

## Priority Pass FAQs

### **What is the 'Priority Pass' facility?**

Priority Pass is the world's largest independent airport lounge programme that gives access to more than 600 VIP airport lounges in more than 300 cities worldwide.

### **How do I apply for a Priority Pass Card?**

The Priority Pass is offered on a complimentary basis on the following ICICI Bank Credit Cards against payment of the joining fee:

- ICICI Bank VISA Signature Credit Card
- Jet Airways ICICI Bank Sapphire Credit Card
- ICICI Bank DiamantCredit Card
- ICICI Bank Sapphire Credit Card
- ICICI Corporate Platinum Credit Card

The Priority Pass is dispatched within 2 weeks of your new ICICI Bank Credit Card.

### **What is the validity of the Priority Pass?**

The Priority Pass is valid for 12 months from the date of issue. At the end of 12 months, you will receive a renewed Priority Pass.

### **Which lounges can I access with the Priority Pass? Is this applicable for domestic airports as well?**

The Priority Pass can be used in more than 600 lounges that are part the Priority Pass programme across more than 100 countries worldwide. The updated list of lounges is available at <http://www.prioritypass.com/> under the 'Lounge Search' option.

### **I am a supplementary/add-on card member. Is this facility applicable to me?**

Priority Pass is a privilege for primary card members. However, you are welcome to use the lounge facilities as a guest along with the primary card member. Please do note that lounge visits charges as per guest rates are applicable in this case.

### **What if I am traveling with a colleague who isn't a member of Priority Pass?**

You can invite friends or guests to join in the lounges. Please remember, in such cases, the cost of the lounge visit for the guest accompanying you will be charged to your card as per the applicable guest visit charges. Most lounges will allow any number of guests but wherever there are limits, the details are specified in the Lounge Directory and on the lounge search.

### **Are there any charges for the Priority Pass?**

Membership to the Standard Tier of the Priority Pass is issued on a complimentary basis as part of the welcome privileges of primary card members. This is otherwise priced at \$99. Except ICICI Bank Diamant Credit Card for all other card members, charges are applicable for every lounge visit on a per person per lounge basis, as follows:

Visa Cardholders		
Country of Visits	Charge Per Member Visit	Charge Per Guest Visits
	USD	USD
China Domestic*	16.50	27.00
India Domestic*	26.00	47.00
Taiwan	18.50	27.00
Hong Kong	19.75	27.00
Macau	19.75	27.00
China International	19.75	27.00
Korea International	25.00	27.00
India International	33.00	47.00
Japan	25.00	27.00
Korea Domestic	25.00	27.00
Philippines	22.50	27.00
Singapore	22.50	27.00
Malaysia	22.50	27.00
Indonesia	22.50	27.00
Rest of Asia	25.00	27.00
Rest of the World	25.00	27.00

MasterCard Cardholders		
Country of Visits	Charge Per Member Visit	Charge Per Guest Visits
	USD	USD
Taiwan	19.50	27.00
Hong Kong	21.00	27.00
China Domestic*	18.00	27.00
China International	21.50	27.00
Macau	21.50	27.00
India Domestic*	20.00	27.00
Indonesia	23.50	27.00
Singapore	23.50	27.00
Malaysia	23.50	27.00
Rest of the World	25.00	27.00

\* Domestic refer to airport lounges within the airport's domestic terminals.

This pricing is valid only for card members and may be changed by Priority Pass Ltd. from time to time.

For all guest visits except India, the US\$27.00 rate applies at all times and may be changed by Priority Pass Limited from time to time.

These charges will reflect in your monthly billing statement along with the name of the lounge you visited.

Please note that the billing date is not the same as the date of visit and is usually 30-60 days from the month following the lounge visit.

#### How will be the lounge visit charges be billed to me?

The total lounge visit amount in USD is converted into INR (exchange rate applicable on the date of levying the amount in the card member's account).

The lounge visit charge amount is calculated as follows:

Lounge visit charge in USD \* rate of exchange applicable on the day of posting the debit = Lounge visit charge in Indian Rupees (\$ 25 \* 50 = Rs. 1250). The lounge visit charge varies depending on the part of the world in which the lounge is located (please refer the schedule of charges above). The foreign currency conversion rate will be the rate applicable on the day the transaction is posted in the card member's account. This is usually 30-60 days from the month following the lounge visit.

#### How will the Lounge Visit charge appear in my monthly statement?

The transaction narration/description for every lounge visit will include details of the lounge name and the visit date. For example, if you visited the Clipper Lounge at the Mumbai Domestic Airport on January 11 2013, the narration will read as 'Clipper Bar Lounge 11-Jan-13'. The narration will appear separately for card member visits and guest visits.

## **If I lose my Priority Pass, whom should I report it to?**

In case of loss of your Priority Pass, please contact ICICI Bank at our toll-free number 1800-22-8181 or at our city-specific 24-hour Customer Care numbers. We will issue a new Priority Pass absolutely free of cost. Please note that in case the loss is not reported to us and any lounges are accessed with your Priority Pass, the lounge visits will continue to be charged to your credit card account. Hence we urge you to report any loss at the earliest.

## **Membership of Frequent Flyer programme facilitates access to airport lounges. So why do I need a Priority Pass?**

As membership of Frequent Flyer programmes continues to grow, many airlines are becoming more restrictive with lounge access. And it is not always possible to fly with your preferred airline. With your Priority Pass, you can access over 600 lounges irrespective of the airline or class you are flying in.

## **Can I use the lounges irrespective of the airline I am flying with?**

Yes. All lounges listed in the Priority Pass directory are open to you, irrespective of the airline you fly with.

## **Priority Pass Terms & Conditions**

- Priority Pass is an independent airport lounge access programme that allows access to affiliated airport lounges globally with a valid Priority Pass card.
- Membership to the Standard Tier of the Priority Pass programme is provided to **ICICI Bank VISA Signature Credit Card, ICICI Bank Sapphiro Credit Card, Jet Airways ICICI Bank Sapphiro Credit Card, ICICI Bank Diamant Credit Card** and **ICICI Bank Corporate Platinum Credit card** members on a complimentary basis.
- **ICICI Bank VISA SignatureCredit Card, ICICI Bank Sapphiro Credit Card, Jet Airways ICICI Bank Sapphiro Credit Card** and **ICICI Bank Corporate Platinum Credit card** members shall be liable to pay for each loungevisit subject to a per person per visit charge. All such visits, including those by accompanying guests, shallbe debited to the card member's Credit Card by ICICI Bank as per the rates mentioned above. Member'slounge visit charges will be debited by converting in Indian Rupees. The foreign exchange rate applicable will be rate prevailing on the date of debit. The date of debit will be at least a month post the lounge visit date.
- The Tariff of Charges mentioned on [www.icicibank.com](http://www.icicibank.com) are subject to change at the discretion of ICICI Bank as per updates received from Priority Pass Limited from time to time and will be updated on [www.icicibank.com](http://www.icicibank.com)
- When presenting the Priority Pass card on entering the lounge, lounge staff will take an imprint of the card and issue a 'Record of Visit' voucher to the card member or make a log entry. Some lounges have electronic card readers, which will take the card member's details off the magnetic strip on the reverse side of the Priority Pass card. Where applicable, the card member must sign the 'Record of Visit' voucher, which will also reflect the exact number of accompanying guests, if any, but does not show any per person per visit charge. The charge per visit for the card member, where relevant, and that for any guests will be based on the 'Record of Visit' voucher/log submitted by the lounge operator.
- While it is the responsibility of the lounge staff to ensure a voucher imprint/log is made of the Priority Pass card, the card member is responsible for ensuring the 'Record of Visit' voucher/log correctly reflects their own usage and that of any guests at the time of using the lounge. Where applicable, the card member is responsible for retaining the card member's copy of the 'Record of Visit' voucher presented to him/her at the lounge.
- ICICI Bank will at no time provide a proof of the lounge visit.

- Usage of each individual Priority Pass lounge shall be governed by its own Terms & Conditions.
- The Bank is not responsible for the quality of service provided within any of the lounges.
- The Priority Pass facility shall be available to the card members on the condition that the **ICICI Bank VISA Signature Credit Card, ICICI Bank Sapphire Credit Card, Jet Airways ICICI Bank Sapphire Credit Card, ICICI Bank Diamant Credit Card** and/or **ICICI Bank Corporate Platinum Credit card** continue to remain valid and in good standing.
- The card member's Priority Pass card shall be blocked if the **ICICI Bank VISA Signature Credit Card, ICICI Bank Sapphire Credit Card, Jet Airways ICICI Bank Sapphire Credit Card, ICICI Bank Diamant Credit Card** and/or **ICICI Bank Corporate Platinum Credit card** is blocked on account of any fraud/default.
- Card member shall be liable to present his duly signed Priority Pass card in order to gain entry into any of the lounges within the Priority Pass network. The credit card will not be accepted as substitute for the Priority Pass card.
- Presentation of a blocked Priority Pass card at the lounge shall not be entertained.
- The Priority Pass card is not a payment card nor is it proof of creditworthiness and attempts to use it as such could constitute fraud.
- Lost, stolen or damaged Priority Pass cards are to be notified immediately to ICICI Bank.
- The card member should intimate ICICI Bank immediately upon loss of his Priority Pass card to facilitate blocking of the same and ICICI Bank is not liable for any charges on Priority Pass card between the time of loss of Priority Pass card and reporting of the same to ICICI Bank.
- The Priority Pass officials are not bound to announce flights and ICICI Bank shall not be held liable for any card member/accompanying guests missing flights while in the lounge.
- ICICI Bank shall not be held liable for any loss in possessions by the card member while within the lounge.
- The Priority Pass card is not transferable and is valid up to the date of expiry mentioned on the card or until such time as the **ICICI Bank VISA Signature Credit Card, ICICI Bank Platinum Identity Credit Card, ICICI Bank Platinum Credit Card** and/or **ICICI Bank Singapore Airlines Credit Card** is valid. Any lounge visits made by a card member using an invalid card, including any guests, shall be charged to the card member.
- The card member must abide by the rules & regulations of each participating lounge.
- Access to the lounge may be restricted on account of space constraints and will be the discretion of the lounge operator.
- Participating lounges may choose to enforce a maximum stay period, beyond which the card member may be charged. Participating lounges may reserve the right to enforce a maximum stay policy (usually 3-4 hours) to prevent overcrowding. This is at the discretion of the individual lounge operator who may impose a charge for extended stays.
- Participating lounges have no contractual obligation to announce flights and the Priority Pass group of companies shall not be held liable for any direct or indirect loss resulting out of any card member and/or accompanying guests failing to board their flight(s).
- The provision of free alcoholic drinks (where local law permits) is at the discretion of each lounge operator and in some cases may be limited. In such cases the card member is responsible for paying any charges for additional consumption direct to the lounge staff. (Refer individual lounge descriptions on [www.prioritypass.com](http://www.prioritypass.com) for details.)

- Telephone facilities (where available) vary from lounge to lounge and are provided at the lounge operator's discretion. Free usage is normally limited to local calls only. Fax, Shower, Internet and Wi-fi charges (where applicable) are at the discretion of each lounge operator and the card member is responsible for paying these direct to the lounge staff.
- Admittance to lounges is strictly subject to card members and any guests being in possession of a valid flight ticket for the same day of travel. Airline, airport and other travel industry employees traveling on reduced-rate tickets may not be eligible for access. Outside the US, flight tickets must be accompanied by a valid boarding pass for a departing flight, i.e. outbound passengers only. Please note some lounges in Europe are located within designated Schengen areas of the airport which means that access is only provided to these lounges if members are traveling between Schengen countries. (Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Lithuania, Luxembourg, Malta, The Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland.)
- Admittance to lounges is subject to card members and any guests (including children) behaving and dressing (no shorts allowed outside of the USA) in an orderly and correct manner. Any infants or children causing upset to other users' comfort may be asked to vacate the lounge facilities. The Priority Pass group of companies is not liable for any loss suffered by the card member and any guests where a lounge operator has refused admission because the card member and/or guests have not complied with these conditions.
- All participating lounges are owned and operated by third party organizations. The card member and accompanying guests must abide by the rules and policies of each participating lounge/club. Access may be restricted due to space constraints but this will be wholly at the discretion of each individual lounge operator. The Priority Pass group of companies has no control over the facilities offered, the opening/closing times or the personnel employed by the lounges. The administrators of Priority Pass will use every endeavor to ensure the benefits and facilities are available as advertised, but the Priority Pass group of companies does not warrant nor guarantee in any way that said benefits and facilities will be available at the time of the card member's visit. Neither is the Priority Pass group of companies liable for any loss to the card member, or any accompanying guests, arising from the provision or nonprovision (whether in whole or in part) of any of the advertised benefits and facilities. All accompanying children (where permitted) will be subject to the full guest fee unless otherwise stated in the lounge listing.
- ICICI Bank shall remain indemnified from any liabilities/damages/costs associated with the injury/death of any member or damage/destruction of any property arising out of use of any lounge.
- The Priority Pass programme is offered by Priority Pass (A.R) Limited. ICICI Bank is not responsible for the goods/services obtained/availed at the airport lounges.
- Any dispute or claim regarding the goods and services or offers must be resolved by the card member/s with Priority Pass Ltd. directly without any reference to ICICI Bank. The Priority Pass programme is governed by its specific terms and conditions and card members must refer to the same.
- In addition to these card member rules and regulations, the card member shall be bound by the Terms & Conditions prescribed by the respective lounge operators and Priority Pass Limited.

Tariff of Charges\*

Visa Cardholders		
Country of Visits	Charge Per Member Visit	Charge Per Guest Visits
	USD	USD
China Domestic*	16.50	27.00
India Domestic*	26.00	47.00
Taiwan	18.50	27.00
Hong Kong	19.75	27.00
Macau	19.75	27.00
China International	19.75	27.00
Korea International	25.00	27.00
India International	33.00	47.00
Japan	25.00	27.00
Korea Domestic	25.00	27.00
Philippines	22.50	27.00
Singapore	22.50	27.00
Malaysia	22.50	27.00
Indonesia	22.50	27.00
Rest of Asia	25.00	27.00
Rest of the World	25.00	27.00

MasterCard Cardholders		
Country of Visits	Charge Per Member Visit	Charge Per Guest Visits
	USD	USD
Taiwan	19.50	27.00
Hong Kong	21.00	27.00
China Domestic*	18.00	27.00
China International	21.50	27.00
Macau	21.50	27.00
India Domestic*	20.00	27.00
Indonesia	23.50	27.00
Singapore	23.50	27.00
Malaysia	23.50	27.00
Rest of the World	25.00	27.00

Domestic - Refers to airport lounges within the airport's domestic terminal. International - Refers to airport lounges within the airport's international terminals.

\*These charges are subject to change and will be updated on [www.icicibank.com](http://www.icicibank.com)