



## Subscription and Billing Policy

**Operator:** LoungeIQ (sole trader: Gordon Grieve)

**Jurisdiction:** Queensland, Australia

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### Document Control – Version History

| <u>Version</u> | <u>Date</u> | <u>Author</u>     | <u>Description of Changes</u> | <u>Approved By</u>     |
|----------------|-------------|-------------------|-------------------------------|------------------------|
| 1.0            | April 2026  | Nicholas Tompkins | Initial policy developed      | Gordon Grieve/Operator |

# 1. Overview and Purpose

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This Subscription and Billing Policy governs the terms on which LoungeIQ Pro subscriptions are offered, charged, managed, and cancelled. It sets out your rights and obligations as a subscriber, how and when you are billed, what happens when things go wrong with a payment, and the circumstances in which refunds may be available.

LoungeIQ is operated by Gordon Grieve (ABN 57 517 907 315), a sole trader registered in Queensland, Australia. This policy forms part of the agreement between you and LoungeIQ and should be read alongside our Terms of Use, Privacy Policy, Cookies Policy, Affiliate Disclosure, and Copyright Policy.

## 2. LoungeIQ Pro – Product Overview

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### 2.1 What Is LoungeIQ Pro?

LoungeIQ Pro is a paid subscription tier that unlocks additional features beyond those available on the free LoungeIQ platform. A Pro subscription is personal to the subscribing account and may not be shared, transferred, or used concurrently across multiple devices by different users.

### 2.2 Pro Features

The features included in LoungeIQ Pro are listed on the LoungeIQ pricing page at [loungeiq.com/pricing](https://loungeiq.com/pricing) and may be updated from time to time. Current Pro features include, but are not limited to:

- Unlimited AccessIQ lookups (free tier is limited)
- Advanced lounge filtering and comparison tools
- Trip Planner with multi-airport itinerary building
- Priority access to new features during beta periods
- Ad-free browsing experience
- Downloadable lounge reports in PDF format
- Early access to LoungeIQ's lounge database updates

We reserve the right to add, modify, or remove Pro features at any time. If we remove a feature that was a primary reason for your subscription, we will provide at least 30 days' notice and offer you the option to cancel with a pro-rata refund for the unused portion of your billing period.

### 2.3 Free Tier

LoungeIQ also offers a free tier with access to core platform features. No payment information is required to use the free tier. The free tier is subject to usage limits which may change over time. Details of free vs. Pro features are always available on the pricing page.

### 2.4 Beta Features

From time to time, LoungeIQ may offer beta features to Pro subscribers before general release. Beta features are provided on an 'as is' basis and may be incomplete, unstable, or subject to change. Beta features may be discontinued without notice and do not form part of the core Pro feature commitment.

## 3. Pricing

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### 3.1 Current Subscription Price

The current LoungeIQ Pro subscription fee is set out on the pricing page at [loungeiq.com/pricing](https://loungeiq.com/pricing). Pricing is displayed in the currency most appropriate to your region at checkout. Reference pricing at time of publication:

| Region         | Price          | Billing Cycle | Notes                                                       |
|----------------|----------------|---------------|-------------------------------------------------------------|
| Australia      | AU\$7.99/month | Monthly       | Inclusive of GST where applicable                           |
| United States  | US\$5.99/month | Monthly       |                                                             |
| United Kingdom | GB£3.99/month  | Monthly       | Inclusive of VAT where applicable                           |
| European Union | €4.99/month    | Monthly       | Inclusive of VAT where applicable                           |
| Other regions  | US\$5.99/month | Monthly       | Charged in USD. Local currency equivalent shown at checkout |

*Prices shown above are indicative and may not reflect the current pricing. Always refer to [loungeiq.com/pricing](https://loungeiq.com/pricing) for the current subscription price before subscribing.*

### 3.2 Taxes and GST

Prices displayed at checkout include all applicable taxes, including Australian Goods and Services Tax (GST) for Australian subscribers, and Value Added Tax (VAT) for subscribers in applicable jurisdictions. If you are purchasing as a business entity and are registered for GST or VAT, please contact us at [support@loungeiq.com](mailto:support@loungeiq.com) for assistance with tax invoice requirements.

LoungeIQ is registered for Australian GST. For subscribers in the EU, UK, or other jurisdictions where digital services taxes apply, applicable taxes are collected and remitted by Stripe on our behalf in accordance with local law.

### 3.3 Currency and Exchange Rates

Payments are processed by Stripe in the currency displayed at checkout. If your payment method is denominated in a different currency, your bank or card issuer will apply their own exchange rate and may charge foreign transaction fees. LoungeIQ is not responsible for exchange rate fluctuations or foreign transaction fees imposed by your financial institution.

### 3.4 Price Changes

We may change the LoungeIQ Pro subscription price from time to time. If we increase the price, we will:

- Provide at least 30 days' written notice before the new price takes effect, by email to the address registered to your account and by a prominent notice on LoungeIQ
- Clearly state the new price, the date it takes effect, and your right to cancel before that date
- Not charge the new price until the first renewal date after the 30-day notice period has expired

If you do not cancel your subscription before the new price takes effect, your continued subscription will constitute acceptance of the new price. If you do cancel, you will retain access to Pro features until the end of your current paid billing period.

## **4. Payment Processing**

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### **4.1 Payment Processor**

All subscription payments are processed by Stripe, Inc. (stripe.com), a leading global payment platform. Stripe is PCI DSS Level 1 certified, which is the highest level of certification available in the payments industry. LoungeIQ does not store, process, or transmit your full payment card details. All payment data is handled directly and securely by Stripe.

### **4.2 Accepted Payment Methods**

LoungeIQ Pro subscriptions can be purchased using the following payment methods (subject to availability in your region):

- Visa credit and debit cards
- Mastercard credit and debit cards
- American Express credit cards
- Apple Pay (where supported by your device and browser)
- Google Pay (where supported by your device and browser)

Additional payment methods may become available over time. Prepaid cards and gift cards may not be accepted. If your preferred payment method is not available, please contact [support@loungeiq.com](mailto:support@loungeiq.com).

### **4.3 Authorisation**

By entering your payment details and clicking 'Subscribe' (or equivalent), you:

- Authorise LoungeIQ (via Stripe) to charge your payment method for the subscription fee on a recurring monthly basis
- Confirm that you are the authorised holder of the payment method, or have permission to use it
- Acknowledge that your subscription will auto-renew each month until you cancel
- Agree to these Subscription and Billing Policy terms

### **4.4 Billing Date**

Your subscription billing date is set on the date you first subscribe. For example, if you subscribe on the 15th of the month, your subscription will renew on the 15th of each subsequent month. If your billing date falls on a date that does not exist in a given month (e.g. 31st in a 30-day month), you will be billed on the last day of that month.

### **4.5 Payment Security**

LoungeIQ implements the following security measures in relation to payments:

- Your full card number, expiry date, and CVV are never transmitted to or stored by LoungeIQ. These details are entered directly into Stripe's secure payment form.
- LoungeIQ stores only a Stripe customer ID and subscription status. No payment card data is held in LoungeIQ's systems.
- All communications between your browser and LoungeIQ, and between LoungeIQ and Stripe, are encrypted using HTTPS/TLS.
- Stripe uses 3D Secure (3DS) authentication where required by your bank or card issuer, providing an additional layer of protection against unauthorised use.

## **4.6 Payment Receipts**

Stripe will send an automated payment receipt to your registered email address following each successful charge. If you require a tax invoice for GST or VAT purposes, please contact [support@loungeiq.com](mailto:support@loungeiq.com) with your ABN, VAT number, or other relevant tax identifier, and we will arrange for a compliant tax invoice to be issued.

## **5. Billing Cycle and Auto-Renewal**

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### **5.1 Monthly Billing**

LoungeIQ Pro is billed on a monthly basis. There is no annual subscription option at this time, though we may introduce one in the future. Each billing period runs for one calendar month from your billing date.

### **5.2 Automatic Renewal**

Your subscription automatically renews at the end of each billing period. You will be charged the current subscription price on your billing date each month until you cancel. We will send you a reminder email at least 3 days before each renewal, which will include:

- The amount to be charged
- Your upcoming billing date
- A direct link to cancel your subscription if you do not wish to renew

### **5.3 Renewal Notification**

Renewal reminders are sent to the email address registered to your LoungeIQ account. It is your responsibility to ensure your email address is current and that renewal emails are not filtered as spam. LoungeIQ is not responsible for missed renewal notifications caused by incorrect email addresses or spam filtering.

### **5.4 No Annual Lock-In**

LoungeIQ Pro operates on a month-to-month basis. There is no minimum subscription term, no early termination fee, and no penalty for cancelling. You may cancel at any time and retain access to Pro features until the end of your current billing period.

## **6. Failed Payments and Payment Recovery**

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## 6.1 When a Payment Fails

If a renewal payment fails (for example, because your card has expired, your account has insufficient funds, or your bank declines the transaction), LoungeIQ and Stripe will attempt to recover the payment automatically. The recovery sequence is as follows:

| Day     | Action                                                                                    | Your Pro Access      |
|---------|-------------------------------------------------------------------------------------------|----------------------|
| Day 0   | Initial charge attempt fails. Stripe notifies LoungeIQ.                                   | Pro access continues |
| Day 1–2 | Email notification sent to you with a link to update your payment method.                 | Pro access continues |
| Day 3–4 | Stripe makes a second automatic charge attempt.                                           | Pro access continues |
| Day 7   | Stripe makes a third automatic charge attempt.                                            | Pro access continues |
| Day 14  | Stripe makes a final automatic charge attempt.                                            | Pro access continues |
| Day 15+ | If all attempts fail, your subscription is cancelled and access reverts to the free tier. | Pro access suspended |

You will receive an email notification at each stage of the recovery process. The most common causes of payment failure are expired cards, insufficient funds, and cards that have been replaced or cancelled. Updating your payment method promptly will prevent loss of access.

## 6.2 Updating Your Payment Method

You can update your payment method at any time through your account settings at Profile > Subscription > Payment Method. You can also update your payment method by clicking the link in any payment failure notification email. Changes take effect immediately and will be used for the next scheduled charge attempt.

## 6.3 Reactivating After Suspension

If your subscription is suspended due to payment failure, you can reactivate it at any time by:

- Visiting Profile > Subscription in your LoungeIQ account
- Entering a valid payment method
- Confirming your wish to reactivate

Reactivation will initiate a new billing cycle from the date of reactivation. Any gap in subscription between suspension and reactivation will not be credited or backdated.

## 6.4 Disputed Charges and Chargebacks

If you believe a charge on your statement is incorrect, please contact us at support@loungeiq.com before initiating a chargeback with your bank or card issuer. We will investigate and resolve legitimate billing errors promptly, typically within 5 business days.

Initiating a chargeback without first contacting LoungeIQ may result in the immediate suspension of your account pending investigation. Fraudulent chargeback disputes may result in permanent account termination and referral to relevant authorities. LoungeIQ reserves the right to contest chargebacks that are not supported by the facts.

## 7. Cancellation

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### 7.1 How to Cancel

You can cancel your LoungeIQ Pro subscription at any time, without penalty, through your account settings. The cancellation process requires the same number of steps as signing up, in compliance with Australian Consumer Law's requirements for 'easy exit' mechanisms. To cancel:

- Log in to your LoungeIQ account
- Navigate to Profile > Subscription
- Click 'Cancel Subscription'
- Confirm your cancellation when prompted

You will receive a cancellation confirmation email immediately. If you do not receive this email within a few minutes, please check your spam folder and contact [support@loungeiq.com](mailto:support@loungeiq.com) if it has not arrived.

### 7.2 When Cancellation Takes Effect

Cancellation takes effect at the end of your current billing period. You will retain full access to LoungeIQ Pro features until that date. You will not be charged for any subsequent billing period after cancellation.

| Scenario                                | What happens                                                                                     |
|-----------------------------------------|--------------------------------------------------------------------------------------------------|
| Cancel mid-month                        | Pro access continues until end of current billing period. No further charges.                    |
| Cancel on billing date                  | Pro access continues for the full period you have just been charged for. No further charges.     |
| Cancel after failed payment recovery    | Subscription is already cancelled. No further charges. You must reactivate to regain Pro access. |
| Cancel during 14-day cooling-off period | Eligible for a full refund if Pro features have not been used (see Section 8.1).                 |

### 7.3 Resubscribing After Cancellation

You may resubscribe to LoungeIQ Pro at any time after cancellation by visiting Profile > Subscription and completing a new subscription. Resubscribing after a previous cancellation does not trigger a new 14-day cooling-off period. Your billing cycle will start from the date of the new subscription.

### 7.4 Cancellation by LoungeIQ

LoungeIQ reserves the right to cancel or suspend your subscription in the following circumstances:

- You have materially breached the Terms of Use and failed to remedy the breach within a reasonable time after notice

- Fraudulent activity is associated with your account or payment method
- We are required to do so by law or by a regulatory authority
- We discontinue the LoungeIQ Pro service entirely (see Section 13)

Where LoungeIQ cancels your subscription for reasons other than your breach, you will receive a pro-rata refund for the unused portion of your current billing period. We will provide as much notice as reasonably practicable before cancelling a subscription for operational reasons.

## 8. Refunds

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### 8.1 14-Day Cooling-Off Period (New Subscribers)

If you are subscribing to LoungeIQ Pro for the first time and you cancel within 14 days of your first payment, you are entitled to a full refund of your subscription fee, provided that you have not used any Pro-exclusive features during that period.

To request a cooling-off refund:

- Email support@loungeiq.com from the email address registered to your account
- Include the subject line: 'Cooling-Off Refund Request'
- State the date you subscribed and confirm that you have not used any Pro features

We will process cooling-off refunds within 5 business days of receiving your request. Refunds are returned to the original payment method. Processing times may vary depending on your bank or card issuer (typically 3–5 business days after we process the refund).

*The 14-day cooling-off period applies to your first subscription only. It does not apply to subsequent subscriptions following a cancellation and resubscription.*

### 8.2 What Counts as 'Using Pro Features'?

For the purposes of the cooling-off period, you will be considered to have used Pro features if you have:

- Performed an AccessIQ lookup beyond the free tier limit
- Used the Trip Planner to build or save an itinerary
- Downloaded a lounge report in PDF format
- Accessed Pro-only filtering or comparison tools
- Used any other feature that is exclusively available to Pro subscribers

Simply logging in, browsing the platform, or accessing features available on the free tier does not constitute use of Pro features for the purposes of this policy.

### 8.3 Service Outage Refunds

If LoungeIQ Pro is unavailable or substantially impaired for more than 7 consecutive days due to a fault on LoungeIQ's side (not including scheduled maintenance, force majeure events, or third-party infrastructure failures beyond our reasonable control), you may request a pro-rata refund for the affected period.

To request a service outage refund:

- Email [support@loungeiq.com](mailto:support@loungeiq.com) with the subject line: 'Service Outage Refund Request'
- Describe the period during which the service was unavailable and the features affected

We will investigate and respond within 10 business days. Pro-rata refunds are calculated on a daily basis: (monthly subscription fee ÷ number of days in the billing month) × number of days affected.

## **8.4 Feature Removal Refunds**

If LoungeIQ removes a feature that was a primary and material reason for your subscription, and we are unable to provide a comparable replacement, you may cancel and request a pro-rata refund for the unused portion of your current billing period. This right must be exercised within 30 days of the feature removal notice.

## **8.5 No Other Refunds**

Except as expressly set out in Sections 8.1, 8.3, and 8.4, LoungeIQ Pro subscription fees are non-refundable. This includes:

- Partial billing periods when you cancel mid-month
- Periods during which you did not use the service
- Circumstances where you forgot to cancel before a renewal
- Subscriptions cancelled after the 14-day cooling-off period

This is consistent with standard SaaS subscription practices. We encourage you to make use of the cancellation reminder in renewal emails and your account settings to manage your subscription proactively.

## **8.6 Australian Consumer Law**

Nothing in this refund policy excludes, restricts, or modifies any right or remedy you may have under the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) or any other applicable law that cannot be excluded. LoungeIQ's liability to you for a failure to comply with a consumer guarantee is limited to, at our election, resupplying the services or refunding the amount paid for the period affected.

## **8.7 Refund Processing**

All refunds are processed via Stripe back to the original payment method. LoungeIQ does not issue refunds by cash, cheque, bank transfer, or credit to a different payment method unless the original method is no longer available. If your original card has been cancelled or replaced, please contact [support@loungeiq.com](mailto:support@loungeiq.com) and we will work with Stripe to identify an appropriate alternative.

# **9. Account and Subscription Management**

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## **9.1 Accessing Your Subscription Details**

You can view and manage your subscription at any time through your account settings at Profile > Subscription. From this page you can:

- View your current subscription status and billing date
- Update your payment method
- Download or view past payment receipts
- Cancel your subscription
- Reactivate a cancelled subscription

## **9.2 Keeping Your Details Current**

It is your responsibility to keep your account email address and payment method up to date. LoungelQ is not responsible for missed billing notifications, failed renewals, or loss of Pro access caused by outdated account information. You can update your email address and payment method at any time through your account settings.

## **9.3 Account Sharing**

LoungelQ Pro subscriptions are for individual use only. You must not share your account credentials or subscription access with other people. If we detect sharing or concurrent use of a single account by multiple users, we reserve the right to suspend or terminate the subscription without refund and to require separate subscriptions for each user.

## **9.4 Inactive Accounts**

If your account has been inactive for more than 24 months (i.e. you have not logged in or used the service), LoungelQ may cancel your subscription and close your account after providing at least 30 days' written notice to your registered email address. Any prepaid subscription period remaining at the time of closure will be refunded on a pro-rata basis.

# **10. Future Subscription Tiers**

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LoungelQ currently offers a single paid tier (LoungelQ Pro) in addition to the free tier. We may introduce additional subscription tiers, add-ons, or annual billing options in the future. Any new tiers will be clearly described on the pricing page and will be subject to separate agreement at the point of purchase.

Existing Pro subscribers will not be automatically migrated to any new tier without their explicit consent. If we introduce a new tier that provides a materially better value proposition than the existing Pro tier, we will notify existing subscribers and offer them the opportunity to switch.

# **11. Promotional Pricing and Trial Offers**

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## **11.1 Promotional Codes and Discounts**

From time to time, LoungelQ may offer promotional pricing, discount codes, or limited-time subscription offers. The specific terms of any promotion (including duration, eligibility, and applicable price) will be stated at the point the offer is presented. Unless otherwise stated:

- Promotional pricing applies only for the duration specified in the offer

- After the promotional period ends, the standard subscription price applies and you will be notified in advance
- Promotional codes are single-use, non-transferable, and cannot be combined with other offers
- LoungeIQ reserves the right to withdraw or modify promotional offers at any time

## **11.2 Free Trials**

LoungeIQ does not currently offer a free trial of Pro features. If a free trial is introduced in the future, the specific terms (including trial duration, what happens at the end of the trial, and any requirement to provide payment details upfront) will be clearly stated at sign-up. You will always be informed before a free trial converts to a paid subscription.

## **11.3 Referral Programs**

If LoungeIQ introduces a referral or affiliate reward program for existing subscribers, the terms of that program will be published separately. Referral rewards (if any) are non-transferable, have no cash value unless stated, and may be subject to expiry.

# **12. International Subscribers**

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## **12.1 Availability**

LoungeIQ Pro is available to subscribers worldwide, subject to any restrictions imposed by applicable laws or Stripe's supported country list. If LoungeIQ Pro is not available in your country, you will be notified at checkout.

## **12.2 Consumer Rights in Other Jurisdictions**

Subscribers in certain jurisdictions may have additional statutory rights that apply to digital service subscriptions. These rights are not excluded by this policy. Specifically:

- European Union and UK: EU and UK consumer protection law may provide you with additional cancellation and refund rights for distance contracts, including digital services. Where these rights are more favourable than those described in this policy, they apply in addition to or in place of the terms set out here.
- United States: California subscribers have specific rights under the California Automatic Renewal Law (ARL), including the right to receive clear disclosure of recurring charges and an easy cancellation mechanism. These disclosures are provided at the point of subscription and in renewal emails.
- New Zealand: New Zealand subscribers have rights under the Consumer Guarantees Act 1993 and the Fair Trading Act 1986 that cannot be excluded.
- Canada: Canadian subscribers may have rights under provincial consumer protection legislation, including rights regarding automatic renewal and cancellation.

## **12.3 Currency and Tax**

See Section 3.2 (Taxes and GST) and Section 3.3 (Currency and Exchange Rates) for information relevant to international subscribers. If you have specific questions about tax treatment in your jurisdiction, you should consult a local tax adviser.

## 13. Discontinuation of LoungeIQ Pro

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If LoungeIQ decides to discontinue the Pro subscription service entirely, we will:

- Provide at least 60 days' written notice to all active subscribers by email and by a prominent notice on LoungeIQ
- Issue a pro-rata refund for the unused portion of each subscriber's current billing period as of the discontinuation date
- Continue to provide the free tier of LoungeIQ (absent a complete platform shutdown)

In the event of a complete platform shutdown, we will provide as much notice as reasonably practicable and issue refunds for unused paid periods. A complete shutdown would also be communicated through our social media channels and any other available means.

## 14. Billing Disputes and Complaints

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### 14.1 Raising a Billing Dispute

If you believe you have been incorrectly charged, please contact us as a first step before initiating any dispute with your bank or card issuer:

- Email: [support@loungeiq.com](mailto:support@loungeiq.com)
- Subject line: 'Billing Dispute'
- Include: your account email address, the date and amount of the charge in question, and a description of the issue

We will acknowledge your dispute within 2 business days and aim to resolve it within 10 business days. Where a charge was made in error, we will issue a refund promptly.

### 14.2 Escalation

If you are not satisfied with our response to a billing dispute, you may escalate to the following:

- Australian Competition and Consumer Commission (ACCC): [accc.gov.au](http://accc.gov.au)
- Queensland Office of Fair Trading: [qld.gov.au/law/fair-trading](http://qld.gov.au/law/fair-trading)
- Your state or territory consumer protection agency
- If paying by card: your bank or card issuer's dispute resolution process

For subscribers outside Australia, your local consumer protection authority or ombudsman may also be able to assist.

### 14.3 Governing Law and Jurisdiction

This policy is governed by the laws of Queensland, Australia. Any disputes arising from or in connection with this policy that cannot be resolved informally will be subject to the exclusive jurisdiction of the courts of Queensland, Australia, consistent with our Terms of Use.

## 15. Privacy and Your Payment Data

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Your privacy is important to us. In connection with your subscription:

- LoungeIQ collects your email address, subscription status, and a Stripe customer ID. We do not store your card number, expiry date, or CVV.
- Stripe processes and stores your payment details in accordance with Stripe's Privacy Policy ([stripe.com/privacy](https://stripe.com/privacy)). LoungeIQ does not have access to your full payment card details.
- Subscription and payment records are retained for 7 years after the last transaction, as required by Australian tax law (Income Tax Assessment Act 1997) and GST record-keeping obligations.
- We do not sell or share your subscription data with third parties for marketing purposes.

For full details of how LoungeIQ handles your personal information, see our Privacy Policy at [loungeiq.com/privacy](https://loungeiq.com/privacy).

## 16. Changes to This Policy

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We may update this Subscription and Billing Policy from time to time to reflect changes in our services, pricing, payment processes, or legal requirements. When we make material changes, we will:

- Update the version number and date in the Document Control table at the top of this policy
- Notify active subscribers by email to their registered address at least 30 days before the changes take effect
- Post a prominent notice on LoungeIQ

Changes that are more favourable to subscribers (such as reduced prices or expanded refund rights) may take effect immediately. Changes that are less favourable will not take effect until the notice period has expired. Your continued subscription after the effective date of any changes constitutes acceptance of the updated policy.

## 17. Relationship to Other LoungeIQ Policies

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This Subscription and Billing Policy forms part of LoungeIQ's legal framework and operates alongside:

- Terms of Use: the master agreement governing your use of LoungeIQ, including acceptable use, intellectual property, and limitation of liability.
- Privacy Policy: explains how LoungeIQ collects, uses, stores, and protects your personal information, including subscription and payment data.
- Cookies Policy: explains how LoungeIQ uses cookies, including Stripe payment cookies placed during the subscription process.
- Affiliate Disclosure: explains LoungeIQ's affiliate relationships. Affiliate commissions and Pro subscription fees are separate revenue streams; your subscription fee is not affected by affiliate relationships.
- Copyright Policy: governs intellectual property rights in LoungeIQ content, including Pro features and downloadable reports.

In the event of any inconsistency between this policy and the Terms of Use on billing or subscription matters, this Subscription and Billing Policy will prevail.

## 18. Contact

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For all subscription and billing enquiries, please contact us:

**Billing support:** [support@loungeiq.com](mailto:support@loungeiq.com)

**General enquiries:** [contact@loungeiq.com](mailto:contact@loungeiq.com)

**Refund requests:** [support@loungeiq.com](mailto:support@loungeiq.com) (subject: Refund Request)

**Business:** LoungeIQ, operated by Gordon Grieve ABN 57 517 907 315

**Location:** Queensland, Australia

**Manage subscription:** Profile > Subscription in your LoungeIQ account