

Instructions for the use of airport lounges

Erste Premier clients have an unlimited number of entries to the Erste Premier Lounge and the Mastercard Lounge in Prague. They can also use **eight free LoungeKey entries** per calendar year.

| Prague Václav Havel Airport, Terminal 2, airport lounge: Erste Premier Lounge | | | ERSTE Premier LOUNGE @ Prague Airport |
|---|---|--|---|
| 1 | Client without companions (free entry for children aged up to 3 years)  | Card with logo An Erste Premier card carried physically by the client or a QR code in mobile George  | Unlimited number of free entries*  |
| 2 | Client with companions (four guests maximum)  | Card with logo An Erste Premier card that is either carried physically by the client or is registered in LoungeKey  | The client enters free of charge and, for each guest, one out of the eight free LoungeKey entries will be deducted.*  |

You can also use the priority security check.

* Access is not guaranteed if the capacity of the lounge is reduced.

| Prague Václav Havel Airport, Terminal 1, Mastercard Lounge Bratislava, Mastercard Caproni Lounge Vienna, SKY Lounge, VIENNA Lounge | | | mastercard |
|--|--|--|--|
| 1 | Client without companions (entry is free for children aged up to 3 years)  | LoungeKey programme An Erste Premier card that is either carried physically by the client or is registered in LoungeKey  | Unlimited number of free entries*  |
| 2 | Client with companions (four guests maximum)  | LoungeKey programme An Erste Premier card that is either carried physically by the client or is registered in LoungeKey  | The client enters free of charge and, for each guest, one out of the eight free LoungeKey entries will be deducted.*  |

 Your use of these lounges has no effect on the number of the free entries you receive; you will simply see a record of an entry in the LoungeKey app overview. A free entry will be deducted for each of your companions.

* Access is not guaranteed if the capacity of the lounge is reduced.

| LoungeKey network airport lounges all over the world | | | Lounge KEY |
|--|---|--|---|
| 1 | Client without companions  | LoungeKey programme An Erste Premier card that is either carried physically by the client or is registered in LoungeKey  | One entry will be deducted from the eight free LoungeKey entries.*  |
| 2 | Client with companions  | LoungeKey programme An Erste Premier card that is either carried physically by the client or is registered in LoungeKey  | One entry per client and one entry per guest will be deducted from the eight free LoungeKey entries.*  |

* Access is not guaranteed if the capacity of the lounge is reduced.

How to use the convenience of airport lounges

Erste Premier client

| Erste Premier client | | |
|--|--|---|
| <p>Prague Václav Havel Airport Terminal 2, Erste Premier Lounge, Schengen</p> | <p>Visa with the Erste Premier/LoungeKey logos</p> <p>Cardholder and children aged up to three years: unlimited number of free entries</p> <p>Guests – one out of the eight free LoungeKey entries will be deducted. When all of the eight free entries have been used, 50% of the entry price will be charged.</p> <p>Maximum number of guests in the lounge: 4</p> <p>Individual security checkout before entering the Erste Premier Lounge (four guests maximum)</p> | <p>Recommendations</p> <p>To enter, produce the Erste Premier card you have with you or a QR code in mobile George. For your guest, state that you want them to enter on the basis of LoungeKey and produce a plastic card with the Erste Premier logo or a card registered in the LoungeKey app. Your guest may also pay for their own entry.</p> |
| <p>Prague Václav Havel Airport Terminal 1, Mastercard Lounge, outside Schengen</p> <p>Vienna, Schwechat Vienna Lounge and SKY Lounge, both inside and outside Schengen</p> <p>Bratislava M. R. Štefánik Airport Mastercard Caproni Lounge</p> | <p>Visa with the Erste Premier/LoungeKey logos</p> <p>Cardholder and children aged up to three years: unlimited number of free entries</p> <p>Guests: one out of the eight free LoungeKey entries will be deducted. When all of the eight free entries have been used, 50% of the entry price will be charged.</p> <p>Maximum number of guests in the lounge: 4</p> | <p>Recommendations</p> <p>For yourself and your guests to enter, use the Erste Premier card that you either carry with you or is registered in LoungeKey.</p> |
| <p>LoungeKey network lounges all over the world</p> | <p>LoungeKey</p> <p>Cardholder: one out of the eight free LoungeKey entries will be deducted. When all of the eight free entries have been used, 50% of the entry price will be charged.</p> <p>Guests: one out of the eight free LoungeKey entries will be deducted. When all of the eight free entries have been used, 50% of the entry price will be charged.</p> | <p>Recommendations</p> <p>On entering the lounge, state that you are using the LoungeKey service. You may either produce a plastic card with the Erste Premier logo or a card registered in LoungeKey.</p> <p>Entries for children and guests follow the rules defined for the individual lounges – we recommend that you check these rules prior to your trip.</p> |
| <p>Restaurants within the LoungeKey network</p> | <p>You can use your eight free LoungeKey entries at selected airport restaurants. This option may be used, for instance, when the lounge has reached full capacity. The same discount applies to those who accompany you. For each discount redeemed, one entry under the LoungeKey Programme will be deducted. 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 restaurants participating in the LoungeKey website.</p> | |

Additional information and recommendations for using airport lounges

Erste Premier Lounge

- On entering any lounge, you will be asked to produce any card with the Erste Premier logo that you carry with you (Visa Infinite debit/credit) or a QR code in mobile George and your air ticket or boarding pass.
- If you produce a card with the Erste Premier logo, you will receive a priority security check.
- If you forget your card with the Erste Premier logo, complete a form with your ID information at the reception desk. You will be allowed to enter at a charge that we will then refund to your account.
- If you enter a lounge with your partner or children older than 3 years who are not Erste Premier logo cardholders, we will treat them as guests.
- You can also pay for a guest's entry by using your free LoungeKey entries. When these have been used, we will pay 50% of the price of subsequent entries. In such a case, we will charge the cost to the Premier account regardless of the card used.
- Your guest may pay their own entry.
- If a guest who has paid the full price on entering a lounge becomes an Erste Premier within six months, the charge will be refunded.
- The lounge can only be used for departures from Prague.



LoungeKey network lounges

- You can use any lounge in the world designated with the LoungeKey logo.
- On entering the lounge, state that you are using the LoungeKey service.
- You can use any card you are carrying with the Erste Premier logo (Visa Infinite debit/credit) or a card registered in the LoungeKey app and an air ticket or boarding pass.
- The lounge personnel will load the information from the card (the device used for this is not a payment terminal) or write it down. They will then give you a confirmation of use. Please check this and sign it.
- Please ensure that your card is valid at all times, otherwise the lounge will deny you access.
- Please note that lounges have their own terms and conditions, including charges for non-standard services and may deny access in specific cases.
- We recommend that you check the terms and conditions in advance.

Method of charging

- If you exceed eight free entries per calendar year, we will always charge the price for the use of the lounge to the Erste Premier account regardless of the card used.

Registering your payment card

- First, download the LoungeKey mobile app to your smartphone.
- Enter the information for any payment cards you have bearing the Erste Premier logo.
- Please enter your principal personal data without diacritics.
- Upon registration in LoungeKey and following every update of card information, your card will be verified prior to authentication at USD 3.25 (Visa), which will then be cancelled automatically.
- Your card must be authorised for internet payments at the time of registering.



How can LoungeKey help you?

The LoungeKey mobile app allows you to have all the important information about lounges readily available. This means you can easily find out about the amenities and services of a particular lounge, its opening hours and the quickest way to get there. The app includes navigation of the airport premises.



Information on your balance of free entries will be available in your mobile **George** banking once it is recorded in the Erste Premier Benefits.

