Starting 1 October 2024, the **Visa Airport Companion app** will be the only way to access airport lounges, you will not be able to present the eligible Visa card "physically" as a method of entry into airport lounges.

Visa Airport Companion (VAC) app provides easy and convenient lounge access to you, after selecting the airport and desired lounge from the application a QR code will be displayed for you to scan at the lounge

How can a cardholder sign up their Visa card for the VAC app?

- Download Visa Airport Companion application from Apple Store or Google Play
- Enter Visa card* details, including the card number, expiry date, CVV number, and country of issuance.
- Enter your details including name (which must match passport) ** and contact (Mobile number and Email address)
- A six-digit code shall be sent to your email address or mobile number for verification
- Upon successful verification, You can create a password
- To browse and access lounges, click Explore Lounges.
- After selecting the airport and desired lounge, the digital membership card (QR code) will be displayed for you to scan at the lounge.
- You can also access the membership card in the Membership section of the app.

Not applicable to Debit and Prepaid cards
**If the name entered in the VAC app does not match the name on the passport, the cardholder will not be granted access to the lounge

FAQ's

Q: Can the registered email address or mobile number be changed later?

A: Yes, you can change the email or the mobile number easily by selecting Account and the pencil/edit icon in the profile within the app.

Q: What if the cardholder email/mobile number verification failed or left incomplete during profile creation?

A: If you were not able to verify the email/mobile number during the registration process, you have the option to skip this step by selecting "Ask me later. However, upon the next login you will be asked to verify the mobile number or email in order to proceed with login.

QNB

Q: Can cardholders add or register more than one Visa card on the VAC app?

A: Yes, if you have more than one eligible Visa card you can add it to the existing VAC account.

» On the membership page there is an Add New Membership button which will prompt to enter the details of the other eligible Visa card(s). After successful validation, a membership linked to that Visa card is created, displaying the available benefits.

Q: Can cardholders access all enrolled cards under one profile?

A: Yes, you can register multiple eligible Visa cards under one profile and view the memberships by going to the membership section and selecting Switch Membership.

Q: Can secondary cardholders enroll under the same profile as the primary cardholder?

A: Primary and secondary cardholders cannot share memberships. The secondary cardholder must create their own VAC account using their own details, including their name as it appears on their passport and email address.

Q: What if the cardholder doesn't have a smartphone? Can the cardholder redeem benefits with a physical card?

A: VAC is a fully digital app-based experience. Cardholders will be unable to access lounges with a physical card. Cardholders who do not have a smartphone will be unable to use the service.

Q: Can the cardholder register at the lounge? Will lounge staff help cardholders download and register on the VAC app?

A: Cardholders must register in the VAC app before they can gain lounge access. They can register anywhere if they have access to the app and an internet connection. It is strongly recommended that cardholders register before arriving at the lounge to avoid delays in entering. Lounge staff will be trained to support and guide cardholders to some extent

Q: How can a cardholder access airport benefits after successful card enrollment in the Visa Airport Companion (VAC) app?

A: Cardholders will have access to their benefits immediately after successful registration. They will be able to view their entitlements and available airports and lounges. To access a lounge after registration, all the cardholder needs to do is present their membership QR code upon arrival at an eligible lounge. The QR code can be found in the Membership section of the app.

Q: Is entry to the lounge guaranteed?

A: Entry to any eligible lounge is subject to availability on the day the cardholder is travelling. The cardholder can view any alternative lounges in the VAC app. With the lounge coverage, VAC provides access to 1200+ lounges globally.

Q: Will the cardholder need to pay for lounge access? Can cardholders pay for access via the VAC app?

A: If the cardholder does not have any complimentary lounge visits, they will be charged $32 USD per person per visit to their registered Visa card. Note: This rate is subject to change and is only applicable if payment is made via the VAC app. Payment made directly to the lounge outside of VAC is subject to the lounge's own walk-in rates.

Q: Prior to travel, can the cardholder check whether lounge access is complimentary?

A: Yes. Cardholders can view the status of their complimentary visits by logging into the VAC app at any time. The homepage and Membership sections will display the number of visits to which they are entitled. The app also provides a list of eligible lounges by airport, so the cardholder can plan which lounge(s) to visit during their travels.

Q: Can the cardholder bring a guest to the lounge?

A: Yes, cardholders can bring guests to lounges. Guests must be on the same flight.

Q: Can a cardholder access a lounge if they do not have access to the internet/Wi-Fi/mobile data?

A: Yes, if the cardholder enabled offline access in the VAC app they can see their membership details without Wi-Fi or mobile data. If offline mode is not enabled, the cardholder will be unable to access the lounge. Note: First-time setup of offline access requires internet connection. Cardholders can enable offline mode by selecting Security from the Account page. Once enabled, cardholders can access their membership offline with their device biometrics.

Q: Can a cardholder raise a dispute/query or submit feedback?

A: Yes. If a cardholder would like to get in touch, they can do so by selecting Contact which can be found under Account. If the cardholder is not registered or logged in, the contact form link can be found in the Help section of the Sign Up/Login screen. Complimentary guest visits, they will have the option to bring guests for a charge of $32 USD per person per visit. The charge will be made directly to their registered Visa card.