# The Saudi Investment Bank

البنك السعودي للاستثمار

**Visa Airport Companion**

Your New Way to Access Lounges

DRAGONPASS | VISA

# Introduction

## What is **VAC**?

Visa Airport Companion (VAC) is a fully digital solution provided by DragonPass for Visa cardholders in which offers the privilege of lounges access for more than 1200 lounges in over 140 countries

VAC allows cardholders to take advantage of the many services and benefits they offer:

· Fully digital experience: VAC app provide a digital and easier experience for cardholders by accessing the lounges without physical card

· Lounge access: the ability to view card details and number of eligible guests if any

·  Number of visits: cardholders can check the remaining visits per membership

· Available lounges: cardholders get the chance to explore more than 1200 lounges around the world

Eligible Visa cardholders will enjoy complementary lounge access as one the many travel benefits offered by Visa cards issued in Saudi Arabia

Effective from 1 October 2024, Visa Airport Companion (VAC) app, provided by DragonPass, will replace the current LoungeKey & Priority Pass apps.

- Cardholders must download VAC app and enroll their card to access lounges

- Past membership will no longer be valid or transferred after the effective date

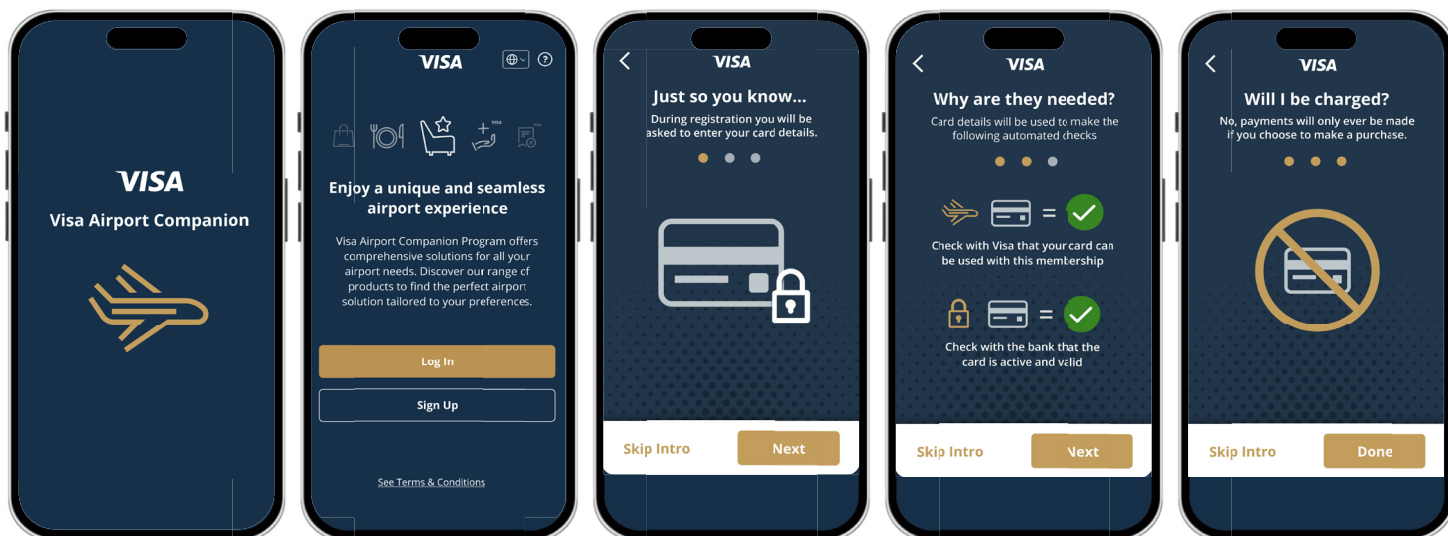- Cardholders access to LoungKey & Priority Pass will remain valid until 30 September 2024

# The way to use
## Visa Airport Companion

**1**

Available for **iOS and Android**

**First step:** Download the **Visa Airport Companion App** and complete your registration with your eligible **Visa** card
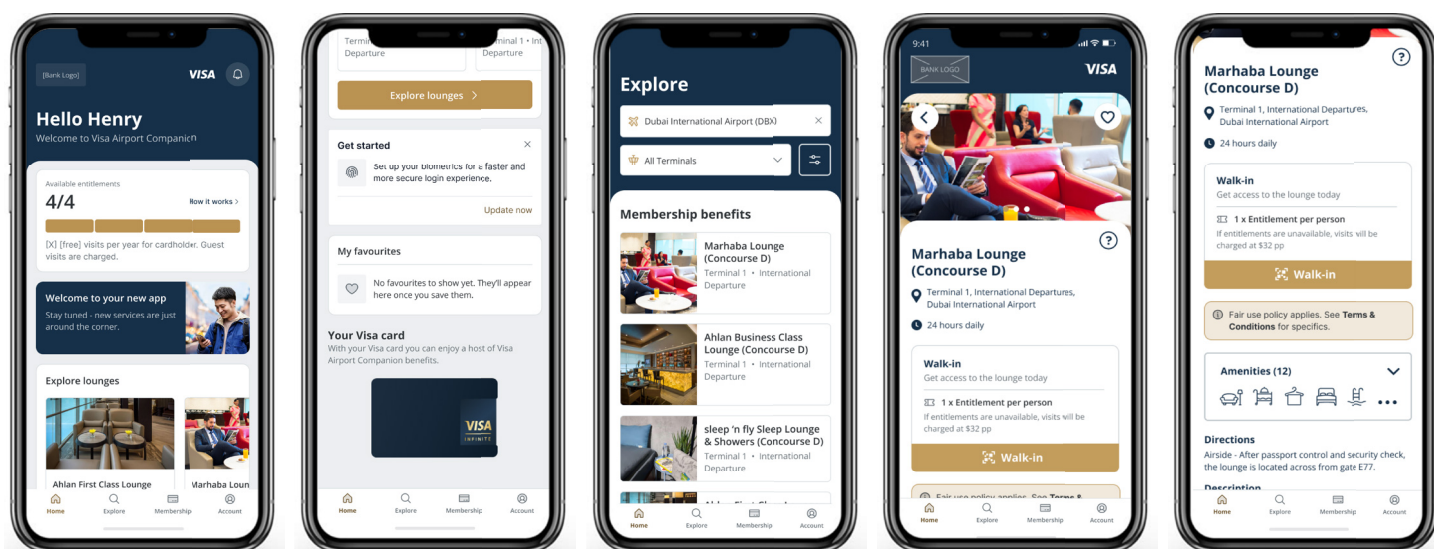
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**VISA**
**Visa Airport Companion**

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**VISA**

**Enjoy a unique and seamless airport experience**

Visa Airport Companion Program offers comprehensive solutions for all your airport needs. Discover our range of products to find the perfect airport solution tailored to your preferences.

**Log In**

**Sign Up**

See Terms & Conditions

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**VISA**

**Just so you know...**

During registration you will be asked to enter your card details.

Skip Intro          **Next**

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**VISA**

**Why are they needed?**

Card details will be used to make the following automated checks

Check with Visa that your card can be used with this membership

Check with the bank that the card is active and valid

Skip Intro          **Next**

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**VISA**

**Will I be charged?**

No, payments will only ever be made if you choose to make a purchase.

Skip Intro          **Done**

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After selecting **"Middle East & Africa"** and clicking on **"Sign Up"**, the cardholder will walk through some important information

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# The way to use
# Visa Airport Companion

## 2

**Second step:** Discover the available lounges
and all the details for accessing them

From the home page, cardholder can choose the airport to view available lounges. He/She can then select one of the lounge options listed under **"Benefits."**

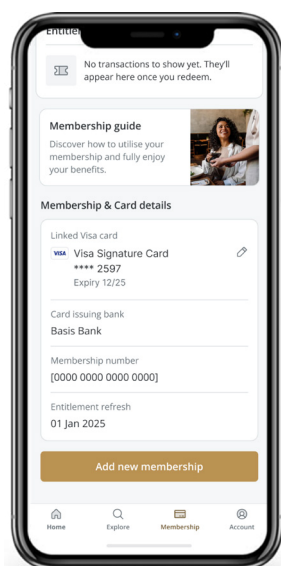List of available lounges will be displayed.

To obtain more details about a specific lounge, the cardholder should select the lounge they are interested in.

The lounge details includes images, opening hours, location and directions, amenities, location, a brief description.
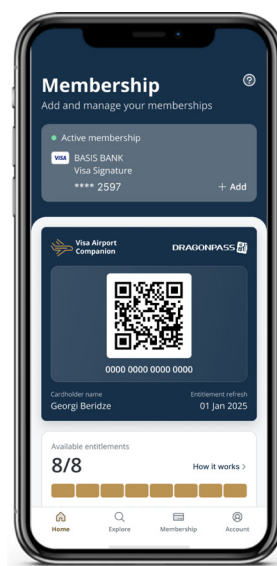
# The way to use
# Visa Airport Companion

**3**

**Third step:** Present your digital membership
to access the lounge





From the home page, cardholder can select the membership button to access their digital membership directly.

Upon presenting the digital membership, the cardholder can use his/her lounge entitlements to gain entry or, if necessary, pay for himself/herself and his/her guests at the point of entry after.

# F&Q

✈ **What is VAC app?**

Visa Airport Companion (VAC) app is a fully digital solution provided by DragonPass in which offers the privilege of lounges access for Visa Cards.

✈ **Will my membership in LoungKey & Priority Pass still work?**

You membership will no longer be valid as of 1 October 2024, you will need to download VAC app to access airport lounges.

✈ **Where can I find my membership in the app?**

You can view your membership by clicking on Membership in the home screen of the app.

✈ **How to know the remaining lounge visits I have?**

You can view the remaining visits in both Home & Membership page.

✈ **How do I enter the lounges?**

By presenting QR code to the lounge staff, and if you exceeded the number of eligible visits, the card registered in the app will be charged.

✈ **Can I use my Physical card to access lounge?**

No, the only way to access lounges is by showing the membership QR code through the app.

# F&Q

*VISA*

### ✈ How do I find participating lounges at the airport?

By clicking on Explore page in the app and selecting the airport and country.

### ✈ If the lounge is full, can I still access?

No, you will not be able to enter the lounge and you can use the VAC app to check for an alternative lounge.

### ✈ If my card is expired, will I still be using the benefits of the app?

No, in case the card expired, all privilege and benefits will be stopped until you update with a new card.

### ✈ Can the Cardholder register more than one card in the app?

Yes, cardholder can register more than one card in the same account and each card will have its own membership.

### ✈ Can secondary cardholders register in the primary cardholder account?

No, each secondary cardholder will have to create their own account in VAC app.

### ✈ Can the cardholder bring guests to the lounge?

Yes, cardholder can bring guests to lounges and in case the cardholder exceeded the number of eligible visits, they still can grant access for fees which will be deducted from the registered card in the VAC app.

# Thank You

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