



CONDITIONS OF ENTRY

Unless noted otherwise on your Pass or Booking Confirmation, entry is restricted to the lounge location three hours prior to your scheduled flight departure time.

Please note that lounge opening times may alter from time to time at our discretion •

To ensure we provide the highest levels of service, we may ask guests to change their behaviour for any reason deemed appropriate by us, including (but not exclusively): sleeping, creating excessive amounts of noise or any activity that may disturb other Guests. We also reserve the right to refuse service for any of these reasons. We may also refuse service due to capacity limitations or the intoxication of any Guest.

No outside food or drink is permitted • We encourage all our guests wear smart-casual clothes in our lounges. Kyra Lounge has a dress code in place, we reserve the right to refuse admission to anyone wearing clothing unsuitable for the lounge. This includes themed or fancy dress, sports shirts, clothes with slogans that may cause offense, clothing that exposes midriffs or upper thighs, and bare shoulders on men.

We permit the entry of service animals but may prohibit the entry of other animals.

Children (accompanied by an adult) and families are welcome •

We may, at our sole discretion, require any Guest or group of Guests to utilise a designated area, or be seated as directed by our staff

Any person gaining unauthorised access to Kyra Lounge will be requested to leave the lounge

Guests under the age of 18 may not consume alcohol while visiting Kyra lounge •

As we have a shared responsibility to ensure that no Guest becomes intoxicated prior to flying, we reserve the right to limit alcohol consumption accordingly • Alcoholic beverages may not be taken from the Kyra Lounge

While we may display flight information, we have no responsibility to inform you of flight information or changes to flight information and are not responsible for missed flights.

Unless caused by our intentional act or gross negligence, we are not liable for, and you agree that we neither accept nor owe any responsibility for, any loss or damage whatsoever to any person or property or the death of or injury suffered to any person or animal whilst at Kyra Lounge

You agree to indemnify and hold us and our affiliates harmless against any such loss or liability, cost, expense, or damages arising from or in relation to your visit to Kyra Lounge.

Closed-Circuit Television/ Camera Surveillance System (CCTV)

Kyra Lounge uses camera surveillance system (CCTV) for security and crime prevention, safety, property protection, and compliance purposes. CCTV may record images and identifiable features of individuals in monitored areas. Recordings, including associated information (date, time, location), may be shared with law enforcement, regulators, or authorized third parties as required by law, or internally for investigations and compliance.

CCTV footage is retained for up to 30 days unless required longer for ongoing investigations, legal reasons or business legitimate interest.

Data Protection

In order to permit entry, we require your admission voucher, membership card, identity document, and/or boarding pass to verify eligibility. The provision of this information is mandatory. Failure to provide this information may result in refusal of entry.

Your personal data indicated on these documents will be collected, used, and disclosed by Kyra Lounge t/a SSP AD Lounges HK Limited for purposes relating to your visits, including eligibility verification, entry admission, payment and accounting purposes. We may share your personal data with our business partners for fulfilling our contractual obligation and accounting purposes. Your data may be transferred outside of Hong Kong, where appropriate safeguards are in place.

We process your information based on lawful basis such as contract obligation and/or legitimate interest. Your data will be kept confidential, securely stored, and disclosed only to authorized parties for the stated purposes or as required by law.

You have the right to access and correct your personal data, and where applicable, request erasure, data portability, restriction, or object to processing.

You may withdraw your consent at any time or make data subject request for data access/correction by contacting us at privacynotice@ssp.com.hk.

For any questions relating to the manner in which Kyra Lounge t/a SSP AD Lounges HK Limited collects and uses your Personal Data, you may also contact us at privacynotice@ssp.com.hk.