



VISA AIRPORT COMPANION APP (VAC) - FAQs

Q: Can I still use my physical card to redeem benefits as before?

A: No, you will not be able to access lounges using your physical QNB Visa card. To enjoy lounge access, please register on the Visa Airport Companion App prior to your visit.

Q: How do I register or enroll?

A: You must download the Visa Airport Companion (VAC) app from the Apple App Store or Google Play Store.

Once the app is downloaded, select 'Sign Up' and complete the information as requested, including:

- Eligible Visa card details and issuing country
- Name (same as passport)
- E-mail address & mobile number
- Consent to Terms and Conditions, Privacy Policy, and Terms of Use

A six-digit code will be sent to your mobile number or email address for verification. After successful verification with OTP, you will create a password and your account registration is successful. You will be directed to the app home screen where you can start using your benefits straight away.

The initial registration requires an active internet connection. You can enable the offline access and biometric login from the registration form or, after registration, from 'Account' – 'Security' settings. By enabling the offline mode, you can access your membership details and available lounges without an active internet connection.

Q: Where can I find my membership card within the VAC app?

A: You can access your membership QR code in two ways:

- o Click on 'Membership' in the bottom bar
- o Or from the desired lounge page, click on 'Walk-in'

Q: How do I view my membership details once I have enrolled? How do I know how many visits I have available?

A: By clicking on 'Membership' located in the bottom bar.

Entitlement details (number of complimentary lounge visits) are displayed in both 'Home' and 'Membership' sections.

Q: How many complimentary lounge visits do I have?

A: The number of complimentary lounge visits depends on the type of QNB Visa card you are holding:

- For QNB Visa Infinite credit cards, you have unlimited complimentary visits to all the lounges available in the DragonPass program
 - For QNB Visa Signature credit cards, you have 12 complimentary visits per calendar year (Jan to Dec) to all the lounges available in the DragonPass program
 - For QNB Visa Platinum credit cards, you have 6 complimentary visits per calendar year (Jan to Dec) to a limited selection of lounges
- You can view, at all times, the number of remaining visits in the VAC app in both 'Home' and 'Membership' sections.

Q: Can I add my supplementary credit cards under my membership?

A: You cannot share the same membership as your supplementary cardholders. Your supplementary cardholders must download the Visa Airport Companion app on their phones and create their own VAC account using their own personal and card details.

Q: How do I find which lounges are available in my entitlement?

A: By clicking on 'Explore' located in the bottom bar, you can browse available lounges by selecting the desired airport/country and terminal.

The 'Home' screen also includes a Quick Link to the lounge list.

Q: How do I access the lounges?

A: Present your membership QR code to the lounge staff. The lounge staff will scan your QR code and allow entry based on your entitlements available for your card.

Q: Can I access the lounge if I do not have Wi-Fi or mobile data?

A: Yes, when you enable the biometric login and offline access, you do not need an active internet connection to access the QR code and obtain access to the lounges.

Upon registration, you will be prompted to enable offline access; however, this must be completed while connected to Wi-Fi or mobile data. You can always enable this feature from 'Security' section under your 'Account'. When offline, you will see a prompt on the login page to view your membership without internet. Confirm using your biometrics to proceed.

Q: Can I bring guests with me to the lounge? Do I need to be traveling with them?

A: Yes, you can, as long as they are on the same flight as you. Based on the QNB Visa credit card that you hold, the following guest charges will be applicable:

- For QNB Visa Infinite credit cards, you can bring maximum one guest per visit free of charge. Any additional guests, above the complimentary, will be charged with USD 32/guest/visit
- For QNB Visa Signature and Platinum credit cards, all guests will incur the charge of USD 32/guest/visit.

The guest charges will be made directly to your registered QNB Visa card.

Q: Is the entry to the lounge guaranteed?

A: Entry to any eligible lounges is subject to availability on the day you are travelling and, sometimes, if the lounge is at full capacity, then access may not be granted. If such a situation were to occur, please check for other available lounges in the VAC app at the airport you are located.

Q: Can I use multiple lounges at the same airport?

A: You can only use one lounge at the same airport within a period of 3 hours.