

Airport lounge access

Your Premier Life account is your ticket to over 300 of the most exclusive airport lounges around the world, whichever airline you're travelling with, in whatever class.

Your membership card entitles you and your guests to the preferential treatment offered by the Airport Angel airport lounge access programme*.

Your membership includes up to six free visits in each membership year. In addition, you will get your first six AirText services free which will inform you of the flight details set out below when you pre-book this service.

For each additional visit in a membership year, and for each guest you bring, a fee of £15 will be debited to your debit/credit card. For each additional AirText service you use you will be charged £1.50 for Arrivals or Departures information and £3.00 for information relating to a Round Trip which will be debited to your debit/credit card.

The services on offer include:

Airport Lounge access:

- Complimentary refreshments
- Free newspapers
- Internet access
- Shower facilities
- Conference facilities

AirText service:

- Updates on where and when to check in
- Directions to your lounge
- Updates on gate numbers and boarding times
- Final call announcement
- Notification of any delays

Please note that the individual lounge operator may charge you for using some of the above services (refer to www.premierlife.airportangel.co.uk for details).

If you hold a joint Premier Life account you will be issued with one membership number and two membership cards. Your six free visits can be used by either card holder.

*The number of guests you may bring is at the discretion of the specific lounge and some lounges may not admit children. Please check with the lounge before you travel.

To apply for your membership card, please complete the application form attached. Alternatively, register online at www.premierlife.airportangel.co.uk or telephone **08444 127 527*****. If registering online or over the phone please make sure you have the following personal details to hand: title, first name, surname, full address, postcode, date of birth, promotional code found on your registration form, payment details (credit/debit card details include security number, issue number and start and end date).

Terms and Conditions of Use

1. The Airport Lounge Access scheme is provided by Airport Angel. Membership of Airport Angel must be applied for and is subject to the Airport Angel Standard Conditions of Use, a copy of which can be found at www.premierlife.airportangel.co.uk. These Terms and Conditions of Use govern the relationship between you and Barclays Bank PLC and they are separate from the terms and conditions attached for your Premier Life account. You must comply with the Airport Angel Standard Conditions of Use as well as any rules that individual lounges may also have.
2. These Terms and Conditions of Use apply to you if you have activated your membership with the Airport Angel Airport Lounge Access scheme.
3. You can only use participating airport lounges once you have received your Airport Angel membership card, and activated your account. Participating lounges are detailed in the directory that will be sent to you by Airport Angel. You can also find details on the lounges at www.premierlife.airportangel.co.uk.
4. Airport Angel membership is annual and the Airport Angel membership year is defined as the date from which you apply for your Airport Angel membership for a period of 365 days thereafter. Membership will be automatically renewed provided you still hold a valid Premier Life account.
5. Once you have activated your card, entry to a participating lounge will only be granted upon presentation of your passport, boarding pass and a valid Airport Angel membership card.
6. The lounge staff will make a log of the details of your visit. The details will be sent to Airport Angel for billing purposes. It is your responsibility to make sure the details recorded on the log receipt are correct.
7. If you change your name or address, you must tell both Airport Angel and Barclays Premier Life as soon as possible, and before you next use your Airport Angel membership card.
8. You must tell Airport Angel immediately if you lose your Airport Angel membership card, or if it is stolen, by calling 08444 127 527*** (lines open 24 hours a day, 7 days a week.) Your attention is specifically drawn to clause 16 of the Airport Angel Standard Conditions of Use.
9. If you hold a joint account, you will be issued with one membership number and two membership cards. Your six free visits to a lounge can be used by either card holder providing each account holder presents their membership card. Passport and boarding pass as requested by clause 5 of these Terms and Conditions of Use.
10. We will only pay for the account holder's first six visits in any Airport Angel membership year, provided that such visits are registered online prior to the account holder's arrival at a participating lounge. Additional visits that the account holder has not registered on-line prior to arrival will be charged direct by Airport Angel to your Premier Life account. We reserve the right to change the number of free visits but will notify you of any changes in advance.
11. You will be responsible for paying for all your guest visits. Depending on the rules of the individual lounge you visit, the number of guests may be limited. You may find details of the current guest fee at www.premierlife.airportangel.co.uk
12. In the event you are no longer a Premier Life customer and your membership is due to renew, Airport Angel will notify you 35 days in advance advising you of your options to either cancel the membership or renew at the standard price of a Premium membership. You will automatically be charged the annual Premium membership rate should you decline to inform Airport Angel of your non-renewal.
13. Barclays Bank PLC are not responsible for the running of the Airport Angel scheme or the operation of any lounges participating in the scheme. You must comply with the Airport Angel Standard Conditions of Use as well as these terms and conditions. Individual lounges may also have rules which you must comply with.
14. Should Airport Angel cancel your membership, you will not be entitled to a reduction in or a refund of your monthly Premier Life account fee.

15. Barclays Bank PLC will not be liable to you for any losses of any nature incurred by you (including but not limited to indirect or consequential losses) incurred by you in connection with your use of (including inability in part or in full to use) the Airport Angel Airport Lounge Access scheme howsoever caused as we are not responsible for the operation of the scheme.
16. If you have a complaint about Airport Angel, you should initially contact Airport Angel directly by calling them on 08444 127 527*** or writing to them at Nelson House, Park Road, Timperley, Altrincham, Cheshire WA14 5BZ. If your complaint remains unresolved, please contact Barclays either in writing at: Freepost RLTA CSUE-TCHC, Head Office Customer Relations, Barclays Bank PLC, 1 Churchill Place, London E14 5HP or by telephone on 0800 282 390**. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service: The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR, www.financial-ombudsman.org.uk, 0845 080 1800****.
4. We will only pay for the account holder's first six usages of the AirText services in any Airport Angel membership year. A usage is defined as either a Roundtrip, a Departure or an Arrivals service. Subsequent usage will be charged direct by AirText to your payment card specified within the activation process of your Airport Angel membership. We reserve the right to change the number of free usage but will notify you of any changes in advance.
5. Your membership of Airport Angel and corresponding use of the AirText services will cease immediately if, for whatever reason, you cease to hold a valid Premier Life account. If you use the AirText services after your membership has ended, you will be responsible for all AirText service fees.
6. Barclays Bank PLC will not be liable to you for any losses of any nature incurred by you (including but not limited to indirect or consequential losses) incurred by you in connection with your use of (including inability in part or in full to use) the AirText service howsoever caused as we are not responsible for the operation of the scheme.

Terms and Conditions of Use for the AirText Flight Status Services

1. AirText is run by AirText Limited. Usage of AirText is part of your Airport Angel membership that is granted as part of your Premier Life account. Usage of AirText is subject to the AirText Services Terms of Use, which are included in this booklet. These conditions govern the relationship between you and AirText, and they are separate from the terms and conditions attached to your Premier Life account. You must comply with the AirText Services Terms of Use.
2. You can only use the AirText service once you have activated your Airport Angel membership.
3. Your AirText usage runs on an annual membership that exactly matches your Airport Angel membership and is defined as starting on the date from which you apply for your membership and are granted your Airport Angel membership for a period of 365 days thereafter.
7. If you have a complaint about AirText, you should initially contact the Complaints Manager directly by calling them on 08444 127 527*** or if outside the UK +44 161 606 0708 or writing to them at Nelson House, Park Road, Timperley, Altrincham, Cheshire WA14 5BZ.

You can get this in Braille, large print or audio by calling 0800 400 100** (via TextDirect if appropriate) or by ordering online from www.barclays.co.uk/accessibleservices/

You can find details of our services and facilities for disabled customers in our brochure 'Accessible services for all our customers – removing the barriers'.

**To keep a high quality of service, your call may be monitored or recorded for training and security. Calls to 0800 numbers are free when calling from a UK landline. Charges may apply when using a mobile phone or calling from abroad.

*** For BT residential customers, calls will cost no more than 5p per minute, plus 8p call set-up fee (current at February 2009). The price on non-BT phone lines may be different.

****For BT residential customers, 0845 calls will cost no more than 4p per minute, plus 8p call set-up fee (current at February 2009). The price on non-BT phone lines may be different.

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Airport Angel membership application form

Please note that you are required to complete all of these boxes for your application to be processed.

By signing and completing this application form you agree to be bound by the Airport Angel terms and conditions.

Title# Mr Mrs Miss
 Ms Other

Surname#

First name#

Address#

Postcode#

Nationality#

Date of birth# / /

At least one telephone number is required in case there is a need to contact you.

Telephone

Home#
(including area code)

Business
(including area code)

Fax
(including area code)

e-mail address#

For joint account holders, both parties can be registered. However, only the first six lounge visits and six AirText services whether joint or by either party will be free.

Title# Mr Mrs Miss
 Ms Other

Surname#

First name#

Nationality#

Date of birth# / /

For additional visits in a membership year, please charge my/our debit/credit card# for lounge visits/AirText service.

Mastercard: Debit Credit
 Visa: Debit Credit

Please note we do not accept Switch, Maestro or American Express

Card number#

Expiry date#: Month Year
 Valid from#: Month Year

CSV number
 (last three digits on reverse of card)

Card holder's name# (as shown on card)

Credit card billing address# (if different from above)

 Postcode#

Payment Instructions

Following my six free lounge visits and six free AirText services each year, please charge my debit/credit card with lounge and airport text usage fees when received at the prevailing rate, currently £15 per person (member/guest) per visit, airport texts costs are defined as £1.50 for a Departures or Arrivals service and £3 for the Roundtrip service.

Promotional code: **BP2265**

	First account holder	Second account holder
Signature	<input type="text"/>	<input type="text"/>
Date	<input type="text"/>	<input type="text"/>

This is a special offer and is not open to existing Airport Angel members. This offer cannot be combined with any other offer. Membership (including renewal) are at the discretion of Airport Angel. Airport Angel has the right to refuse membership to people who are employed by or contracted to an airline, airport or a government in respect of airline or airport security.

Please return fully completed forms to Airport Angel, Nelson House, Park Road, Timperley, Cheshire WA14 5BZ