be responsible for any injury, loss or damage suffered as a result of the redemption or usage of the services provided by Plaza Premium Lounge.
13. By participating in this Program, the Eligible Cardholder agrees to be bound by these Terms and Conditions and the decisions of RHB Bank.

Terma dan Syarat

Program RHB Plaza Premium Lounge 2019

1. RHB Bank Berhad (Company No.6171-M) & RHB Islamic Bank Berhad (680329-V) akan secara kolektif dirujuk sebagai "RHB Bank".

TEMPOH PROGRAM

2. Program RHB Plaza Premium Lounge 2019 ("Program") akan berlangsung dari 18Februari 2019 hingga 31 Disember 2019, kedua-dua tarikh termasuk ("Tempoh Program").

KELAYAKAN

3. Program ini terbuka kepada pemegang kad kredit RHB Bank utama dan tambahan yang dikeluarkan oleh RHB Bank:-
 - a) RHB Premier Visa Infinite
 - b) RHB Visa Infinite
 - c) RHB Visa Signature
 - d) RHB World / World-i
 - e) RHB Business Platinum
 (selepas ini dirujuk sebagai "Pemegang Kad Layak")

PROGRAM

4. Setiap Pemegang Kad Layak adalah berhak untuk mengakses Plaza Premium Lounge sepanjang setiap tahun kalendar kecuali jika dinyatakan sebaliknya:-

Kad Kredit RHB/-i yang layak	Kriteria kelayakan akses Plaza Premium Lounge
RHB Premier Visa Infinite	<ul style="list-style-type: none"> • Akses tanpa had ke Plaza Premium Lounge terpilih dengan perbelanjaan minimum sebanyak RM100,000 dalam satu tahun kalendar; ATAU • Sepuluh (10) akses percuma jika perbelanjaan kurang dari RM100, 000 dalam satu tahun kalendar. <p><u>Nota:</u> Pengumpulan perbelanjaan dengan kad principal / tambahan masing-masing. Contoh: Pemegang kad prinsipal yang memenuhi perbelanjaan berjumlah RM100,000, pemegang kad prinsipal tersebut akan mendapat akses tanpa had ke Plaza Premium Lounge terpilih. Sekiranya perbelanjaan kad tambahan di bawah RM100, 000 pada tahun ini, pemegangkad tambahan akan mempunyai sepuluh (10) akses percuma di Plaza Premium Lounge terpilih.</p>
RHB Visa Infinite	Akses tanpa had # setahun kalendar # terhad kepada 1,000 pertama setiap bulan kalendar
RHB Visa Signature	5 x akses setahun kalendar
RHB World / World-i	5 x akses setahun kalendar
RHB Business Platinum	5 x akses setahun kalendar

5. Pemegang Kad Layak berhak mengakses Plaza Premium Lounge hanya sekali sehari. Sebarang akses berikutnya pada hari yang sama dan sebarang akses yang melebihi had tiga (3) jam akan tertakluk kepada caj yang dikenakan oleh Plaza Premium Lounge.
6. Senarai penyertaan Plaza Premium Lounge berbeza untuk jenis Kad/-i RHB yang Layak seperti yang dinyatakan di sini:

Lokasi Plaza Premium Lounge		RHB Premier Infinite	RHB Infinite	RHB Signature / World / World-i / Business Platinum
Lapangan Terbang	Nama Lokasi Plaza Premium Lounge			
KL International Airport (KLIA)	Plaza Premium Lounge	√	√	√
	Flight Club	√	√	√
KLIA 2 Terminal	Plaza Premium Lounge (Gateway)	√	√	√
	Wellness Spa / The Bar (International Departure)	√	√	√
	Plaza Premium Lounge -Paid Lounge(International Departure)	√	√	√
	The Green Market (International Departure)	√	√	√
Penang International Airport	Plaza Premium Lounge (International Departure)	√	√	√
Kota Kinabalu International Airport	Plaza Premium Lounge (International Departure)	√	√	√
Singapore Changi Airport	The Green Market (Terminal 2)	√	√	
	Plaza Premium Lounge (Terminal 1)	√	√	
	Blossom (Terminal 4)	√	√	
Hong Kong International Airport	Plaza Premium Lounge (Terminal 1 & 2)	√		
Abu Dhabi International Airport	Al Dhabi Lounge	√		
	Al Reem Lounge	√		
London Heathrow Airport	Plaza Premium Lounge (Terminal 2, 3, 4 & 5)	√		
Taiwan Taoyuan Airport	Plaza Premium Lounge (Terminal 1 & 2)	√		
Jakarta Soekarno-Hatta International Airport, Indonesia	Saphire - Plaza Premium Lounge (International Departures, Terminal 3)	√		
Mactan-Cebu International Airport, Philippines	Plaza Premium Lounge (Departures, Terminal 2)	√		
Phnom Penh International Airport, Cambodia	Plaza Premium Lounge (International Departures)	√		
Siem Reap International Airport, Cambodia	Plaza Premium Lounge (International Departures)	√		
Maldives Velana International Airport	Wellness by Plaza Premium Group (International Arrival)	√		

Berikut adalah lokasi yang baru ditambah berkuatkuasa mulai 1 September 2019 di mana penggunaan akan berkongsi kuota kelayakan sama mengikut jenis kad yang berbeza seperti yang dinyatakan dalam Fasal 4 di atas.

Lokasi	Kad Kredit/-i RHB yang layak	Kemudahan yang disediakan termasuk
Aerotel , Kuala Lumpur Gateway@klia2 Kuala Lumpur International Airport , KLIA2	RHB Signature / World / World-i / Business Platinum RHB Visa Infinite RHB Premier Visa Infinite	Satu jam bilik penginapan untuk Solo plus - kemudahan bilik tetamu termasuk: bilik mandi, pancuran mandian air dan kemudahan, televisyen, akses Internet
Napping / Private Resting Suite Gateway@klia2 Kuala Lumpur International Airport , KLIA2	RHB Signature / World / World-i / Business Platinum RHB Visa Infinite RHB Premier Visa Infinite	Satu jam bilik penginapan untuk bilik Suite - kemudahan bilik tetamu termasuk: bilik mandi, pancuran mandian air dan kemudahan, televisyen, akses Internet
Aerotel located on Level L1 (outside airport restricted area) Mactan Cebu International Airport.	RHB Premier Visa Infinite	Satu jam bilik penginapan untuk Solo Plus - kemudahan bilik tetamu termasuk: bilik mandi, pancuran mandian air dan kemudahan, televisyen, akses Internet
Aerotel International Departure, Terminal 1 Changi Airport Singapore	RHB Visa Infinite RHB Premier Visa Infinite	Satu jam bilik penginapan untuk bilik tetamu - kemudahan bilik tetamu termasuk: akses Internet, televisyen
Wellness Spa International Departure Kuala Lumpur International Airport , KLIA	RHB Signature / World / World-i / Business Platinum RHB Visa Infinite RHB Premier Visa Infinite	Sejam di bilik peribadi Resting - kemudahan termasuk: akses Internet, pancuran mandian air dan kemudahan

Penggunaan bilik adalah tertakluk kepada ketersediaan bilik & Pemegang Kad yang layak yang ditentukan oleh RHB dalam Fasal 4. Pemegang Kad yang layak hendaklah mengemukakan Kad Kredit/-i RHB dan pas masuk untuk kaunter masuk dan kaunter masuk akan menyemak ketersediaan bilik.

Satu (1) transaksi adalah sah selama satu jam bilik penginapan (bilik sahaja) untuk Aerotel, Napping / swasta Resting Suite atau Wellness Spa.

Tetamu layak untuk Solo plus / Solo / Bilik Suites/ Bilik Rehat Peribadi sahaja dan mampu memuatkan seorang sahaja.

7. Setiap akses Plaza Premium Lounge dilengkapi dengan penggunaan selama tiga (3) jam dan kemudahan percuma seperti kemudahan pancuran mandian air (tertakluk kepada lokasi Ruang Rehat), makanan dan minuman, surat khabar, majalah, maklumat penerbangan dan WIFI.
8. Untuk maklumat lanjut mengenai perkhidmatan dan lokasi Plaza Premium Lounge, sila layari <https://www.plazapremiumlounge.com>.
9. Pemegang Kad Layak dikehendaki mengemukakan Kad Kredit/-i RHB yang Layak dan pas masuk semasa masuk ke Plaza Premium Lounge. Plaza Premium Lounge berhak menolak kemasukan sekiranya terdapat butiran Kad Kredit/-i RHB atau pas masuk yang tidak sah.

10. Pemegang Kad Layak boleh menikmati diskaun sebanyak 25% “walk in rates” untuk semua Plaza Premium Lounge di Malaysia dan diskaun sebanyak 20% “walk in rates” untuk Plaza Premium Lounge di luar negara bagi setiap orang dewasa yang disertakan dan untuk lawatan seterusnya ke Plaza Premium Lounge selepas akses tersebut dalam Fasal 5 telah habis.
11. RHB Bank berhak untuk menamatkan, meminda atau menambah mana-mana terma dan syarat ini dari semasa ke semasa dengan notis pemberitahuan dahulu yang secukupnya kepada Pemegang Kad Layak sebelum terma dan syarat yang baru berkuatkuasa. Pemegang Kad Layak adalah dinasihatkan untuk merujuk kepada terma dan syarat terkini yang disiarkan di www.rhbgroup.com sebelum memasuki mana-mana Plaza Premium Lounge.
12. RHB Bank tidak bertanggungjawab atas sebarang liabiliti atau sebarang tindakan, peninggalan, kegagalan atau kecacatan Plaza Premium Lounge dalam perkhidmatan yang ditawarkan. Sebarang pertikaian mengenai kualiti atau piawaian perkhidmatan hendaklah diselesaikan secara langsung dengan Plaza Premium Lounge. RHB Bank tidak akan bertanggungjawab terhadap sebarang kecederaan, kerugian atau kerosakan yang dialami akibat penebusan atau penggunaan perkhidmatan yang disediakan oleh Plaza Premium Lounge.
13. Dengan menyertai Program ini, Pemegang Kad Layak bersetuju untuk terikat dengan Terma dan Syarat ini dan keputusan RHB Bank.