HEADOUT · CUSTOMER GUIDE

What this guide covers

This guide shows how to use the lounge pass Headout has sent you, and how to change lounge if your plans change. Each section is a step-by-step walkthrough of the pages you will see.

Section	What you do	Slides
1 Using Your Lounge Pass	Open the pass, link a lounge and present the QR code.	2–9
2 Changing Your Lounge	Unlink the lounge and get the visit back on the pass.	10–16

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SECTION 1 · CUSTOMER GUIDE

Using Your Lounge Pass

Open the link Headout sent you, choose a lounge, add the traveller's name and present your QR code at lounge reception. No account and no further payment are required.

Six steps on a computer, then the same steps on a phone.

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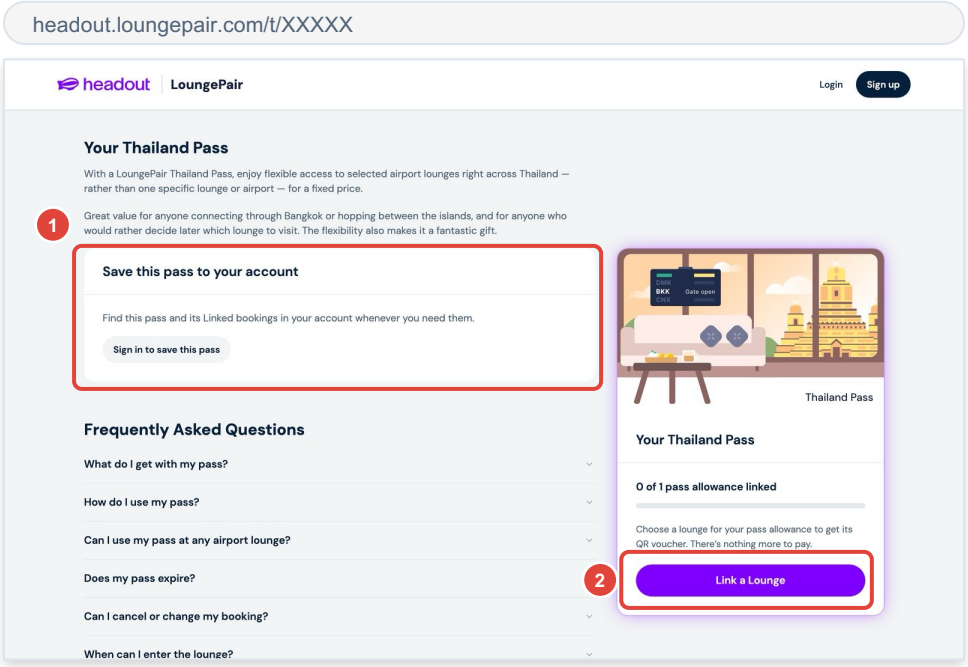

1 **YOUR LOUNGE PASS**

Step 1 of 6

Your pass

Open the link Headout sent you. Your pass opens without signing in and shows how many visits are linked to a lounge.

1. Saving the pass to an account is optional. The pass works without one.
2. Link a Lounge opens the list of lounges your pass covers.

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2

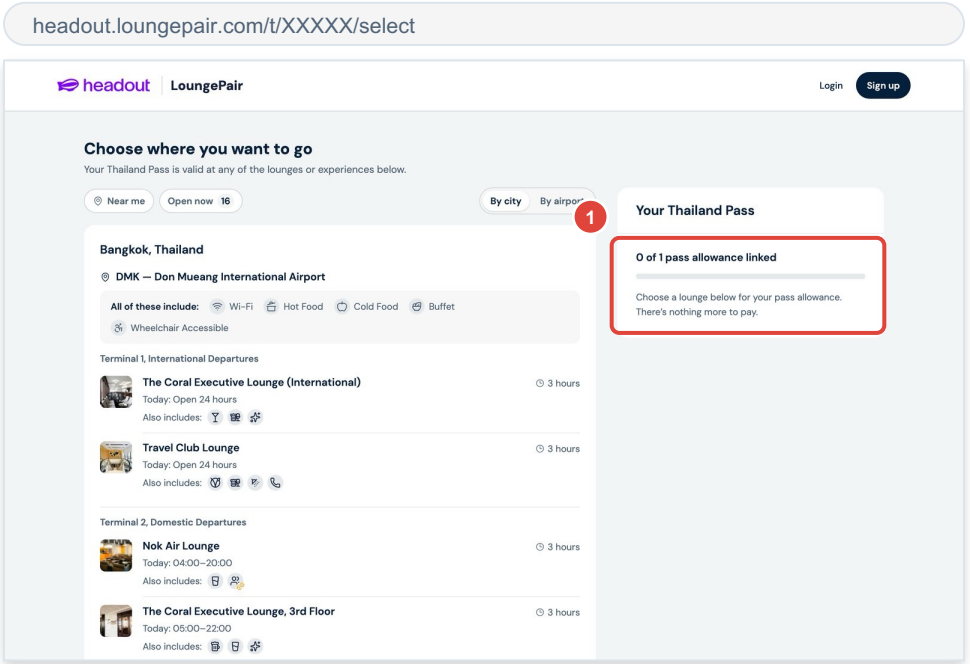
YOUR LOUNGE PASS

Step 2 of 6

Choose a lounge

In this example, the pass covers lounges in Thailand, listed by city and airport. Each lounge shows its terminal and today's opening hours. Select a lounge to see its details.

1 Your pass is already paid for. Nothing more is due.



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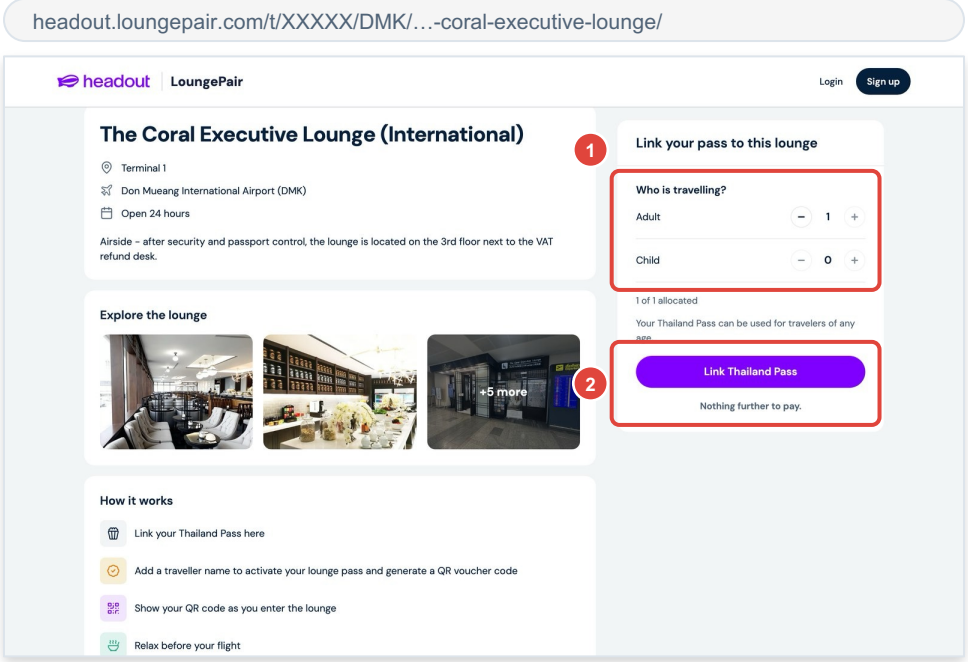

3 YOUR LOUNGE PASS

Step 3 of 6

Link your pass

The lounge page shows the location, opening hours, directions and photos. Confirm who is travelling, then select the Link button to use one visit at this lounge.

1. Set the number of adults and children. The pass can be used for travellers of any age.
2. No payment is taken. The visit is covered by your pass.

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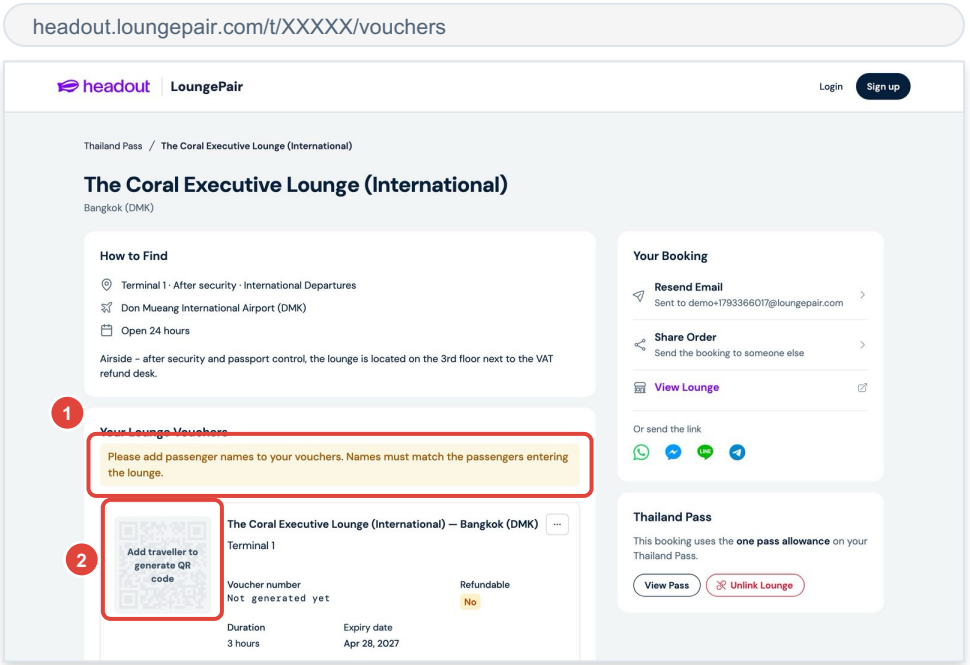
4 YOUR LOUNGE PASS

Step 4 of 6

Your vouchers

Your vouchers are issued once the pass is linked. The page shows how to find the lounge, and the Your Booking panel resends the email or shares the booking.

1. Add a name to each voucher. Names must match the passengers entering the lounge.
2. The QR code is generated once a name is added.



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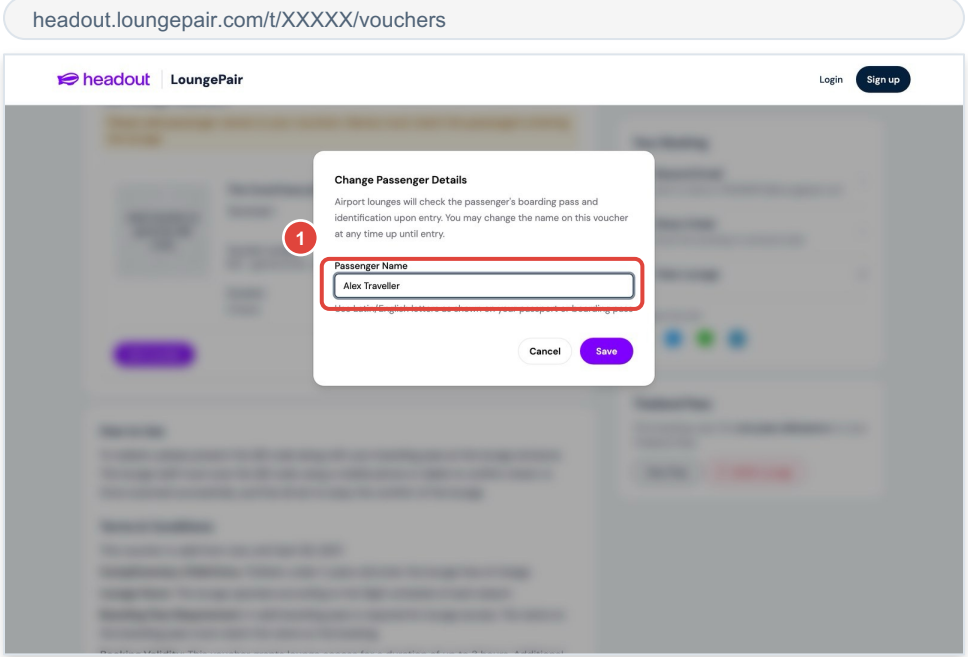

5 YOUR LOUNGE PASS

Step 5 of 6

Add the traveller's name

Enter the traveller's name in Latin letters, as shown on the passport or boarding pass. The lounge checks the boarding pass and identification on entry. The name can be changed at any time until entry.

1 The name must match the passport or boarding pass.

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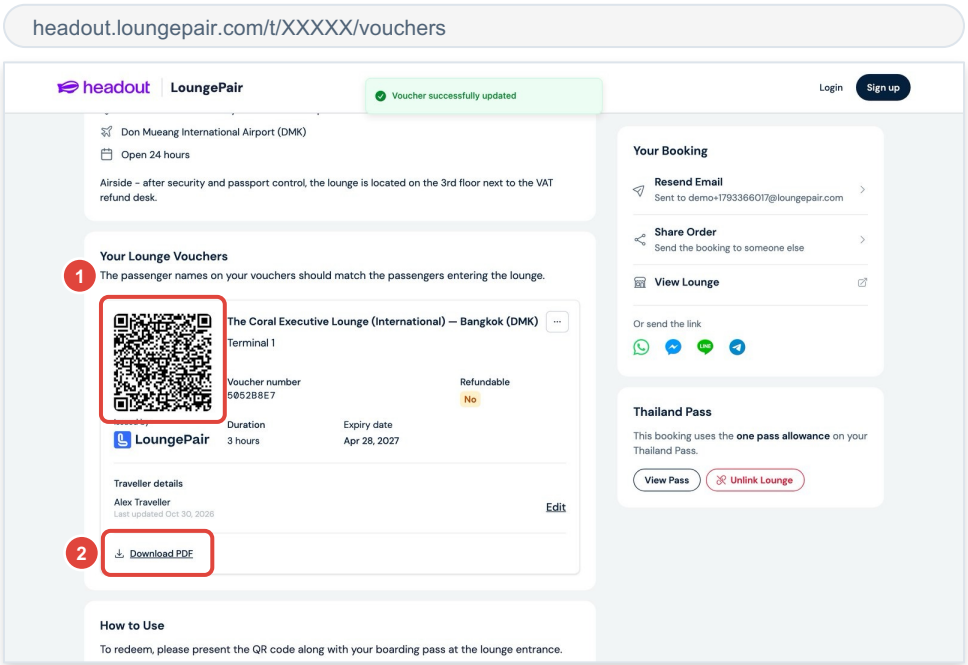
YOUR LOUNGE PASS

Step 6 of 6

Your QR code

Present the QR code at lounge reception with your boarding pass. The voucher also shows the lounge, the duration of the visit and the expiry date.

1. Show this QR code at lounge reception.
2. A PDF copy of the voucher can be downloaded.



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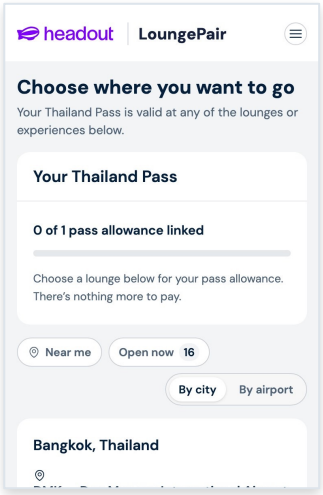
On your phone

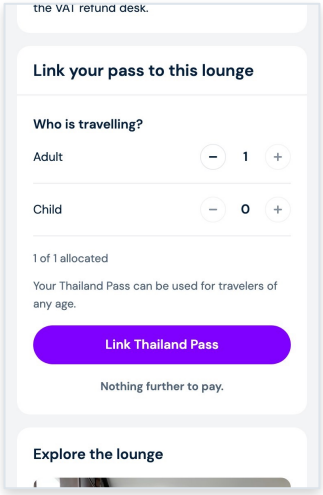
The same steps at phone width.



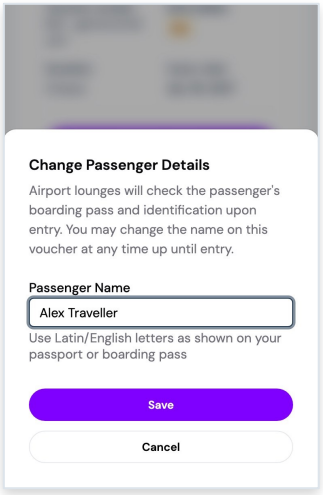
Open the pass



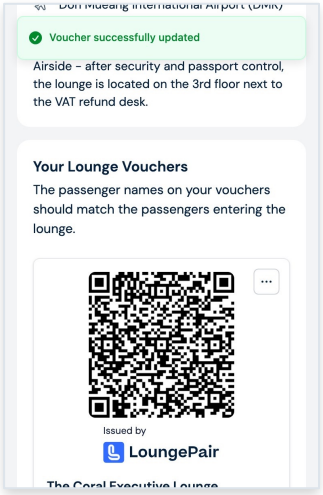
Choose a lounge



Link the pass



Add the name



Show the QR code

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SECTION 2 · CUSTOMER GUIDE

Changing Your Lounge

If your plans change, you can unlink the lounge from your pass. The voucher is cancelled and the visit goes back on your pass, ready to link to another lounge.

Five steps on a computer, then the same steps on a phone.

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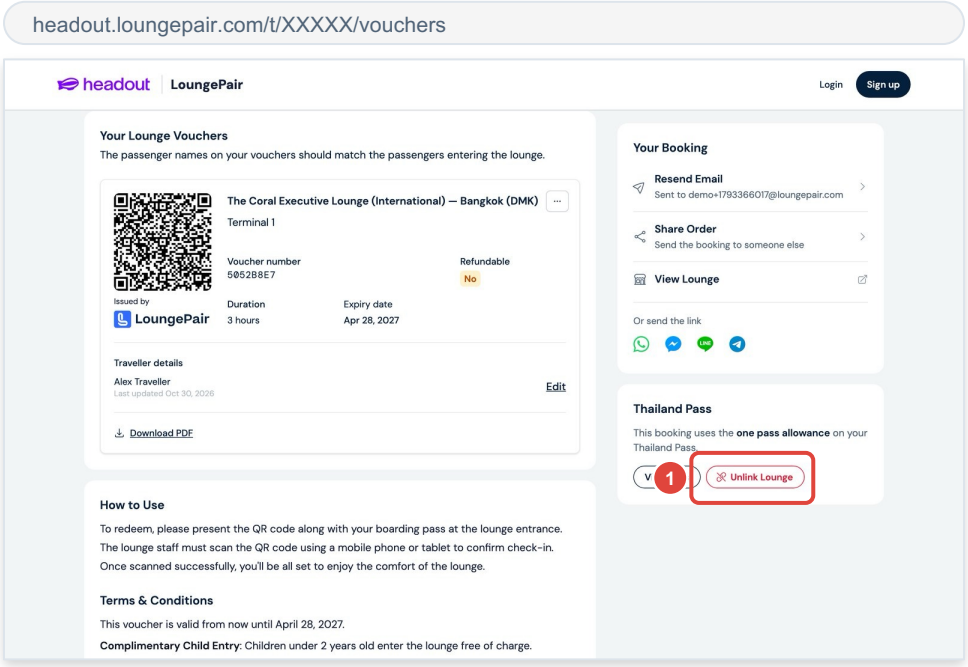

1

CHANGING YOUR LOUNGE

Step 1 of 5

Unlink a lounge

The vouchers page shows which pass the booking uses. To change lounge, select Unlink Lounge in the pass panel.

1 You can unlink the lounge yourself from the vouchers page.

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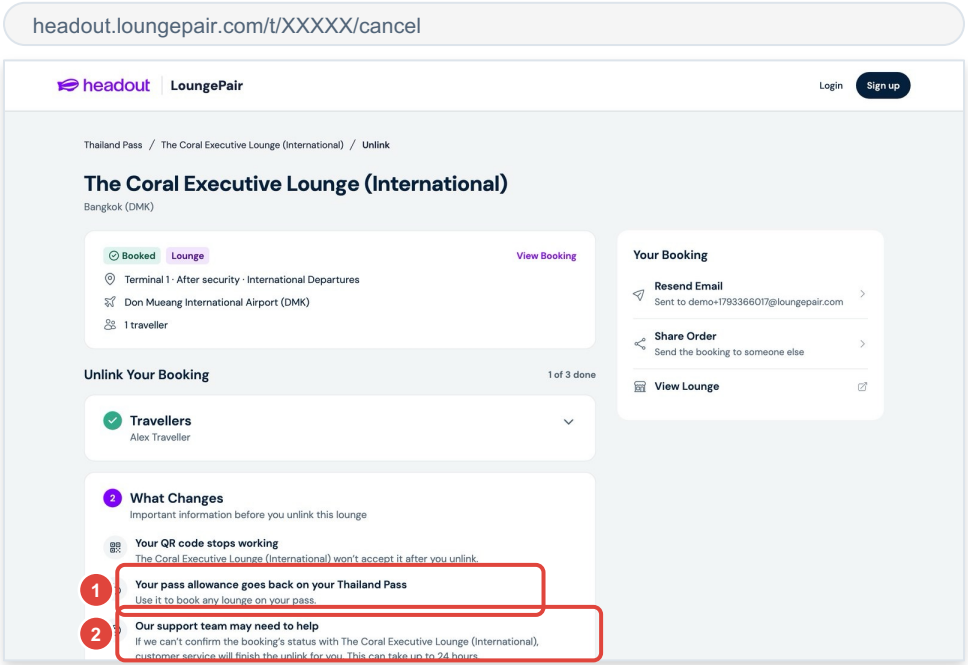
2 CHANGING YOUR LOUNGE

Step 2 of 5

Review what changes

Unlinking takes three steps. The second step lists what changes before you confirm.

1. Your QR code stops working, and the visit goes back on your pass.
2. If the lounge cannot confirm the cancellation, customer service finishes the unlink. This can take up to 24 hours.



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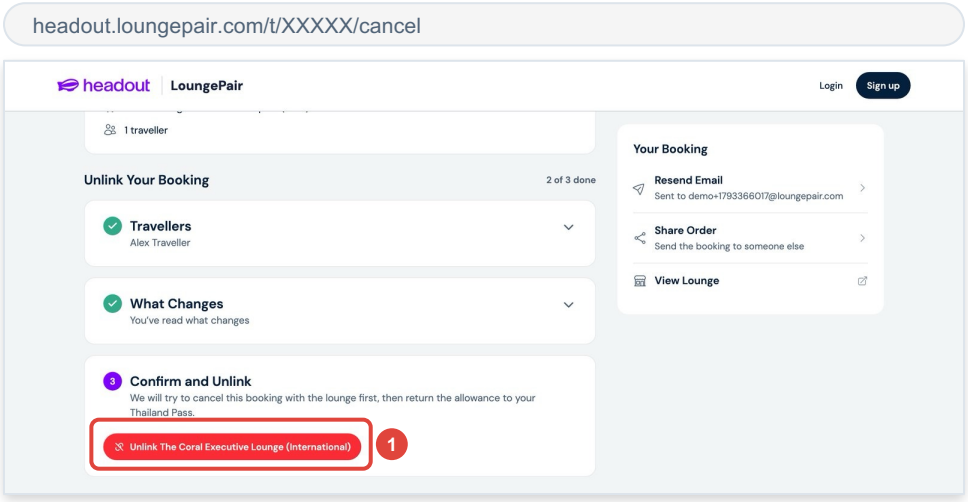
3

CHANGING YOUR LOUNGE

Step 3 of 5

Confirm and unlink



Select the red button to confirm. The booking is cancelled with the lounge first, and the visit is then returned to your pass.

1 The button names the lounge that will be unlinked.

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4

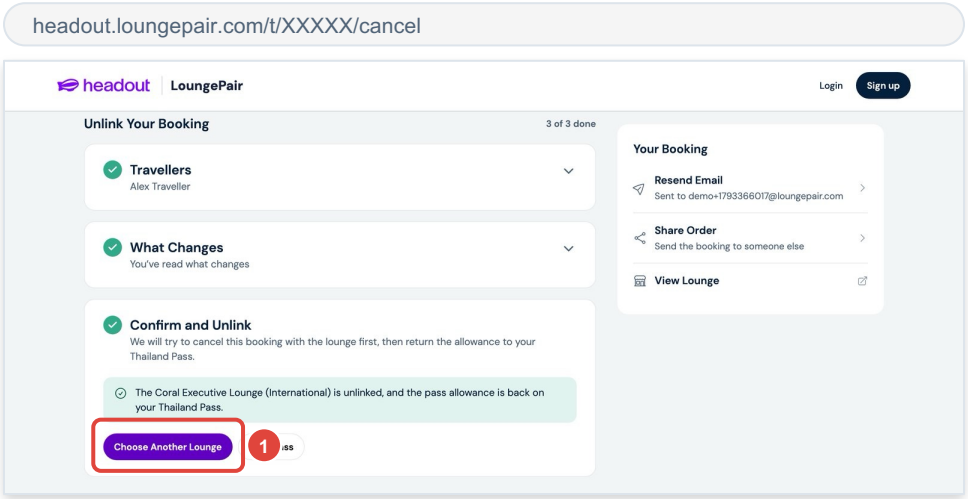
CHANGING YOUR LOUNGE

Step 4 of 5

Lounge unlinked

A confirmation states that the lounge is unlinked and the visit is back on your pass.

1 Choose Another Lounge opens the list of lounges your pass covers.



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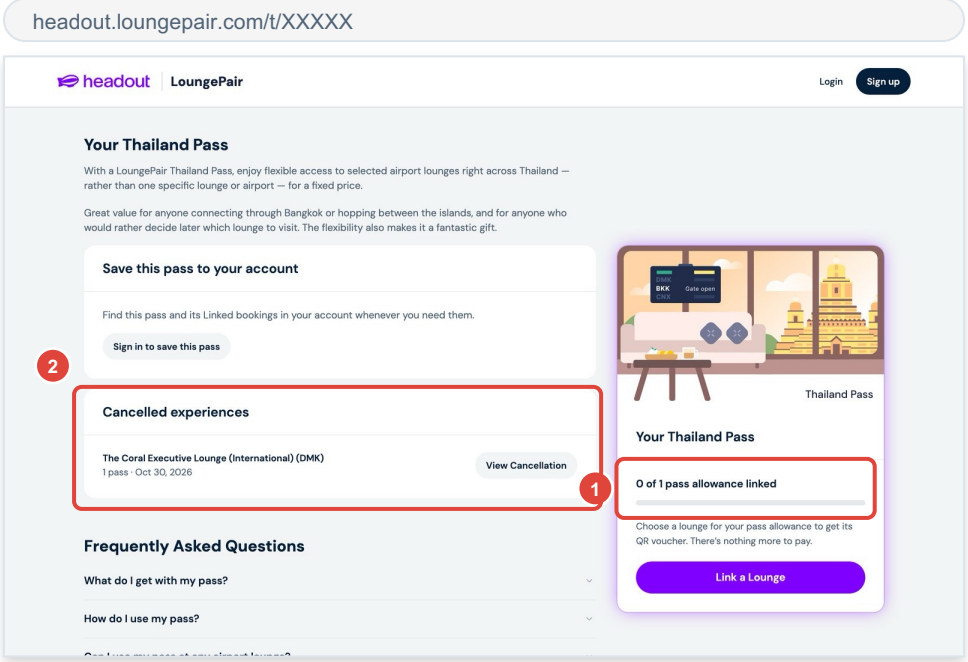

5

CHANGING YOUR LOUNGE

Step 5 of 5

Your pass again

Your pass shows no visits linked and can be linked to any lounge it covers.

1. The visit is available to link again.
2. The cancelled booking is kept under Cancelled experiences for your records.

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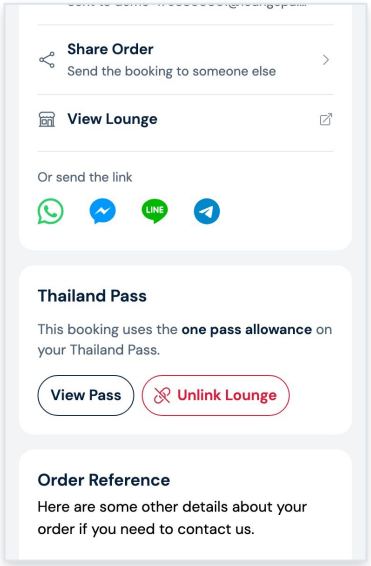
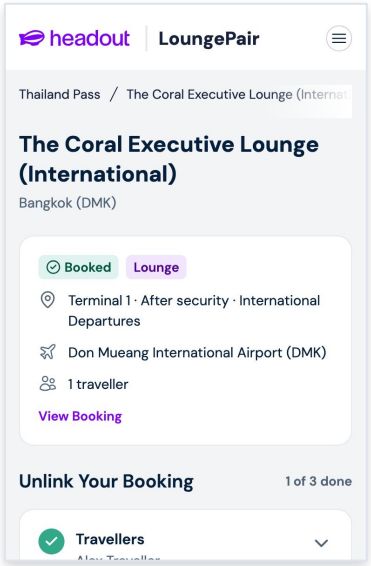
Unlinking on your phone

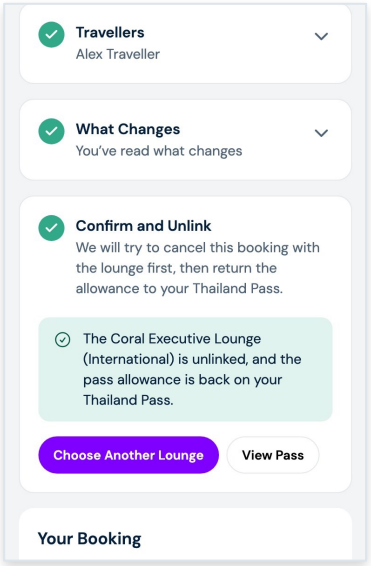
The same steps at phone width.



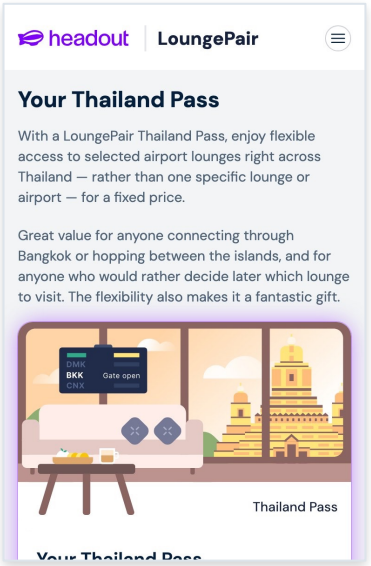
Unlink Lounge



Review what changes



Lounge unlinked



Your pass again