

## **What is the Airport Companion Asia Pacific app?**

The Airport Companion Asia Pacific app is a first of its kind digital solution to provide an unique and seamless "total airport experience" for HNB Visa Card holders to access exclusive privileges including lounge access and dining discounts in key airports.

## **Who is eligible for the programs?**

Visa Card members listed below are eligible:

- Visa Infinite cards issued by Hatton National Bank PLC, Sri Lanka
- Visa Signature cards issued by Hatton National Bank PLC, Sri Lanka

## **Access to Airport Lounges**

### **How can I access the airport lounge?**

Present your digital membership card to the lounge staff for a simple verification. Upon successful verification, you can proceed to enjoy the lounge service.

### **How do I purchase a single lounge visit pass?**

Search for the lounge that you would like to visit and click on "Purchase Pass". Fill in the number of passes required and follow the payment instructions to complete the purchase. Payment can only be made with a valid Visa card.

### **Where can I use the single lounge visit pass?**

You can only use the single lounge visit pass at the lounge that you have purchased the pass for.

### **What is the validity date for my single lounge visit pass?**

Your single lounge visit pass is valid for 90 days from the purchase date.

### **Can unused single lounge visit pass be refunded?**

Yes, you can request for a refund by pressing "Cancel Order" under your single lounge visit within 30 days of the expiry date provided that it is unused. Your refund will be credited to your credit card account within 15 working days. For Sky Team Exclusive Lounge in Sydney Kingsford Smith International Airport, you will need to contact DragonPass customer hotline for a refund which will take at least 40 working days to be credited to your credit card account.

### **How do I add lounge visit(s) to my membership account?**

Go to "Me" and click on "My Card". Click on "Add Visit(s)" and the number of visit that you would like to purchase. Payment can only be made with your valid Visa card.

### **Where can I use my newly added lounge visits in my membership account?**

You can use membership visit in all lounges within the DragonPass network unless otherwise stated.

**What is the validity date for my lounge visits?**

Your lounge visits has the same validity date as your membership account.

**Can unused newly added lounge visits be refunded?**

Yes, you can request for a refund by calling DragonPass customer hotline before your membership account expired.

**Can I bring guests to the airport lounge?**

Yes, you can bring any accompanying guests as long as you have purchased additional single airport lounge visit passes for each guest or have sufficient visits added in your membership card. Your complimentary lounge visits can be used by the named cardholder only.

**Dining Discount (Valid for HNB Visa Infinite Cards only)****How do I enjoy discounts at the participating dining outlets?**

Simply browse and select the dining outlet of your choice and click on “Redeem”. Present the digital membership card to the cashier when making payment. The applicable discount rate is per indicated on the app and varies depending on the participating dining outlets. Payment must be made with a valid Visa card.

**Can I enjoy the discounts along with any other promotions or offers?**

The discounts may not be used with any other promotions or offers that the participating dining outlets may be offering.

**How can I find the participating dining outlets?**

A list of participating dining outlets is available in this app where you can find the details of the offers for each dining outlet.

**Are there any specific terms and conditions governing this program?**

Each dining outlet reserves the right to operate under their own specific terms and conditions. These may relate to menu availability, dress code, total party size and food/drink exclusions.

**How often can I use the dining discounts?**

You can use the dining discounts as often as you like within the validity period of the program.

**Can I use the discount to pay for meals for my family and friends?**

Yes, your family and friends can enjoy the dining discounts too as long as you are travelling together and payment for the bills is made via your eligible Visa card.

## **Limousine Service**

### **How do I get access to the limousine service?**

You are required to reserve the limousine service in the application at least 72 hours prior to your service time and payment must be with a valid Visa card.

### **How do I know if I have successfully placed a limousine booking?**

After you have successfully submitted the booking in the application, you will receive a SMS with confirmation. Alternatively, you may also check your order details anytime under the “My Order History” section.

### **How do I know the driver’s details?**

You will receive another SMS with driver details 3 hours prior to your scheduled service time.