



Terms of Use

Operator: LoungeIQ (sole trader: Gordon Grieve)

Jurisdiction: Queensland, Australia

Contact: contact@loungeiq.com

Support: support@loungeiq.com

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	Gordon Grieve	Initial policy developed	Gordon Grieve/Operator
1.1	April 2026	Nicholas Tompkins	Review and legislative updates	Gordon Grieve/Operator

1. Acceptance of terms

These Terms of Use govern your access to and use of **LoungeIQ**, an airport lounge discovery, review, and access information platform operated by **Gordon Grieve (ABN 57 517 907 315)**, Queensland, Australia.

By accessing or using LoungeIQ, you agree to be bound by these Terms of Use, together with our:

- Privacy Policy
- Affiliate Disclosure
- Cookies Policy
- Copyright Policy
- Subscription and Billing Policy

If you do not agree with these Terms, you must not use LoungeIQ. We may update these Terms to reflect changes to our services, legal requirements, or business practices. Where changes are material, we will provide reasonable notice by posting the updated Terms on LoungeIQ and, where appropriate, notifying you by email. The updated Terms take effect on the date specified in the revised version. If you do not agree to the updated Terms, you must stop using LoungeIQ before they take effect. Continued use of LoungeIQ after that date constitutes acceptance of the updated Terms

2. About LoungeIQ

LoungeIQ is an airport lounge discovery, review, and access platform operated by Gordon Grieve ABN 57 517 907 315, a sole trader registered in Queensland, Australia. We provide information about airport lounges worldwide, including amenities, access methods, reviews, and ratings. LoungeIQ is an independent platform and is not owned by, affiliated with, or endorsed by any airline, credit card issuer, or lounge operator unless explicitly stated.

3. Eligibility

You must be at least 16 years old to create an account or use LoungeIQ. By creating an account, you represent and warrant that you meet this age requirement. If we learn that a user is under 16, we will terminate their account and delete their personal information.

4. Account registration and security

Some features of LoungeIQ require you to create an account. When you create an account, you agree to:

- Provide accurate, current, and complete information during registration
- Maintain and promptly update your account information to keep it accurate
- Keep your login credentials secure and confidential - do not share your password with anyone
- Notify us immediately at support@loungeiq.com of any unauthorised use of your account or any security breach
- Accept responsibility for all activity that occurs under your account

We reserve the right to suspend or terminate accounts that violate these terms, appear to be fraudulent, or have been inactive for more than 24 months. We will notify you before terminating an account for inactivity.

5. Acceptable use

You agree not to:

- Use LoungeIQ for any illegal purpose or in violation of any applicable law
- Submit false, misleading, or fraudulent reviews, ratings, or lounge information
- Submit reviews for lounges you have not personally visited
- Impersonate another person, entity, or LoungeIQ staff
- Attempt to gain unauthorised access to LoungeIQ systems, other users' accounts, or any connected networks
- Use automated tools, bots, scrapers, crawlers, or similar technologies to access, collect, or index data from LoungeIQ without our prior written permission. Including for machine learning, dataset construction, or commercial benchmarking.
- Systematically download, copy, or redistribute LoungeIQ's lounge database, reviews, or ratings
- Interfere with or disrupt the operation of LoungeIQ, including by introducing malware, overloading servers, or conducting denial-of-service attacks
- Upload or transmit viruses, trojans, worms, or other harmful code
- Use LoungeIQ to send spam, unsolicited communications, or promotional material
- Harass, abuse, threaten, or intimidate other users
- Post content that is defamatory, obscene, hateful, discriminatory, or otherwise objectionable
- Use LoungeIQ to promote competing products or services without our permission
- Use LoungeIQ for business or commercial use. Lounge IQ is intended for personal, non-commercial use unless otherwise agreed.

We reserve the right to remove content and suspend or terminate accounts that violate these terms, at our sole discretion. We may suspend or terminate access at any time where reasonably necessary to protect platform integrity or users.

6. User-generated content

6.1 Your content

When you submit reviews, ratings, photos, corrections, or other content to LoungeIQ ('User Content'), you:

- Retain ownership of your content
- Grant LoungeIQ a worldwide, non-exclusive, royalty-free, transferable, sublicensable licence to use, display, reproduce, modify, distribute, and create derivative works of your content on the platform, in marketing materials, on social media, and in any other media now known or hereafter developed
- Confirm that your content is your own original work, or that you have the rights to submit it, and that it does not infringe any third party's intellectual property rights, privacy rights, or other rights
- Agree that your reviews and ratings will be publicly visible alongside your display name
- Understand that your content may be displayed alongside advertising or affiliate links, without compensation to you.

- We may modify, suspend, or discontinue any feature of LoungeIQ at any time.

6.2 Content moderation

We reserve the right to review, edit, or remove any User Content at our sole discretion, including content that:

- Violates these Terms of Use
- Contains false, misleading, or defamatory statements
- Contains spam, advertising, or promotional material
- Contains offensive, discriminatory, or hateful language
- Infringes third-party intellectual property or privacy rights
- Was clearly not written by someone who visited the lounge

6.3 Defamation and complaints

If you believe any User Content on LoungeIQ is defamatory, infringes your rights, or is otherwise unlawful, please contact us at support@loungeiq.com with details including the specific content, the URL where it appears, and the reason for your complaint. We will review and respond to all legitimate complaints within 14 business days. We aim to act as a responsible intermediary and rely on the 'innocent dissemination' defence under Australian defamation law, meaning we will act promptly to remove content once we are made aware of a legitimate concern. We do not monitor user content prior to publication and act only after receiving notice of unlawful material.

7. Information accuracy and disclaimers

LoungeIQ strives to provide accurate and up-to-date information about airport lounges, including access methods, amenities, pricing, and opening hours. However, you acknowledge and agree that:

- Lounge information changes frequently and without notice. Access rules, pricing, amenities, and opening hours may differ from what is displayed on LoungeIQ
- We rely on a combination of official sources, user contributions, third-party data, and our own research. We cannot guarantee the accuracy, completeness, or timeliness of all information
- Access rules are particularly complex and vary by credit card variant, fare class, booking channel, and other factors. The AccessIQ tool provides its best assessment based on the information you provide, but it is not a guarantee of access
- You should always verify lounge access eligibility directly with the lounge operator, your airline, or your card issuer before travelling
- LoungeIQ is not responsible for denied entry to a lounge based on information displayed on our platform
- Lounge quality, crowding levels, and amenities can vary significantly from visit to visit
- User reviews reflect individual experiences and may not represent a typical visit.
- Information provided by LoungeIQ is general informational content only and is not intended to be relied upon as the sole basis for travel decisions.
- We are not liable for failure or delay caused by events beyond our reasonable control, including outages of hosting providers, third party API's telecommunication failures, or government action.

8. Affiliate links and third-party services

LoungeIQ contains affiliate links to third-party products and services, including credit card applications, lounge day passes, membership programs, eSIM providers, VPN services, and travel booking services. When you click these links and make a purchase or submit an application, we may earn a commission at no additional cost to you.

These third-party products and services are provided by independent companies. LoungeIQ does not control and is not responsible for the content, privacy policies, terms of service, or practices of third-party websites. Your use of third-party services is governed entirely by their own terms and conditions. We are not responsible for any loss, damage, or dispute arising from your use of third-party products or services.

Information about credit cards, lounge memberships, and other financial products on LoungeIQ is general information only and does not constitute personal financial advice, credit advice, or a recommendation to apply for any particular product. LoungeIQ is not licensed under the Australian Financial Services regime and does not hold an Australian Financial Services Licence (AFSL) or an Australian Credit Licence (ACL). You should consider your own financial circumstances, needs, and objectives, and read the relevant Product Disclosure Statement (PDS) and Target Market Determination (TMD), before applying for any financial product. If you need personalised financial advice, consult a licensed financial adviser.

9. LoungeIQ Pro subscription

9.1 Features and pricing

LoungeIQ Pro is a paid subscription providing additional features. The current subscription fee is US\$5.99 per month. Features included in Pro are listed on our pricing page and may be updated from time to time.

9.2 Billing and renewal

- Payment is processed by Stripe. By subscribing, you authorise automatic monthly charges to your payment method
- Your subscription will automatically renew each month unless you cancel before the next billing date
- We will send you a reminder email at least 3 days before each renewal, including the amount to be charged and how to cancel
- We may change the subscription price with at least 30 days' notice. Continued use after a price change constitutes acceptance of the new price

9.3 Cancellation

- You can cancel your subscription at any time through your account settings (Profile > Subscription). Cancellation requires the same number of steps as signing up
- Cancellation takes effect at the end of your current billing period. You retain access to Pro features until then
- You will not be charged for any period after cancellation takes effect

9.4 Refunds

- Cooling-off period: if you cancel within 14 days of your first subscription payment and have not used any Pro-exclusive features, you may request a full refund by emailing support@loungeiq.com
- After the 14-day cooling-off period, no refunds are provided for partial billing periods

- If LoungeIQ is unable to provide the Pro service for an extended period (more than 7 consecutive days) due to a fault on our side, you may request a pro-rata refund for the affected period

10. Intellectual property

10.1 LoungeIQ's intellectual property

The LoungeIQ name, logo ('The Terminal Pin'), website design, original content, software code, and compiled database are the intellectual property of Gordon Grieve, protected by Australian and international intellectual property laws. You may not use, reproduce, modify, or distribute our branding, content, or code without prior written permission.

10.2 Database protection

The LoungeIQ lounge database - including lounge listings, access rules, amenity data, and editorial content - is compiled from multiple sources and represents a significant investment of time, effort, and resources. Systematic copying, scraping, downloading, or redistribution of this data is prohibited, including extraction, reuse, or republication of substantial parts of the database. Individual use for personal, non-commercial purposes is permitted.

10.3 Third-party intellectual property

LoungeIQ respects the intellectual property rights of others. If you believe that content on LoungeIQ infringes your intellectual property, please contact us at support@loungeiq.com with details and we will investigate promptly.

11. Use of artificial intelligence

LoungeIQ uses artificial intelligence (AI) tools in the development and operation of the platform. This includes the use of AI to assist with code development, content drafting, data processing, and lounge information categorisation. All AI-assisted content is reviewed, edited, and approved by the LoungeIQ team before publication. AI is not used to generate or manipulate user reviews, make decisions about individual user accounts, or provide personalised financial advice. By using LoungeIQ, you acknowledge that certain content and features may have been developed with AI assistance. For full details, see our AI Disclosure statement in the Privacy Policy.

12. Limitation of liability

12.1 Liability

To the maximum extent permitted by law, LoungeIQ and its operator are not liable for:

- Any indirect, incidental, special, consequential, or punitive damages arising from your use of, or inability to use, LoungeIQ
- Any loss or damage resulting from reliance on information provided on LoungeIQ, including lounge access information, pricing, amenities, or reviews
- Denied access to airport lounges based on information displayed on our platform
- Any issues, losses, or damages arising from third-party products or services accessed through affiliate links on LoungeIQ
- Loss of data, revenue, profits, or business opportunities
- Any errors, inaccuracies, or omissions in lounge data or user-generated content
- Service interruptions, downtime, or technical issues

Where LoungeIQ is liable, our total aggregate liability to you for all claims arising from your use of LoungeIQ is limited to the greater of: (a) the amount you paid to LoungeIQ in the 12 months preceding the claim, or (b) AU\$100.

Nothing in these terms excludes or limits liability that cannot be excluded or limited under Australian Consumer Law, including consumer guarantees under Schedule 2 of the Competition and Consumer Act 2010 (Cth).

12.2 No Warranty

LoungeIQ is provided on an 'as is' and 'as available' basis. To the maximum extent permitted by law, we make no representations or warranties regarding availability, accuracy, completeness, reliability or suitability of the service.

13. Indemnification

You agree to indemnify and hold harmless LoungeIQ and its operator from any claims, losses, damages, liabilities, costs, and expenses (including reasonable legal fees) arising from: (a) your use of LoungeIQ; (b) your violation of these Terms; (c) your User Content; or (d) your violation of any rights of a third party.

14. Dispute resolution

If you have a dispute with LoungeIQ, we encourage you to first contact us at contact@loungeiq.com to attempt to resolve the matter informally. We will make a genuine effort to resolve any dispute within 30 days. If informal resolution is unsuccessful, the dispute will be subject to the exclusive jurisdiction of the courts of Queensland, Australia.

15. Governing law

These terms are governed by the laws of Queensland, Australia. You agree to submit to the exclusive jurisdiction of the courts of Queensland, Australia, for any disputes arising from or related to these terms or your use of LoungeIQ.

16. Severability

If any provision of these terms is found to be invalid, illegal, or unenforceable by a court of competent jurisdiction, the remaining provisions will continue in full force and effect. The invalid provision will be modified to the minimum extent necessary to make it valid and enforceable.

17. Entire agreement

These Terms of Use, together with our Privacy Policy and Affiliate Disclosure, constitute the entire agreement between you and LoungeIQ regarding your use of the platform. They supersede all prior agreements, understandings, and communications.

18. Changes to these terms

We may update these terms from time to time to reflect changes in our practices, features, or legal requirements. If we make material changes, we will notify you by posting a prominent notice on LoungeIQ at least 14 days before the changes take effect, and where possible, by email. Your continued use of LoungeIQ after the effective date of any changes constitutes your acceptance of the updated terms.

19. Contact

For questions about these terms, contact us at contact@loungeiq.com or support@loungeiq.com.