

LOUNGE VOUCHER

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- A lounge voucher entitles the holder to one-off access to several SWISS business lounges. This currently applies to the following airports:

Zurich (ZRH), Geneva (GVA), Basel (BSL), New York (JFK), Chicago (ORD)

- The current list is available for viewing at www.miles-and-more-cards.ch
- Lounge vouchers can only be redeemed in connection with Star Alliance flights. Passengers must show a valid boarding pass and their lounge voucher in order to enter the lounge.
- Orders can be made via the web shop at www.miles-and-more-cards.ch

A STAR ALLIANCE MEMBER 



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- The lounge vouchers can only be ordered online. Orders via telephone, letter or e-mail are not possible.
- The lounge voucher will be sent to a European address of your choice by post by the company Nebus AG.
- The lounge vouchers must be paid for with a SWISS M&M credit card or a SWISS M&M American Express Platinum card.
- Lounge vouchers may be purchased irrespective of the price of the flight ticket, the flight category, destination and time of travel.
- A lounge voucher costs CHF 35 including postage.
- Card holders may purchase up to 5 lounge vouchers per calendar year.
- Lounge vouchers are valid for 12 months.
- Lounge vouchers are not personal

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LOUNGE VOUCHER CUSTOMER SERVICE

- No refunds shall be granted for lounge vouchers which have not been redeemed or have been lost.
- Please contact Nebus in the event that you have any questions or complaints regarding orders, payment and dispatch.
- The Service Line telephone number and address of Nebus AG are as follows:
 - Monday - Friday from 8:30 am – 6:30 pm on: +44 032 321 71 17
 - Nebus AG, Lounge Voucher, Zentralstr. 63, Postfach 1199, 2501 Biel, Switzerland

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