

LoungeKey FAQs

1. What is LoungeKey?

- LoungeKey offers you and your supplementary cardmembers access to 650+ airport lounges globally.
- No need to carry a separate membership access card or use any coupons/vouchers to access the lounge.
- You enjoy full service support via the websites, mobile app and a 24/7 call center as detailed below:

MasterCard cardmembers:

- www.loungekey.com/premium | www.loungekey.com/plus | +44 (0) 208 865 0767

Visa cardmembers:

- www.Loungekey.com/visainfinitemena | www.Loungekey.com/visasignaturemena | +971 8000 444 1822

2. What is the benefit?

- Unlimited complimentary* access to 650+ airport lounges worldwide for members (primary & supplementary), plus one free guest each per visit
 - Eligible cards:** Emirates-Citibank Ultima Visa, Emirates-Citibank Ultimate MasterCard/Visa, Citi Prestige MasterCard, PremierMiles Elite MasterCard/Visa, Citi Life World Elite MasterCard, Citi Life Infinite Visa
- Unlimited complimentary* access to 650+ airport lounges worldwide for members (primary & supplementary)
 - Eligible cards:** Emirates-Citibank World MasterCard, PremierMiles World MasterCard, PremierMiles Signature Visa, Citi Life Platinum MasterCard

* Charges apply over the free entitlement per cardmember.

Please visit www.loungekey.com/premium | www.loungekey.com/plus (MasterCard cardmembers) or www.Loungekey.com/visainfinitemena | www.Loungekey.com/visasignaturemena (Visa cardmembers) to find out more.

3. Which is the process? How may I use this?

Your card is ready to use. Just visit LoungeKey website and sign up your eligible card online, should you need to download and access the smartphone app.

4. How do I access a participating lounge?

- Identify yourself as a LoungeKey member to the lounge reception staff
- Show your card to the Lounge staff
- Your card will be swiped to register your visit and give you access to the lounge
- Remember to visit the LoungeKey website before traveling to see the lounges available to you

➤ **In the unlikely event that the receptionist isn't familiar with LoungeKey, show them the listing at the mobile app**

5. How can I use the LoungeKey Mobile App?

- To access the Mobile App first you will need to sign up your card online in one of the below websites:
 - MasterCard:
 - www.loungekey.com/premium for MasterCard World Elite cardmembers
 - www.loungekey.com/plus for MasterCard World and Citi Life Platinum MasterCard cardmembers
 - Visa:
 - www.loungekey.com/visainfinitemena for Visa Infinite cardmembers
 - www.loungekey.com/visasignaturemena for Visa Signature cardmembers
- Download the LoungeKey App from the Android Market or Apple Store.
- Login with your account details to personalize the app and see the lounges available any time, any place.
- Review your personal LoungeKey dashboard whilst on the move.
- Use online or offline – It is recommended that you update the lounge information when connected to Wi-Fi.

- 6. I'm travelling with my supplementary cardmember. Do both of us need to present our cards?**
- Yes, both you and your supplementary cardmember(s) will have to present your cards at the lounge staff in order to avail yourselves of the complimentary lounge access.
 - If you are entitled to a free guest (please refer to question no.2), then your supplementary cardmember may accompany you for free (as a guest), but it is highly recommended each member to use his/her own card.
- 7. I am traveling with a guest. What should I do to avail of the complimentary access?**
- If you are entitled to a free guest visit (please refer to question no.2), it is highly recommended to check the POS terminal at the lounge prior to signing, to ensure that the actual number of guest(s) displayed is accurate.
 - Charges apply over the free entitlement per card member. Please visit the LoungeKey websites:
 - www.loungekey.com/premium | www.loungekey.com/plus (MasterCard cardmembers) or
 - www.loungekey.com/visainfinitemena | www.loungekey.com/visasignaturemena (Visa cardmembers) to find out more.
- 8. I've got my card renewed/upgraded/converted; do I have to register for LoungeKey using the new card number?**
- Not required. Your card* is ready to use.
 - Just sign up your card online to download and access the smartphone app.
- *applicable to cards eligible for LoungeKey access (refer to question 2.)*
- 9. Can the lounge staff inform me about my free access entitlement?**
- No, since lounges staff is serving millions of customers, from thousands of banks around the world. The most reliable way to be informed about your free visits entitlement is via the dedicated websites and the mobile app.
 - It is highly recommend to check the details and the lounges T&Cs (i.e. opening hours, children admission policy etc.) prior to travelling, as lounge staff do not have access to pricing information and will therefore be unable to confirm potential charges that might apply.

Important changes to the Visa LoungeKey program:

- As of the 14th June 2016 you will automatically be eligible for access and you will no longer have to register prior to using the lounges. We would recommend that you sign up your card online to use the LoungeKey app so you have access to the latest lounge information, whilst travelling.
- To sign up please visit www.loungekey.com/visainfinitemena or www.loungekey.com/visasignaturemena (depending on your card type) and click on 'APP SIGN-UP'
- Alternatively, if you would just like to view the lounges available in the program, you can do so by simply visiting www.loungekey.com/visainfinitemena or www.loungekey.com/visasignaturemena (depending on your card type) and choosing the 'Lounge Finder' option.
- If you have already registered and wish to log into your account, you may continue to do so via the website www.loungekey.com/visainfinite or www.loungekey.com/visasignature (depending on your card type) until the 30th June. Thereafter, you will automatically be redirected to www.loungekey.com/visainfinitemena or www.loungekey.com/visasignaturemena where you can login using your account details.
- For the latest contact information, please click on the 'Contact Us' link via LoungeKey's website or App.