

Instructions for the use of airport lounges

Erste Private Banking clients who have savings and investments worth CZK 10 million or more with the Financial Group of Česká spořitelna, or clients with savings, investments and credit products up to an aggregate amount of CZK 20 million or more enjoy **free entry to all airport lounges for themselves and those accompanying them**.

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			ERSTE Premier LOUNGE @ Prague Airport
1	Client without companions (free entry for children aged up to 3 years) 	Card with logo An Erste Private Banking/Erste Premier card physically carried 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 Private Banking/Erste Premier card that is either carried physically by the client or is registered in LoungeKey 	Free entry for clients with companions* 

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 (free entry for children aged up to three years) 	LoungeKey programme on an Erste Private Banking/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 on an Erste Private Banking/Erste Premier card that is either carried physically by the client or is registered in LoungeKey 	Free entry for clients with companions* 

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

LoungeKey network airport lounges all over the world			LoungeKey
1	Client without companions 	LoungeKey programme Always check the rules for entry in the LoungeKey app. They may vary from lounge to lounge. 	Unlimited number of free entries* 
2	Client with companions 	LoungeKey programme Always check the rules for entry in the LoungeKey app. They may vary from lounge to lounge. 	Free entry for clients with companions* 

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

How to use the convenience of airport lounges

Erste Private Banking clients		
Prague, Václav Havel Airport, Erste Premier Lounges Terminal 1 – Non-Schengen and Terminal 2 – Schengen	Visa card with the Erste Premier/Erste Private Banking and LoungeKey logos	Recommendations
	The cardholder, companions and children aged up to 3 years have an unlimited number of free entries. 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 an Erste Private Banking/Erste Premier card that you carry with you or a QR code in George. For your guest, state that you want them to enter on the basis of LoungeKey and produce a plastic card with the Erste Private Banking/Erste Premier logo or a card registered in the LoungeKey app.
Vienna, Schwechat Vienna Lounge and SKY Lounge, both inside and outside Schengen Bratislava, M. R. Štefánik Airport Visa Pearl Lounge	Visa card with the Erste Private Banking/Erste Premier and LoungeKey logos	Recommendations
	The cardholder, companions and children aged up to three years have an unlimited number of free entries. Maximum number of guests in the lounge: 5 (1 client + 4 guests)	For yourself and your guests to enter, use the Erste Private Banking/Erste Premier card you carry with you or that is registered in LoungeKey.
LoungeKey network lounges all over the world	LoungeKey	Recommendations
	The cardholder and their companions enjoy an unlimited number of free entries.	On entering the lounge, state that you use 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 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. 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, terms and 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 Private Banking/Erste Premier logo that you carry with you (Visa Infinite debit/credit) and your air ticket or boarding pass.
- If you present a card with Erste Private Banking/Erste Premier logo, you can use the private security checkpoint at Terminal 2.
- If you forget your card with the Erste Private Banking/Erste Premier logo, complete a form with your ID information at the reception desk and 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 Private Banking/Erste Premier logo cardholders, we will treat them as guests.
- The lounge can only be used for departures from Prague.

Reservation Information

- Reservations can be made by Erste Private Banking service clients with a card bearing the Erste Private Banking or 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.

If the client no longer meets the Erste Private Banking criteria (i.e., the client has a balance of less than CZK 10 million or combined balances and loans of less than CZK 20 million)



Change in LoungeKey conditions:

- The number of entries will be reduced from **unlimited to 8 entries per year**.
- Additional entries will be charged according to the **current Erste Private Banking price list**.

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 on non-standard services, and may deny access in specific cases. We recommend that you check the terms and conditions in advance.

Registering your payment card

- First, download the LoungeKey mobile app to your smartphone.
- Enter information on any payment card bearing the Erste Premier or Erste Private Banking 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 the 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.

