

# VISA AIRPORT COMPANION APP

## YOUR KEY TO ACCESS WORLDWIDE AIRPORT LOUNGES



**YOUR KEY  
TO AIRPORT  
COMFORT** 



Download the **Visa Airport Companion App** and register with your eligible Visa card to enjoy lounge benefits.

As of October 1st, 2024 MedMiles Infinite, Signature and Platinum Fresh USD in addition to Visa Platinum USD/EUR cardholders will need to be registered through Visa Airport Companion App to access the premium airport lounge benefits. Presenting the card at the lounge is limited to Cedar Lounge access for Infinite, Signature Fresh USD & Visa Platinum USD/EUR credit cards.

### How?

Its simple and easy, follow these simple steps to enjoy airport lounge access:

1. Download the Visa Airport Companion App
2. Register with your eligible Visa card ahead of your trip
3. Enjoy access to over VIP lounge worldwide

### Visa Airport Companion App Benefits:

- Convenient access on the go! Present your digital membership at the airport to access a lounge.
- Discover a wide selection of lounges across global airport destinations linked to your Visa card type.
- Access latest information on all the airport lounge access available.
- Find more details about a specific lounge, including images, opening hours, and directions, amenities, and a brief description.

## FAQs

**Q: What is the cost for downloading Visa Airport Companion App?**

**A:** Downloading Visa Airport Companion (VAC) App is free of charge.

**Q: If I do not download the app, can I still access the airport lounge by presenting my card?**

**A:** Effective 1, October 2024 downloading Visa Airport Companion App is a must to access the airport lounge.

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

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

**Q: Do I need to enter my Visa card details in the app?**

**A:** Yes, to register on the App, you will need to enter your Visa card details. Should you receive a new card (due to loss, theft, or expiration), you'll need to update the details accordingly.

**Q: Can I register at the lounge itself?**

**A:** No, registration must be completed via the app before you can access the lounge. You can register from anywhere with an internet connection. We highly recommend registering prior to arriving at the lounge to ensure a seamless entry experience.

**Q: Can I invite a guest to the lounge?**

**A:** Yes, you are welcome to invite guests to the lounges. If you do not have complimentary guest visits, (i.e. if you are not an infinite cardholder) you can still invite guests for an additional fee, which will be charged to your registered Visa card.

**Q: Can the I access multiple lounges at the same airport?**

**A:** You are restricted from using more than one entitlement within a three-hour period.

**Q: Is there a website for this service? What if I don't have a smartphone?**

**A:** Visa Airport Companion App is a fully digital, app-based experience. Unfortunately, without a smartphone, you will be unable to utilize this service.

**Q: Can I register more than one Visa card on the App?**

**A:** Yes, you can add multiple eligible Visa cards to your Visa Airport Companion account. Simply navigate to the membership page and select 'Add new membership' to enter the details of your additional card. Once validated, a new membership linked to that card will be created. You can easily switch between memberships by selecting 'Switch membership' on the membership page.

**Q: How does registration work if I have Supplementary cards?**

**A:** Each supplementary cardholder must register their own account with Visa Airport Companion App, using their personal details, including their name as per their passport and their email address. Lounge staff will verify the name on the Visa Airport Companion App profile, and entry will be denied if it does not match the cardholder's identity.

**Q: Can I access the lounge if I don't have Wi-Fi or mobile data?**

**A:** Yes, you can enable offline access through your device's biometrics. Upon registration, you will be prompted to enable offline access, however this must be completed while the App is connected to Wi-Fi or mobile data. This feature can also be managed in the 'Account' section under 'Security'. When offline, you will see a prompt on the login page to view your membership without internet. Confirm using your biometrics to proceed.

**Q: Is entry to the lounge guaranteed?**

**A:** Lounge access is subject to availability on the day of your travel. If the lounge is at capacity, we recommend checking the app for alternative lounges you may visit.

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

A: Yes, you can change your email or mobile number. To change your mobile number, you can select Account and the pencil/edit icon in your profile within the app. To change your email address, you need to contact customer service, who will verify your identity by undertaking General Purpose Authentication (GPA) checks. Once your identity is confirmed, the customer service agent can update the email address assigned to your profile.

**Q: What if my email/mobile number verification failed or fields are left incomplete during profile creation? Do I need to enroll my card(s) again?**

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

**Q: Can I 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 your existing VAC account. On the membership page there is an Add New Membership button which will prompt you to enter the details of your other eligible Visa card(s). After successful validation, a membership linked to that Visa card is created, displaying the available benefits.

If a you have multiple memberships, you can click the Switch Membership button in the Membership section to view details associated with each membership.

**Q: Can I access all enrolled cards under one profile?**

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

**Q: Can a supplementary cardholder enroll under the same profile as the primary cardholder?**

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

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

A: You will have access to the benefits immediately after successful registration. You will be able to view your entitlements and available airports and lounges. To access a lounge after registration, you will need to present your 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 you are travelling. You can view any alternative lounges in the VAC app. With the lounge coverage through DragonPass, VAC provides access to 1200+ lounges globally, including 220 in CEMEA.

**Q: Will I need to pay for lounge access? Can I pay for access via the VAC app?**

A: If you do not have any complimentary lounge visits, you will be charged \$32 USD per person per visit to your 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 I check whether lounge access is complimentary?**

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

**Q: Can I bring a guest to the lounge?**

A: Yes, you can bring guests to lounges. Guests must be on the same flight. If you do not have any complimentary guest visits, you will have the option to bring guests for a charge of \$32 USD per person per visit. The charge will be made directly to your registered Visa card.

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

A: Yes, if you enabled offline access in the VAC app you can see your membership details without Wi-Fi or mobile data. If offline mode is not enabled, the you will

be unable to access the lounge. Note: First-time setup of offline access requires internet connection. You can enable offline mode by selecting Security from the Account page. Once enabled, you can access your membership offline you're your device biometrics.

**Q: Will Visa Airport Companion (VAC) benefits be available in all countries?**

A: The lounges are only available in participating locations as part of the DragonPass network. In the Explore section of the app, you can browse available lounges by selecting your desired airport. Quick links to the lounge list are also available on the homepage. The number of lounges available to you will depend on your program. We recommend you check the app for the most up-to-date list of lounges available to them.

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

A: Yes. If you would like to get in touch, you can do so by selecting Contact which can be found under Account. If you are not registered or logged in, the contact form link can be found in the Help section of the Sign Up/Login screen.