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?

Your eligible Peoples Credit Card is already registered with LoungeKey & Ready to use at over 800 LoungeKey airport lounges.

But you need to 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 People's Elegance VISA Infinite, VISA Excelsior, VISA Signature and MasterCard World cardholders receive complimentary LoungeKey membership which includes:

- Enjoy two complimentary/ Free airport lounge visits per year.

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

- Lounge facilities and applicable terms and conditions applicable to relevant lounges are mentioned in the LoungeKey App/ web. The Peoples Bank have no control over the given facilities and terms and conditions

  (Please check your relevant lounge via the LoungeKey website / mobile app for applicable benefits Prior to visit the lounge)

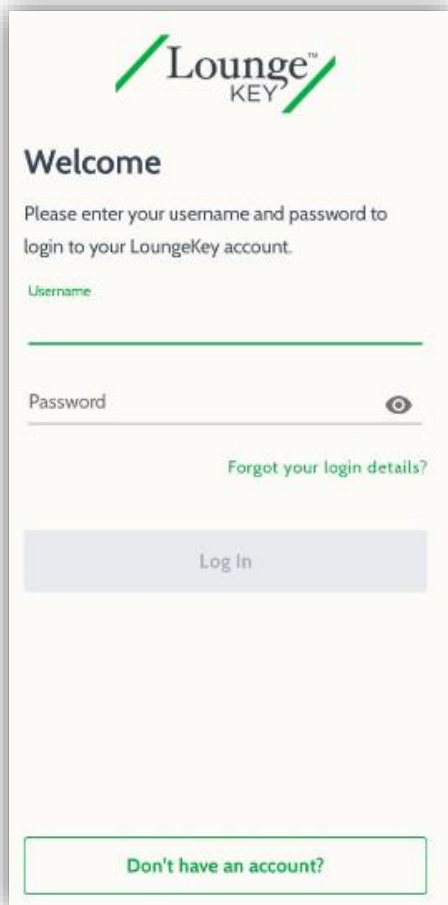## 4. How do I sign up / Register with Lounge Key ?
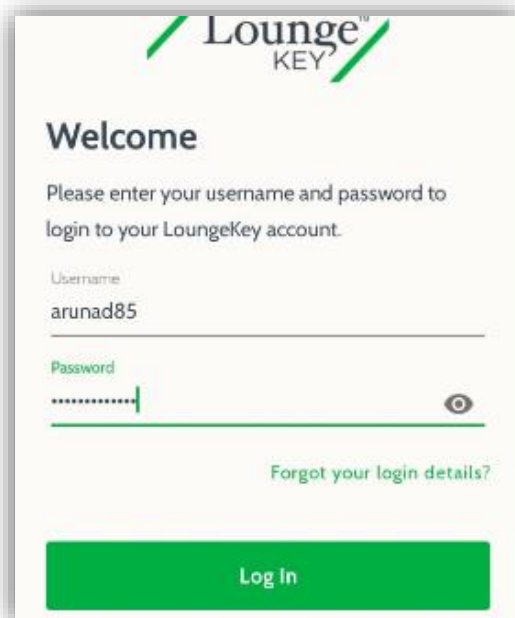
Download Lounge KEY App or visit www.loungekey.com

Step 02:

How to Create Your Name & Password

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"
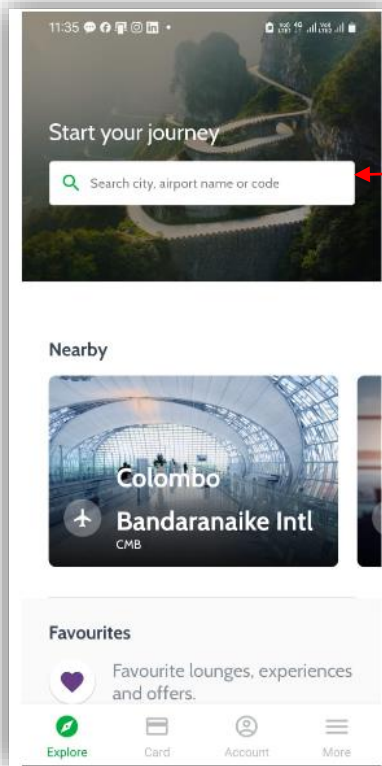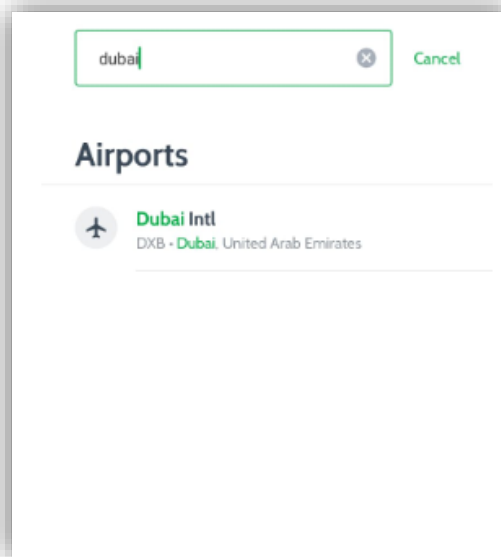
Insert Name on card

&

Full Credit Card Number

Tick the boxes to validate your Card

Step O4:

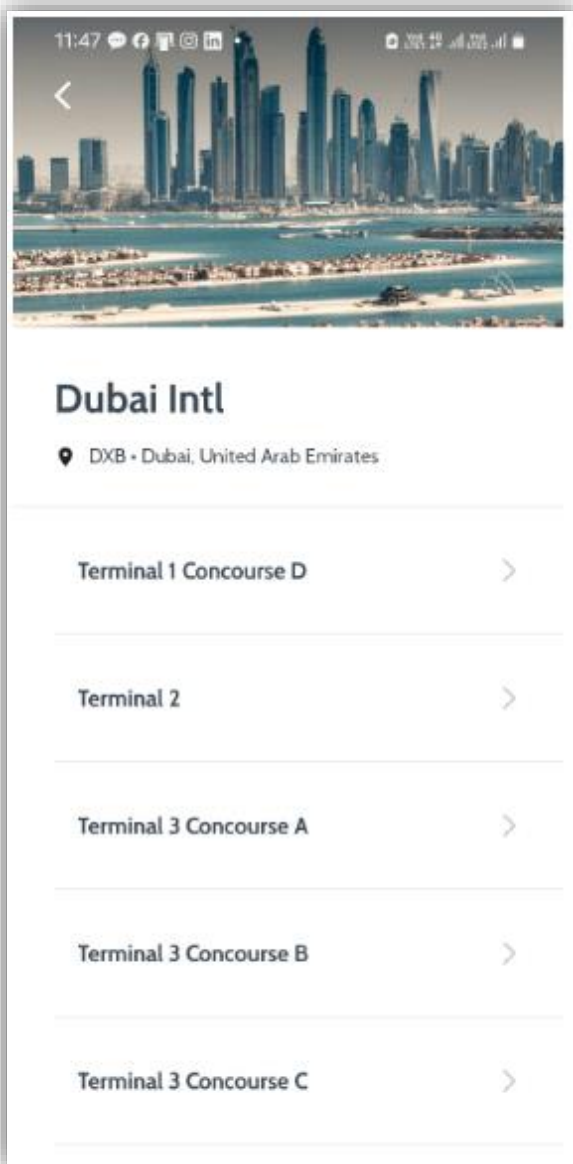**Enter your Relevant City/Airport name/ Code to check the available Lounges**

Search for required City / Airport / Airport Code

Step 05 :

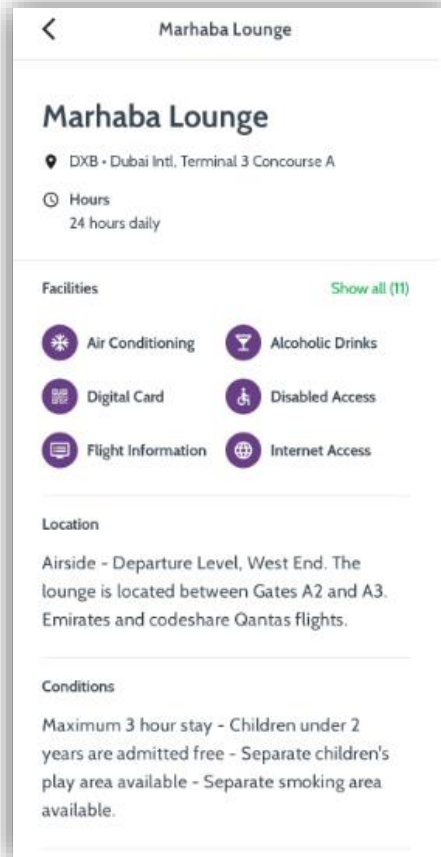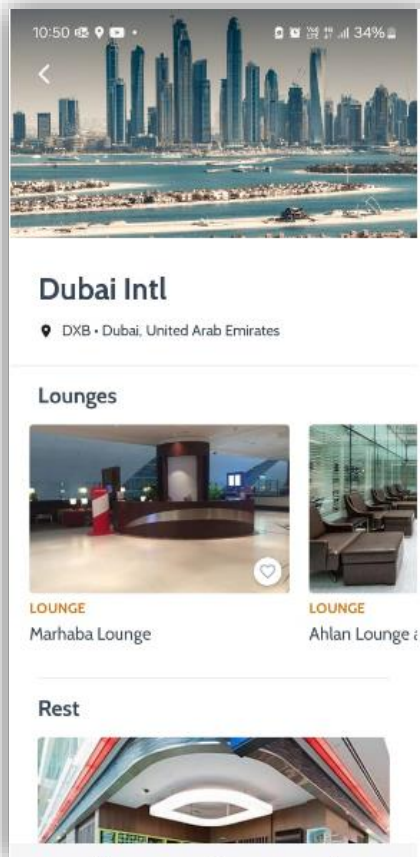**Select the relevant Airport Terminal**

Select the relevant Terminal

Double Click on the relevant lounge to view the available facilities, 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.

- ✓ **Once you swipe your card at the airport lounge, you will receive an SMS alert (If Roaming is activated) indicating a lounge fee of USD 35 (or the relevant lounge visit fee per person). However, this charge will not appear in your Credit Card statement, as it is automatically waived off. (Only 2 Free visits per year)**

- ✓ Only Two Free visits applicable per calendar year.

- ✓ You will be charged USD 35/ relevant Lounge fee (per person per visit for additional visits.