

Visa Airport Companion App brings you luxury airport lounge access privileges, in partnership with DragonPass.

Starting October 1st, 2024, you will need to be registered through the App to access your Premium Visa card (Infinite, Signature and Platinum) airport lounge benefits.

Follow these simple steps to enjoy airport lounge access.

- Download the Visa Airport Companion App starting today
- Register with your eligible Visa card ahead of your trip
- Enjoy access to 1,200+ lounges worldwide

Through the App, you can discover a curated selection of lounges across global airport destinations, complete with bespoke privileges linked to your Visa card. Moreover, you can instantly access the latest information on all the airport lounge access available.

For more information on your lounge benefits,

download the App from your App Store.

T&Cs apply.

FAQs

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 bring a guest to the lounge?

A: Yes, you are welcome to bring guests to the lounges. If you do not have complimentary guest visits, you can still invite guests for an additional fee, which will be charged to your registered Visa card.

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 secondary cards issued to family members?

A: Each secondary 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.

T&Cs

- Please download and register with your Premium Visa card on the Visa Airport Companion App to check your lounge access eligibility and personal benefits.

How to use?

A few simple steps are required to continue having access to Airport lounges worldwide.

First step: Download the Visa Airport Companion App & complete your registration with your eligible Visa card.

Second step: Find participating lounges & more information regarding your access

Third step: Present your digital membership at the airport to access a lounge

Please call 19604 for more information.