User Guide & Frequently Asked Questions (FAQ)

1. What is LoungeKey?

Lounge Key is an airport lounge program that allows **you and your guest** (Primary Cardholder & guest) entry at participating lounges by showing your valid Credit card **(*Elegance Visa Infinite, Visa Excelsior, Visa Signature & MasterCard World)***

You do not need to carry an additional membership card.

Service support is provided via the mentioned LoungeKey websites/ Mobile App

Visa Elegance Infinite Cardholders:

www.loungekey.com/Peoplesbankelegance

Visa Excelsior/ Signature Cardholders:

www.loungekey.com/peoplesbank

MasterCard World Cardholders:

www.loungekey.com/mastercardsa

2. Do I need to enroll before enjoying LoungeKey?

Prior enrollment is not required. your card is ready to use at over 800 LoungeKey airport lounges.

But you can self-onboard to LoungeKey App and website to check the available airport lounges and the facilities available to them to plan your travel arrangements without any hassle. (Refer to Question 01 Answer for website/ mobile app details)

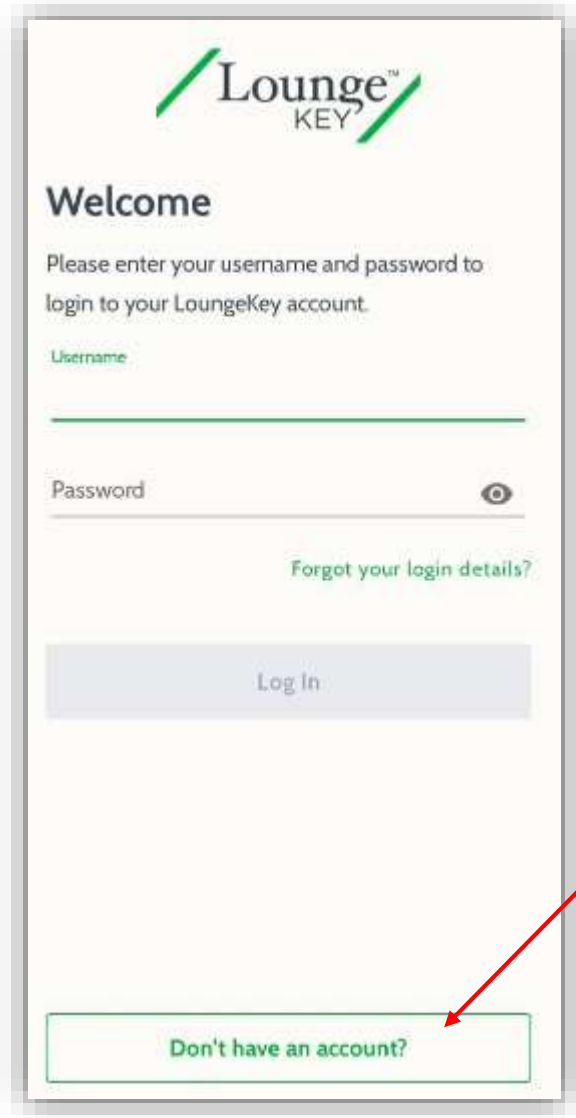## 3. What are the LoungeKey benefits?

With your Elegance Visa Infinite, Visa Excelsior, Visa Signature and MasterCard World cardholders receive complimentary LoungeKey membership which includes:

- Two Free visits per year for airport lounges.

- Any excess visit over the complimentary entitlement will be charged (USD 35 per visit per person) directly to your Credit Card.

- Access to business facilities, internet, phones, Fax machines and conference space

- Complimentary refreshments and snacks

    (Please check your relevant lounge via the website / mobile app for applicable benefits before travel)

4. How do I find LoungeKey lounge information?

Step 01 : How to get onboard / Register for LoungeKey web / Mobile App

Click here to create a new LoungeKey account

Step O2:

Register your account

Verify your card

Name on card *

Please enter the name as it appears on your payment card.

Please enter your full payment card number *

This is the long number on the front of your card. Please do not include spaces.

[ ] I'm not a robot

reCAPTCHA
Privacy - Terms

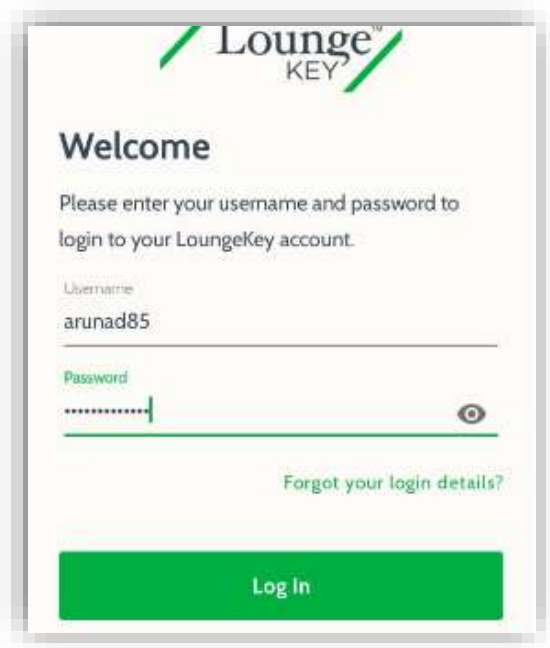[ ] I agree to abide by the Conditions of Use, Privacy Notice and Terms of Use. *

Validate

Important Information:

To verify your eligibility, after registration you may see a temporary charge in your payment card transaction history. This is solely a "pending"

Insert Name on card
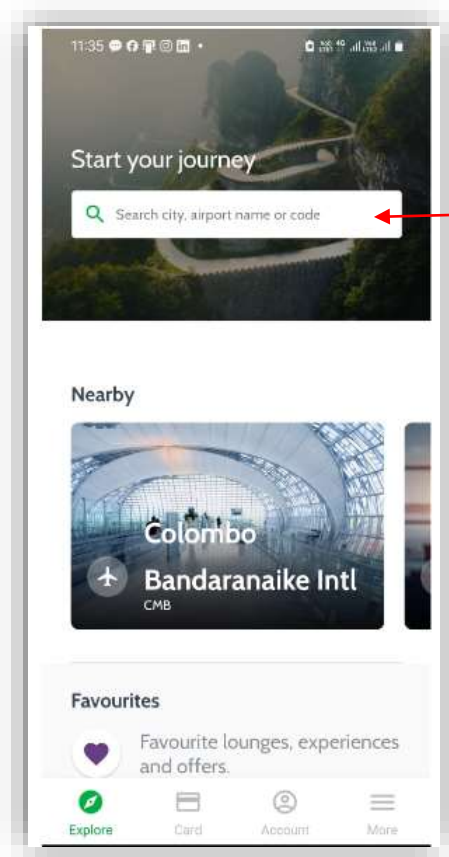
&

Full Credit Card Number

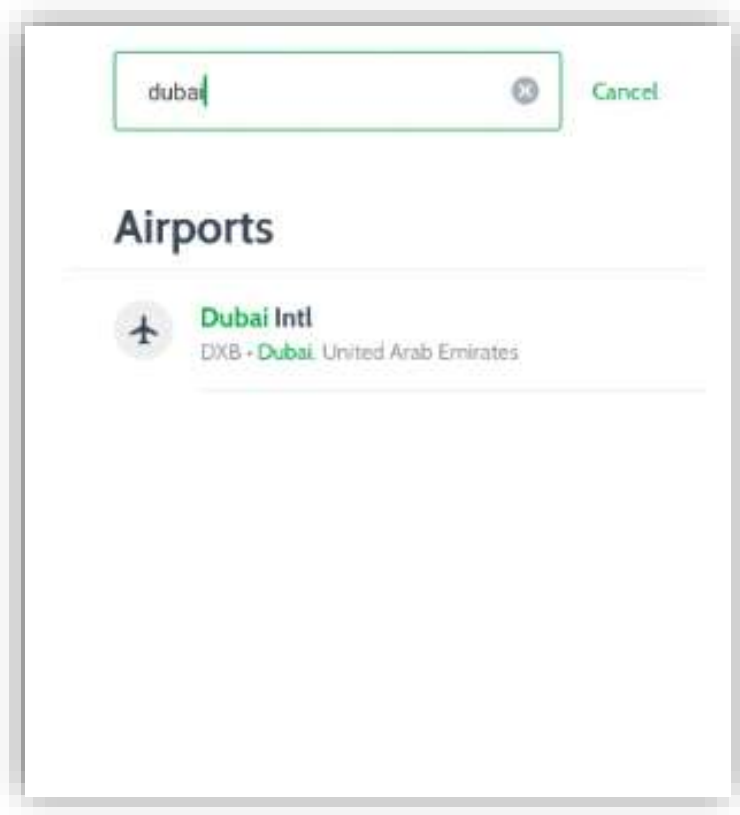Tick the boxes to validate your Card
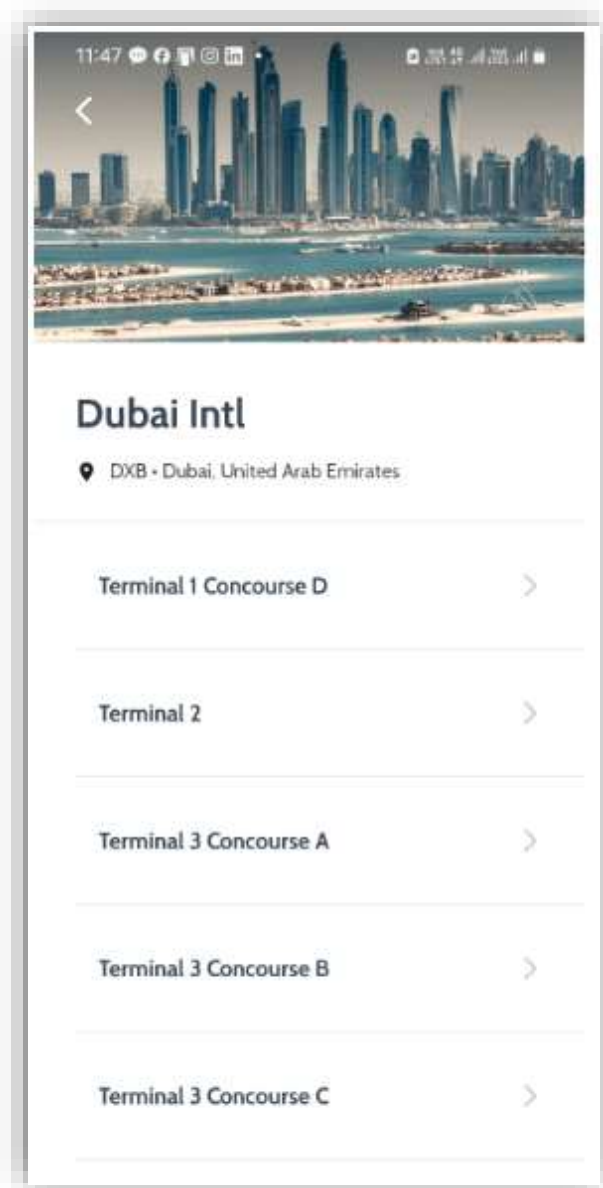
Step 03 :

Create Username /
Password

Step 04

Search for required
Airport name / City

Step 05

dubai   ⊗   Cancel

Airports

✈   **Dubai Intl**
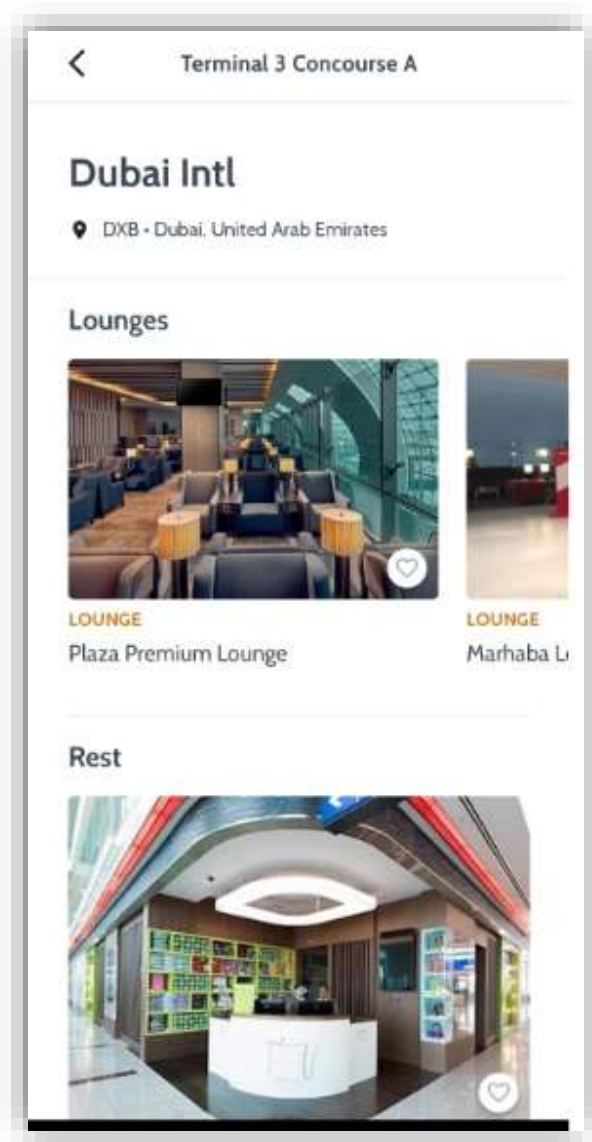   DXB - Dubai, United Arab Emirates

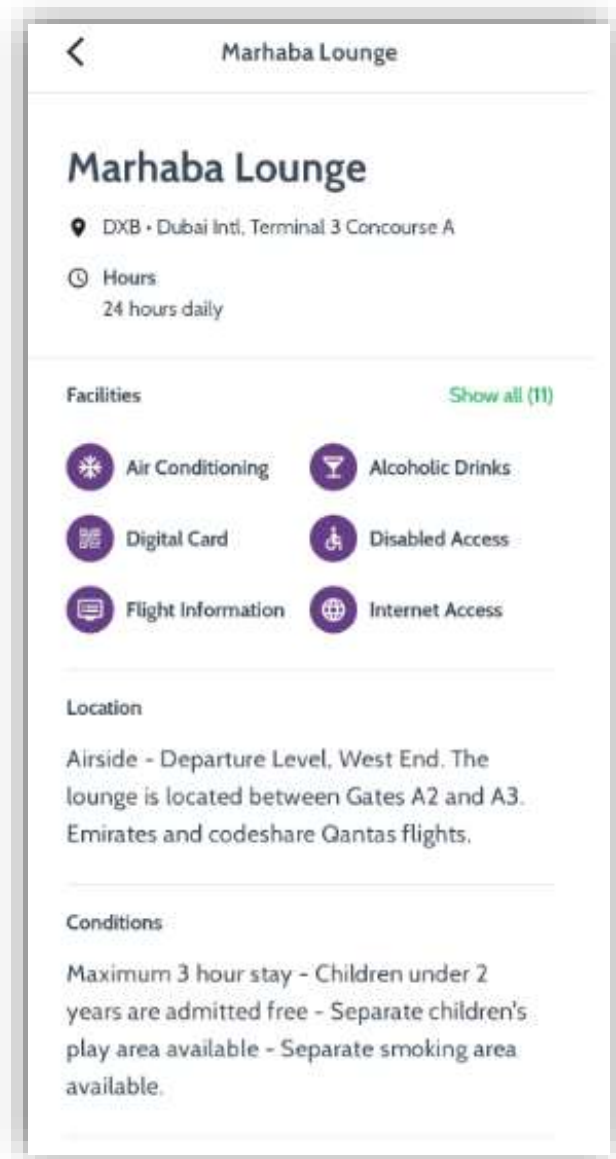Select the relevant Airport

Step 06

Select the relevant Terminal

Step 07

Find the available/ applicable Lounges in relevant airport terminal.

Step 08

Search for the selected lounge for **available facilities** and applicable special terms and conditions.

Special Note:

- Any excess visit over the complimentary entitlement will be charged (USD 35 for per visit per person) directly to your Credit Card.

- Only the Primary Credit Card Holder and his/ her guest is eligible to get 02 free visits per year.

- USD 1 will be charged for card verification and it will be refunded to your card account.

5. How do I gain entry into the Lounge?

- ✓ Visit the given websites/ mobile app (Mentioned in Q1) to see lounges available for you.

- ✓ Present your Credit card (VISA Infinite, VISA Signature, MasterCard World) at the lounge, your boarding pass and identify yourself as a LoungeKey member.

- ✓ Your card will be swiped to confirm eligibility, to register your visit and to debit payment of the lounge access fee, where applicable. You will then be asked to confirm the visit information (date, location and number of visitors) and sign the card reader to certify the lounge visit.

- ✓ You may incur charges for lounge access.
  <u>Please note that the Lounge Key terminal will not prompt for the lounge visit fee at the time of entry. You will be charged USD 35 (per person per visit for additional visits.</u>