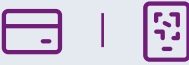
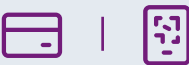


Instructions for the use of airport lounges

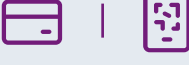
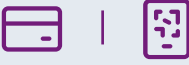
Erste Premier clients have an unlimited number of entries to the Erste Premier Lounges in Terminals 1 and 2 in Prague. They can also use six free LoungeKey entries per calendar year.

Access to the lounge is guaranteed only until capacity is reached. For the Erste Premier Lounges you can use the reservation form directly in George free of charge.

Prague Václav Havel Airport, Terminal 1 and Terminal 2, Erste Premier Lounges			 
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 (1 client + max. 4 guests) 	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 six free LoungeKey entries will be deducted.* 

At Terminal 2, you can use the private security checkpoint right next to the lounge.

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

Bratislava – Visa Pearl Lounge Vienna – SKY Lounge, VIENNA Lounge			
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 (1 client + max. 4 guests) 	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 six 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			
1	Client without companions 	LoungeKey programme Always check the rules for entry in the LoungeKey app. They may vary from lounge to lounge. 	One entry will be deducted from the six free LoungeKey entries.* 
2	Client with companions 	LoungeKey programme Always check the rules for entry in the LoungeKey app. They may vary from lounge to lounge. 	One entry per client and one entry per guest will be deducted from the six 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		
Prague, Václav Havel Airport, Erste Premier Lounges Terminal 1 – Non-Schengen and Terminal 2 – Schengen	Visa with the Erste Premier/LoungeKey logos	Recommendations
	Cardholder and children aged up to three years: unlimited number of free entries Guests – one out of the six free LoungeKey entries will be deducted. After using up the 6 free entries, the price will be charged according to the price list . Maximum number of guests in the lounge: 5 (1 client + 4 guests) Individual security checkout before entering the Erste Premier Lounge (1 client + max. 4 guests)	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.
Vienna, Schwechat Vienna Lounge and SKY Lounge, both inside and outside Schengen Bratislava, M. R. Štefánik Airport Visa Pearl Lounge	Visa with the Erste Premier/LoungeKey logos	Recommendations
	Cardholder and children aged up to three years: unlimited number of free entries Guests: one out of the six free LoungeKey entries will be deducted. After using up the 6 free entries, the price will be charged according to the price list . Maximum number of guests in the lounge: 5 (1 client + 4 guests)	For yourself and your guests to enter, use the Erste Premier card that you either carry with you or is registered in LoungeKey.
LoungeKey network lounges all over the world	LoungeKey	Recommendations
	Cardholder: one out of the six free LoungeKey entries will be deducted. After using up the 6 free entries, the price will be charged according to the price list . Guests: one out of the six free LoungeKey entries will be deducted. After using up the 6 free entries, the price will be charged according to the price list .	On entering the lounge, state that you are using the LoungeKey service. Rules for entry, maximum number of guests, and entry for children are governed by the rules of individual lounges. We recommend checking the LoungeKey app before traveling.
Restaurants within the LoungeKey network	At selected airports, you can use your 6 free LoungeKey entries for refreshments at participating restaurants. You can use this option, for example, if the lounge is full. The discount will be deducted from your receipt, and for each discount applied, 1 entry will be deducted from your LoungeKey program. When paying, simply inform the staff that you are using the LoungeKey program and pay with our Visa Infinite card. An overview of participating restaurants, conditions, and discounts can be found on the program's website or in the LoungeKey app.	

Additional information and recommendations for using airport lounges

Erste Premier Lounges

- 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 present a card with Erste Premier logo, you can use the private security checkpoint at Terminal 2.
- 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. Once the complimentary entries have been used up, we charge a guest fee to the Premier account holder, regardless of the type of card used.
- Your guest may pay their own entry.
- The lounge can only be used for departures from Prague.

Reservation Information

- Reservations can be made by Erste Premier service clients with a card bearing the Erste Premier logo. Cardholders who are not service clients cannot make reservations.
- Reservations can be made no later than 24 hours in advance for a maximum of 5 people, including children. You can make only one reservation per day.
- You can enter the lounge 2 to 3 hours before departure upon presentation of a ticket with QR code in George. Accompanying persons with their own cards must present their own identification. This allows them to take advantage of their unlimited access.
- Reservations are for 2 hours; you can arrive up to 10 minutes early and leave 10 minutes late.
- Cancellations must be made at least 48 hours before the start of the reservation. To change the date, you must cancel the original reservation and make a new one.

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



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.
- Rules for entry, maximum number of guests, and entry for children are governed by the rules of individual lounges. We recommend checking the LoungeKey app before traveling.
- 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 six 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.

