

# Entry to Airport Lounges

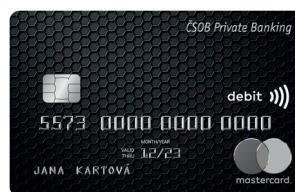
Free entry to more than 1,100 airport lounges around the world



Enjoy the comfort of luxurious LoungeKey lounges in 500 cities in 130 countries. Simply look for a LoungeKey lounge at the airport and at the door present **your Mastercard World Elite Card**.

Every year you have four free visits to airport lounges with these cards. You can also use them with your family (1 visit = 1 person).

- Information about the services provided by a particular lounge (including restrictions) can be found at [www.loungekey.com/csobpba](http://www.loungekey.com/csobpba) or in the smartphone or tablet application (iOS and Android).
- For example, you can enjoy a snack from a cold or hot buffet, a choice of soft drinks (in selected lounges also alcoholic beverages), and make use of telephone, e-mail and internet access.
- After you have used up all of your free visits, we will charge you a fee according to the ČSOB Price List the next time you use a LoungeKey lounge.



## Entry to lounges

When entering a lounge and after presenting your Mastercard World Elite Card, tell the staff that you wish to enter using the LoungeKey scheme. The entry fee will be deducted later directly from the holder's card account.

Important: Make sure that you have internet payments enabled on your payment card otherwise the lounge staff will not be able to accept the card. This can be easily adjusted in your internet banking (My Products/Cards -> set up internet payments for your Mastercard World Elite Card) or in the ČSOB Smart application (open the Payment Cards section and make sure that you have set up internet payments for your Mastercard World Elite Card).



## Card association airport lounges

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

### Mastercard World Elite

When you fly from Prague Terminal 1, Bratislava or Vienna, you can visit a selected airport lounge. Simply inform the staff that you wish to make use of a Mastercard benefit and at the door present **your Mastercard World Elite Card**. If you take a guest with you, the second person's entry will be charged according to the lounge's price list.

### Visa Infinite

If you are flying out of Prague Airport on a journey within the Schengen Area, you can visit the airport lounge in the Terminal 2 departure hall for a discounted price with your Visa Infinite Card.

You can always find the latest information on the websites of [Mastercard](https://www.mastercard.com) and [Visa](https://www.visa.com).

## FAQs and answers

### How does entry work with the LoungeKey scheme?

After presenting your card and informing the staff that you wish to enter using the LoungeKey scheme, the lounge staff will make a record of your visit in an electronic terminal. On the terminal display, you should be able to see how many guests are entering with you and the total number of entering persons. If you are entering on your own, you will see "Guests 0, "Total users 1". If you are entering with one guest, you will see "Guests 1, Total users 2". Always check the number of guests before confirming. If the number is incorrect, ask the staff member to correct it before you confirm.

If you confirm the total number, LoungeKey will not acknowledge claims retroactively. The lounge should be able to provide confirmation of your visit for inspection upon request.

**Important:** Always make sure that LoungeKey appears on the display or the confirmation. Sometimes a staff error can lead to a direct charge to your card. In such cases, LoungeKey will not be able to refund you retroactively. Claims must be made on the spot.

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

Ask the lounge staff to remedy the situation. The quality and availability of services is entirely within the competences of the lounge operator. Alternatively, you can ask the staff to cancel your visit. Ask for confirmation of cancellation. Then exit the lounge. The bank is not a guarantor of these services and cannot therefore influence the offer/quality of individual lounges.

### Is it possible that the staff will not allow me to enter the lounge, even if there is nothing wrong with my card?

Yes, unfortunately that can happen. Especially at busy airports. Lounges can refuse entry if they are full up. If a lounge cooperates with more than one service provider, the quota for a given provider, in our case LoungeKey, may be full. This is entirely within the competences of the lounge operator. The bank cannot influence the situation.

### Can children enter LoungeKey lounges?

You can find the conditions under which children can enter individual lounges in the LoungeKey portal/application. Some lounges may not allow children to enter at all. Lounges that allow children to enter free of charge specify the maximum age for free entry.

### What if I can enter the lounge for free using a different benefit (provided by an airline, payment card provider, etc.)?

If you can enter a lounge free of charge using a benefit offered by an airline or a payment card provider, it is up to you to decide which benefit is more advantageous. Please make sure that the benefits apply to specific lounges and inform the staff which of the benefits you currently wish to use. Other benefits cannot be combined with the LoungeKey service, and any complaints must be resolved with the benefit provider. Unfortunately, ČSOB cannot help in such cases.