

FitsAir Lounge Acceptance Policy

Effective Date: 1st April 2025

1. Introduction

At FitsAir, we are excited to introduce our Business Class service and provide our passengers with the opportunity to access exclusive lounges at select airports. In addition to Business Class passengers, other passengers shall also be able to access lounges through the purchase of an Electronic Miscellaneous Document (EMD) prior to their flight. This policy outlines the terms and conditions under which passengers are granted access to our lounges.

2. Eligibility for Lounge Access

a. Business Class Passengers

Passengers holding a Business Class ticket on a FitsAir-operated flight are automatically eligible for lounge access at select airports, based on the departure city. Lounge access is provided for the duration of the passenger's wait time before their flight departure.

b. Non-Business Class Passengers (EMD)

Non-business class passengers may purchase lounge access through an Electronic Miscellaneous Document (EMD). This access is subject to availability and only at select airports. The lounge access must be purchased in advance or during booking, or at the airport subject to availability. All lounge EMDs are non-refundable once purchased.

c. Companion Access

Passengers with access to the lounge facilities are not permitted to bring in any guests. Lounge access for guests shall be chargeable at the standard rates. For passengers with infants, no additional charge shall be made for the infant.

3. Lounge Access Guidelines

a. Lounge Hours

Lounge access is typically available from 3 hours before departure to 1 hour before flight departure. FitsAir reserves the right to modify lounge hours or close lounges for maintenance or unforeseen circumstances.

b. Access Limitations

Lounge access is valid only for the day of travel and must be used before the passenger's scheduled flight departure.

Access is not transferable and can only be used by the passenger listed on the boarding pass or EMD.

Lounge access is available at select airports only. The list of select lounges is as per Annexure 01.

c. Access Denial

Access to the lounge may be denied under the following circumstances:

- The passenger is not on a FitsAir flight or does not meet the eligibility criteria.
- The passenger arrives after the designated lounge hours or is unable to provide proof of eligibility (e.g., boarding pass, EMD).
- The lounge is at full capacity.
- The passenger is in violation of the lounge's rules or FitsAir' behavior policies.

4. Lounge Facilities & Services

Lounge services may vary depending on the airport and lounge location. Typically, the following amenities will be available:

- Comfortable seating and workspaces
- Complimentary food and beverages (alcoholic beverages may be subject to local regulations)
- Wi-Fi and charging stations
- Restrooms and shower facilities (available at select lounges)
- Access to entertainment options such as newspapers, magazines, and television

The above amenities may vary between the network of Lounges. FitsAir reserves the right to alter or withdraw any of the services or amenities available in the lounge without prior notice. Charges for any services provided at the lounge borne by the passenger shall not be chargeable to FitsAir.

5. Code of Conduct

Lounge access is a privilege, and we expect all passengers to respect the lounge environment and other guests. Passengers are asked to adhere to the following conduct:

- Keep noise levels to a minimum to ensure a comfortable environment for all.
- Be courteous and respectful to lounge staff and other passengers.
- No smoking, including e-cigarettes and vaping, inside the lounge area, unless permitted by the lounge.
- Children must be supervised at all times.
- Behavior that is disruptive, abusive, or unsafe may result in removal from the lounge and revocation of lounge access.
- Ensure that all personal belongings are taken when leaving the premises.

6. Changes to Lounge Access Policy

FitsAir reserves the right to modify, amend, or cancel this Lounge Acceptance Policy at any time. Any changes will be communicated through our official channels and will apply to all lounge access from the effective date onward.

7. Contact Information

For any questions or concerns about lounge access, please contact FitsAir Customer Service at hello@fitsair.com or visit our website at www.fitsair.com.

8. Limitation of Liability

FitsAir is not liable for any illness, allergic reactions, or adverse health effects resulting from the use of any facilities, food, beverages, or services provided in the lounge and other third parties, including but not limited to spa services, food items, or beverages. Passengers are advised to exercise caution and inform lounge staff or other third party staff of any known allergies or health conditions prior to consuming food or utilizing services. By accessing the lounge, passengers acknowledge and accept full responsibility for their personal health and safety, and release FitsAir from any claims, damages, or liabilities arising from the use of lounge amenities.

By using FitsAir lounge services, you acknowledge and agree to comply with the above Lounge Acceptance Policy.

Annexure 01

List of select airports and lounges;

Airport	Terminal	Lounge Name
Bandaranaike International Airport (BIA), Colombo (CMB)	1	Executive Lounge
Kuala Lumpur International Airport (KLIA), Kuala Lumpur (KUL)	2	Travel Club Lounge

The above list is updated as per the effective date and FitsAir reserves the right to modify, amend, update or cancel the list of Lounges at any time.

Amendments to Policy

FITS Aviation reserves the right to amend, modify, or withdraw this policy at any time without prior notice.

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