

AIRPORT LOUNGE INSTRUCTION
FOR THE VIETCOMBANK PRIORITY, VIETCOMBANK VISA INFINITE/VISA
SIGNATURE INTERNATIONAL CREDIT CARDHOLDERS

(From 01st June 2024)

I. Airport Lounge: Bring to our valued customers complete relaxation time before each flight.

II. List of applicable Airport Lounges:

Airport	Lounges	Instruction
Noi Bai (Hanoi)	- Vietcombank Priority Lounge Noi Bai (Domestic Terminal)	Item III.1 Vietcombank Priority Lounges
	- Lotus Lounge (Domestic Terminal)	Item III.2 Other Airport Lounges
	- Song Hong Premium Lounge and Bar (International Terminal)	
Tan Son Nhat (HCMC)	- Le Saigonnais (Domestic Terminal)	Item III.2 Other Airport Lounges
	- Rose Lounge (International Terminal)	
	- Jasmine Halal Lounge (International Terminal)	
Da Nang (Da Nang)	- Vietcombank Priority Lounge Da Nang (Domestic Terminal)	Item III.1 Vietcombank Priority Lounges
	- CIP Orchid (International Terminal)	Item III.2 Other Airport Lounges
Cam Ranh (Khanh Hoa)	- The Champ Lounge (Domestic Terminal)	Item III.2 Other Airport Lounges
	- Sun Coast Lounge (International Terminal)	
	- Lotus Lounge (International Terminal)	
International airports	More than 1,000 airport lounges worldwide provided by Priority Pass/ Lounge key's policy, updates at website www.loungekey.com/vietcombankpriority	Item III.2 Other Airport Lounges

III. Program details and instruction.

1. Vietcombank Priority Lounges

– **Eligible customers:**

- + Vietcombank Priority Customers; or
- + The Cardholders of the valid Vietcombank Visa Infinite/Visa Signature International Credit Card; or
- + Accompanying people: applicable for Vietcombank Priority Diamond Elite customers with 12 accompanying visits per year. The policy is under applicable Vietcombank regulation from time to time.

– **Vietcombank Priority Lounges list:**

Airport	Lounge name
Noi Bai (Hanoi)	Vietcombank Priority Lounge Noi Bai Level 3, Zone D, Terminal 1, Noi Bai International Airport
Da Nang (Da Nang)	Vietcombank Priority Lounge Da Nang Level 2, Terminal 1, Da Nang International Airport

– **Instruction:**

- + **Customer:** to use Vietcombank Priority Lounges at airport through one of these methods:
 - **Face ID verification:** Customers who have previously authenticated/registered their facial recognition.
 - **Card authentication:** Present the valid Vietcombank Visa Infinite/VisaSignature international credit card and Boarding pass (physical card, in valid, and enable the online transaction function)
 - **Personal ID verification:** Present the personal identification document that have been registered for Vietcombank Priority information.
 - **Digibank:** open Vietcombank Digibank app, scan QR at the lounges or register via function “Airport Lounge”.

- + **Accompanying people:** Vietcombank Priority Diamond Elite can register the accompanying visits through Vietcombank Digibank – function “Airport Lounge”, register the number of companions and follow steps in Digibank app.

2. Other Airport Lounges

- **Eligible customers:** The Cardholders of The Vietcombank Visa Infinite/Visa Signature International Credit Card, the physical card is valid and enable the online transaction function.
- **Lounges list:**

Airport	Domestic Terminal	International Terminam
Noi Bai (Ha Noi)	- Lotus Lounge	- Song Hong Premium Lounge and Bar
Tan Son Nhat (Ho Chi Minh)	- LeSaigonmais	- Rose Lounge - Jasmine Halal Lounge
Da Nang		- CIP Orchid
Cam Ranh (Khanh Hoa)	- The Champ Lounge	- Sun Coast Lounge - Lotus Lounge
INTERNATIONAL AIRPORTS	<p>More than 1,000 airport lounges worldwide provided by Priority Pass/ Lounge key’s policy, updates at website www.loungekey.com/vietcombankpriority</p> <p>To search information about lounges, Card holders can:</p> <ul style="list-style-type: none"> + Download the LoungeKey/ Priority Pass application on Apple Store/Google Play and register/login by instructions on the screen; Or + Access the website www.loungekey.com/vietcombankpriority, search for the lounge by clicking the search icon (at the top right on the screen) 	

– **Instruction:**

- + At airport lounges, Vietcombank Visa Infinite/Visa Signature international credit cardholders present their physical Vietcombank Visa Infinite/Visa Signature card with valid ID card/Passport (when necessary) and Boarding Pass to get free lounge visit.
- + When using Vietcombank Visa Infinite/Visa Signature international credit for privileges, cardholders may receive notifications about transactions made at lounges. This is a pre-authorized transaction to verify the card is valid and the cardholder will not have to pay for these transactions.
- + The fee applied for accompanying people: Cardholders will pay the fee for accompany guest by the lounge's policy from time to time.

3. Usage of airport lounge: Customers are entitled to the privileges with unlimited access (no reservations need).

4. Other terms & conditions

- Vietcombank will not be responsible for any direct or indirect losses in case the lounge closes, or the lounge stops participating in the program. Customers should check the list of available lounges and their availability on the Vietcombank website.
- The terms and conditions of Vietcombank VIP lounge policies can be updated from time to time and will be updated at the website: www.vietcombank.com.vn
- In case Vietcombank detects any signs of taking advantage of lounge privileges for other subjects (not the cardholders), Vietcombank has the right to collect fees corresponding to the price listed at the lounge/policy of the service provider according to regulations from time to time.
- Vietcombank VIP airport lounge service is provided via our partners. For more detailed information or any feedback, please contact our priority hotline: 18001565 or visit the website www.vietcombank.com.vn