
















# Instructions for entering airport lounges








Free unlimited access to the Erste Premier Lounge in Prague for Erste Premier cardholders

Erste Premier Lounge, Václav Havel Airport Prague, Terminal 2			 LOUNGE @ Prague Airport
1	<b>Unaccompanied client</b> (children under 12 have free of charge entry) 	<b>Card with</b> Erste Premier logo or QR code in the <b>George app</b> 	Unlimited number of entries <b>free of charge</b> 
2	Client <b>with accompaniment</b> (max. 4 guests) 	<b>Card with</b> Erste Premier logo or QR code in the <b>LoungeKey app</b> 	Client for free and <b>1 entry is deducted for each guest</b> from the 8 free LoungeKey entries 

Free unlimited access for Erste Premier cardholders to the Mastercard lounges in Prague, Bratislava and Vienna via the LoungeKey Programme

Mastercard Lounge, Václav Havel Airport Prague, Terminal 1 Mastercard Caproni Lounge, Bratislava SKY Lounge, Vienna VIENNA Lounge, Vienna			
1	<b>Unaccompanied client</b> (children under 3 have free of charge entry) 	<b>LoungeKey Programme</b> on the Erste Premier card or in the <b>LoungeKey app</b> 	Unlimited number of entries <b>free of charge</b> 
2	Client <b>with accompaniment</b> (without limitations) 	<b>LoungeKey Programme</b> on the Erste Premier card or in the <b>LoungeKey app</b> 	Client for free and <b>1 entry is deducted for each guest</b> from the 8 free LoungeKey entries 
 The Mastercard Lounge in Prague, Mastercard Caproni Lounge in Bratislava, SKY Lounge and VIENNA Lounge in Vienna are accessible to you through the LoungeKey Programme. Your visit to these lounges will not affect the number of complimentary lounge visits provided by us, it will just be recorded in the overview. The number of free entries will only be reduced in relation to the entry of your companion. You must inform the lounge reception that you are entering via LoungeKey.			

8 admissions per calendar year for clients and their companions to other airport lounges in the LoungeKey network

Letištní salony po celém světě v síti LoungeKey			
1	<b>Unaccompanied client</b> 	<b>LoungeKey Programme</b> on the Erste Premier card or in the <b>LoungeKey app</b> 	<b>1 entry will be deducted</b> from the 8 free LoungeKey entries 
2	Client <b>with accompaniment</b> (max. 2 quests) 	<b>LoungeKey Programme</b> on the Erste Premier card or in the <b>LoungeKey app</b> 	<b>1 entry per client and 1 entry per guest will be deducted</b> from the 8 free LoungeKey entries 

# How to enjoy the comfort of airport lounges

Erste Premier Client		
<b>Prague, Václav Havel Airport</b> Terminal 2, Erste Premier Lounge, Schengen	<b>Visa and Mastercard with the Erste Premier and LoungeKey logo</b>	<b>Recommendations</b>
	Cardholders and children up to 12 years of age FREE, guests for a charge, maximum 4 guests.  Individual security check before entering the Erste Premier Lounge is also limited to a maximum of 4 guests per client.	For yourself, use your Erste Premier card or QR code in the George app. For your guests, tell the staff you wish to use the LoungeKey service and present any Erste Premier card or a QR code in the LoungeKey app. Alternatively, the guests may pay for their admission.
<b>Prague, Václav Havel Airport</b> Terminal 1, Mastercard Lounge, outside Schengen  <b>Vienna, Schwechat</b> Vienna Lounge and SKY Lounge, Schengen and outside Schengen  <b>Bratislava, Airport M. R. Štěstánika</b> Mastercard Caproni Lounge	<b>LoungeKey</b>	<b>Recommendations</b>
	Clients with a Premier account – 8 entries per year FREE, then for a charge (50% of the price). Children up to 3 years FREE.  Cardholders and children up to 3 years of age accompanied by an adult FREE, guests for a charge.  The Mastercard Lounge in Prague, Mastercard Caproni Lounge in Bratislava, SKY Lounge and VIENNA Lounge in Vienna are accessible to you through the LoungeKey Programme. Your visit to these lounges will not affect the number of complimentary lounge visits provided by us, it will just be recorded in the overview. The number of free entries will only be reduced in relation to the entry of your companion. You must inform the lounge reception that you are entering via LoungeKey.	For yourself, use your Erste Premier card or the Digital Card in the LoungeKey app. For your guests, tell the staff you wish to use the LoungeKey service and present any Erste Premier card or a QR code in the LoungeKey app.. Alternatively, the guests may pay for their admission.
<b>Lounges all over the world within the LoungeKey network</b>	When entering a lounge, please specify that you are using the LoungeKey service and present any Erste Premier card or a QR code in the LoungeKey app. For yourself and your guests, you can enjoy up to 8 FREE entries per calendar year, then we will cover 50% of the cost of subsequent entries. Admission for children and the number of guests allowed are subject to the rules of the individual lounges. We recommend checking the terms and conditions beforehand.	
<b>Restaurants in the LoungeKey Programme</b>	<b>Use your eight free entries per calendar year at one of the selected airport restaurants and get a discount of EUR 23/CZK 550 per person off your bill.</b> The same discount applies to those who accompany you. For each discount redeemed, one entry under the LoungeKey Programme will be used. All you need to do is inform the server that you are using the LoungeKey Programme during checkout and pay using our Visa Infinite card. You can find an overview of the participating restaurants in your mobile app George, Store section, Erste Premier Benefits, or on this <a href="#">LoungeKey Programme website</a> .	

# Additional information and recommendations for using airport lounges

## Erste Premier Lounge

- When entering a lounge, please present any card with the Erste Premier logo or a QR code in the George app and your air ticket or boarding pass.
- If you present a card with the Erste Premier logo, you will be treated to a priority security check.
- If you forget your card with the Erste Premier logo, fill out voucher with your identification details at the reception desk and you will be granted admission for a charge, which we will then refund to your account.
- If you are using a lounge with a partner or children aged over 12 years who are not Erste Premier cardholders, we approach them as guests.
- You can pay the entry fee for your guests with your free entries within the LoungeKey service, then we will cover 50% of the cost of subsequent entries. In this case, will we charge the entry fee to your Premier account, regardless of the type of card used.
- Guests can pay for their entry themselves.
- If your guest who paid the full price for admission to a lounge becomes an Erste Premier client within 6 months, the charge will be refunded.
- The lounge can only be used when departing from Prague.



**You can get information** about your use of the airport lounges from the George app on your mobile phone, **your banker**, or the Erste Premier priority line at **+420 956 777 569**.



## Lounges in the LoungeKey network



- You can use any of the more than 1,100 lounges around the world with the LoungeKey logo.
- When entering a lounge, please specify that you are using the LoungeKey service.
- You can present any Erste Premier card (Visa Infinite debit/credit) or your Digital Card in the LoungeKey app, and your air ticket or boarding pass.
- The lounge staff will read the card information (not using a payment terminal) or write the card information down. Then they will give you a confirmation of entry; please check it and confirm it with your signature.
- Please make sure that your payment card is valid at all times, otherwise you may be denied access to a lounge.
- Please note that lounges operate under their own terms and conditions including charges for non-standard services and they may deny access in certain cases. We therefore recommend that you check their respective terms and conditions beforehand.

### Information on charging admission

- If you exceed the limit of eight free admissions, we will charge the entry fee to your Premier account, regardless of the type of card used.

### Benefits of the LoungeKey mobile application

- Aside from the Digital Card, which you can also use for identification when entering airport lounges, the LoungeKey mobile application will allow you to get all the relevant information about lounges easily. You can quickly find out about the facilities and services offered by each lounge, its opening hours and the quickest way to get there. The application includes airport navigation software as well.

### Registering your payment card

- First, download the LoungeKey mobile application to your smart phone.
- Enter the details of one of your payment cards with the Erste Premier logo.
- Please enter your personal details without diacritics.
- To verify your card, during registration and each card update, pre-authorisation will take place on your card account at USD 3.25 (Visa) and it will be cancelled automatically afterwards.
- At the time of registration, your card settings should be such as to include an authorised limit for online payments.

