

# ENTRY TO AIRPORT LOUNGES

FREE ENTRY TO MORE THAN 1,100 AIRPORT LOUNGES WORLDWIDE

Enjoy the comfort of luxurious LoungeKey lounges in 500 cities in 130 countries. All you have to do at the airport is look for the LoungeKey lounge and prove your identity **with your Premium Credit Card at the entrance.**

You have four free entries to airport lounges a year. You can also use them with your family (1 entry = 1 person)

- Information on the services provided by a particular lounge (including restrictions) can be found at [www.loungekey.com/csobpremium](http://www.loungekey.com/csobpremium) or in the LoungeKey app for smartphones and tablets (iOS and Android)
- For example, refreshments in the form of cold and hot buffet, offer of non-alcoholic (in selected lounges also alcoholic) drinks, telephone, e-mail and internet are available for you
- After the free entries have been used up, we will charge you a fee according to the ČSOB Schedule of Charges when using the LoungeKey lounges again.



## Entry to a Lounge

When entering a lounge and after presenting the Premium Card, inform the staff that you want to enter under the LoungeKey. The entry fee will be deducted from the cardholder later directly from the card account.

Attention: Make sure that you have internet payments enabled for your Premium Card, otherwise the lounge staff will not be able to accept it. All you need is a simple adjustment in your Internet banking (My Products / Cards -> set Payments on the Internet for your Mastercard World Elite card) or in the ČSOB Smart application (in the Payment Cards section, check your Payments via the Internet for your Mastercard World Elite card).



## AIRPORT LOUNGES OF CARD ASSOCIATIONS

You can get additional benefits when travelling and staying at airports thanks to the individual premium payment cards you own:

### Mastercard World Elite

When you fly somewhere from Prague from Terminal 1, from Bratislava or Vienna, you can stop at a selected airport lounge. All you have to do is inform the staff that you want to enter under the Mastercard benefit and prove your identity with **your Premium Mastercard World Elite credit card** at entry. If you take a guest with you, his/her entry will be charged according to the price list of the given lounge.



### Visa Infinite

If you are leaving Prague Airport for your journeys within the Schengen area, you can use the airport lounge in the departure hall of Terminal 2 for a discounted price with the Visa Infinite card.



You can always find up-to-date information on the [Mastercard](http://www.mastercard.com) and [Visa](http://www.visa.com) websites

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## Frequently asked questions and answers:

### What does the entry within the LoungeKey look like?

After showing your card and notifying the staff that you wish to enter within the LoungeKey, the lounge staff will record the visit via the terminal. You should see on the terminal display how many guests are entering with you and the total number of people entering. So if you enter alone, you will see Guest „0“, Total users „1“. If one guest enters with you, you will see Guest „1“, Total users „2“. Always check this number of guests before confirming. If it is not listed correctly, ask the staff to correct it before confirming this request. If you confirm the number, LoungeKey will not accept the claim retroactively. The lounge should be able to provide a confirmation of the visit to check upon request.

**Attention:** always check that the display or confirmation shows LoungeKey. Sometimes a service error can lead to direct billing of the payment to your card. LoungeKey cannot retroactively return the entries made in this way. It is necessary to make a complaint on the spot.

### What should I do if the services listed on the website / in the LoungeKey application are not available in the lounge, or I am not satisfied with the quality of the lounge?

Ask the lounge staff to correct it. The quality and availability of services is fully within the competence of the lounge operator. Or, you can ask the staff to cancel your entry. Request confirmation of this cancellation. Then leave the lounge. The bank is not the guarantor of these services, so it cannot influence the offer/level of individual lounges.

### Is it possible that the staff will not let me into the lounge, even if there is no problem with my card?

Yes, unfortunately this can happen. Especially at busy airports. Lounges may refuse entry due to full capacity. For lounges that cooperate with more than one provider, the quota for the given provider, in our case LoungeKey, can be filled. This is fully within the authority of the lounge operator. The bank is unable to influence the situation.

### What about the entry of children into the LoungeKey lounges?

For each lounge, the portal / the LoungeKey application states the conditions under which entry with children is possible. Some lounges may completely restrict children's entry. Lounges that allow free entry for children state the age limit to which this admission is free.

### What if I have free entry to the lounge as part of another benefit (airline, payment card, etc.)?

If you can enter the lounge free of charge, for example as part of the benefits associated with your air ticket or payment card, it is up to you which type of entry is more advantageous for you. Please check if the benefit is actually available in specific lounges and tell the staff which of the benefits you currently want to use. This entry cannot be combined with the LoungeKey service and any complaints must be resolved with the benefit provider; unfortunately, ČSOB cannot help in these cases.