

Concierge-Programm und Priority Pass

Mastercard Premium



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Service-Beschreibung

Mit nur einem einzigen Anruf bietet Ihnen das netbank Mastercard Premium Concierge-Programm Zugang zu einer unvergleichlichen Palette von Serviceleistungen, die es Ihnen ermöglichen, das meiste aus Ihrer Freizeit zu machen. Zu Hause wie auch auf Reisen ermöglicht Ihnen der Concierge-Service Zugang zu allen Serviceleistungen und Informationen, die Sie benötigen, 24 Stunden am Tag, 365 Tage im Jahr.

Sollten Sie Karten für Veranstaltungen benötigen oder möchten die neuesten Nachrichten hören, brauchen Sie Hilfe bei der Reiseplanung oder Informationen zu Ihrem Reiseziel oder möchten Sie sich eventuell selbst oder jemand anderen verwöhnen – bei all diesem kann Ihnen unser Team von Spezialisten mit jahrelanger Erfahrung im Reise- und Lifestylebereich helfen.

Hier nur einige wenige Beispiele, wie diese Hilfe aussehen kann:

„Ich habe ein romantisches Wochenende in New York geplant – können Sie mir einen Tisch in meinem Lieblingsrestaurant reservieren und mir Karten für das aktuellste Konzert buchen?“

„Ich habe ein Meeting frühmorgens in Frankfurt, muss aber danach gleich weiter nach Hamburg. Können Sie mir die Flugtickets buchen, ein erstklassiges Hotel und einen Mietwagen?“

„Ich habe meinen Hochzeitstag vergessen, können Sie bitte einen Blumenstrauß an meine Frau liefern lassen?“

Die Rufnummer für den Concierge-Service:

+49 (0)691/7077 6703

TEIL 1: CONCIERGE-PROGRAMM

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1. Reiseservice

1.1 Flugbuchung und Informationsdienst (TS1) IATA-Lizenz 9124980

Erfüllungsorte:

- Flughäfen
- Büros von Fluglinien
- Zustellung

WhiteConcierge bietet, sofern möglich, Linienflugbuchungen und die Ausstellung von Flugtickets für seine Kunden weltweit. Der Kundenbetreuer nimmt den Anruf entgegen und bietet die bestmögliche Lösung für die Bedürfnisse des Kunden an.

WhiteConcierge bieten umfassende Informationen zu folgenden Fragen:

- Linienflugpläne
- Preise
- Einschränkungen
- Anschlussflüge
- Empfehlungen für den Kunden, wie er seine Tickets am besten erhält

Die Kosten für Tickets, erhobene Steuern und Zustellgebühren (wenn eine spezielle Zustellung erforderlich ist) werden der Kreditkarte des Kunden belastet. Alle Flugtickets unterliegen den allgemeinen Geschäftsbedingungen der jeweiligen Fluglinie.

Abwicklungszeiten:

- Anfragen zu einfachen Flügen: 90 % der Anfragen von Kunden zu Abflugzeiten innerhalb der nächsten 24 Stunden werden innerhalb von 10 Minuten erledigt.
- Anfragen mit mehreren Zielen: 90 % der Anfragen nach komplexen Flügen mit Mehrfachzielen werden innerhalb von 24 Stunden erledigt.

Kosten: keine

1.2 Hotelreservierung und Informationsdienst (TS2)

WhiteConcierge bietet seinen Kunden sofern möglich weltweite Beratung und Unterstützung bei der Reservierung von Hotels. Die Leistungen beinhalten Informationen über:

- Hotelkategorie
- Leistungsangebot der Hotels
- Übernachtungspreise und allgemeine Tarife
- Zeiten für Checkout
- Lage

Der Kundenbetreuer trifft die Reservierung im Namen des Kunden. Der Kunde stellt die dafür erforderlichen Daten seiner Kreditkarte zur Verfügung, damit die Reservierung bestätigt werden kann und erhält dafür die entsprechende Reservierungsnummer.

Der Kunde ist verantwortlich für die Abrechnung mit dem Hotel. Es wird darauf hingewiesen, dass manche Hotels sich das Recht vorbehalten, im Falle einer späten Stornierung oder Nichtanspruchnahme der Reservierung die Kosten dem Kreditkartenkonto des Kunden zu belasten.

Alle Reservierungen unterliegen den allgemeinen Geschäftsbedingungen des Hotels. WhiteConcierge übernimmt keine Haftung für die Nichterfüllung der bestellten Leistungen durch das Hotel.

Abwicklungszeiten:

- Späte Reservierung: 90 % der Anfragen von Kunden zu Reisedienstleistungen Abreisezeiten innerhalb der nächsten 24 Stunden werden innerhalb von 2 Stunden erledigt.
- Standard-Reservierung: 90 % der Anfragen werden innerhalb von 4 Stunden erledigt.
- Reservierung für mehr als ein Hotel, an ungewöhnlichen Zielen oder mit speziellen Anforderungen: 90 % der Anfragen werden innerhalb von 24 Stunden erledigt.

Kosten: keine

1.3 Reservierung von Mietwagen und Informationsdienst (TS3)

WhiteConcierge bietet sofern möglich seinen Kunden weltweite Beratung und Unterstützung bei der Reservierung von Mietwagen. Die Leistungen beinhalten Informationen zu:

- Lage der Mietwagenstation, Geschäftszeiten, Informationen über Abholung und Rückgabe
- verfügbaren Fahrzeugkategorien
- Tarifen für einzelne Fahrzeugkategorien und Mietdauer
- besonderer Versicherungserfordernis und deren Kosten – soweit erforderlich

Der Kundenbetreuer macht die Reservierung im Namen des Kunden. Dieser stellt die dafür erforderlichen Daten seiner Kreditkarte zur Verfügung, damit die Reservierung bestätigt werden kann, und erhält dafür die entsprechende Reservierungsnummer.

Der Kunde ist verantwortlich für die Abrechnung mit der Mietwagengesellschaft. Es wird darauf hingewiesen, dass manche Autovermietungen sich das Recht vorbehalten, im Falle einer Stornierung oder Nichtanspruchnahme der Reservierung die Kosten dem Kreditkartenkonto des Kunden zu belasten. Der Kunde wird darauf hingewiesen, dass die Versicherungsdeckung je nach Land der Fahrzeugmiete variieren kann.

Alle Reservierungen unterliegen den allgemeinen Geschäftsbedingungen der Mietwagengesellschaft. WhiteConcierge übernimmt keine Haftung für die Nichterfüllung der bestellten Leistungen durch die Mietwagengesellschaft.

Abwicklungszeiten:

90 % der Anfragen werden innerhalb von 30 Minuten erledigt.

Kosten: keine

1.4 Informationsdienst für Bahn- und Fährverbindungen (TS5)

WhiteConcierge bietet wann möglich seinen Kunden einen Informationsdienst zu planmäßigen Abfahrts- und Ankunftszeiten von Bahn- und Fährverbindungen.

Abwicklungszeiten:

90 % der Anfragen werden innerhalb von 10 Minuten erledigt.

Kosten: keine

1.5 Allgemeiner Reiseservice und Gesundheitsdienst (TS6)

WhiteConcierge bietet seinen Kunden umfassende Auskunft zu allgemeinen und Gesundheitsfragen vor und während der Reise:

- Informationen zu Klima und Wetterbedingungen
- Gesundheitsdienstinformationen einschließlich vorgeschriebener Impfungen, allgemeiner Vorsichtsmaßnahmen und Empfehlungen
- gesetzliche Vorschriften zu Ein- und Ausreise, einschließlich Reisepass- und Visa-Anforderungen, Ein- und Ausfuhrbestimmungen, Anschriften und Telefonnummern von Botschaften und Konsulaten
- nationale Feiertage
- Landessprachen, Zeitzonen und Zollbestimmungen

Jegliche Anstrengung wird unternommen, um die absolute Richtigkeit der gelieferten Informationen zu gewährleisten. Dennoch werden diese Informationen von zahlreichen Quellen geliefert, die außerhalb der Kontrolle von WhiteConcierge liegen. Demzufolge kann WhiteConcierge keine Haftung für die Richtigkeit der gebotenen Informationen übernehmen.

Abwicklungszeiten:

90 % der Anfragen werden innerhalb von 30 Minuten erledigt.

Kosten: keine

1.6 Internationale Gastronomie/Ausgehen (TS7)

WhiteConcierge bietet sofern möglich für alle wichtigen Städte weltweit Informationen zu Restaurants und deren Küche. Wir beraten zu folgenden Fragen:

- typische Küche
- Preiskategorie
- Lage und Kontaktadresse
- Sterne/Kategorie
- Kreditkartenakzeptanz

Der Kundenbetreuer macht sofern möglich und auf Anfrage eine Reservierung im Namen des Kunden. Dieser stellt soweit nötig die erforderlichen Daten seiner Kreditkarte zur Verfügung, damit die Reservierung bestätigt werden kann, und erhält dafür die entsprechende Reservierungsnummer.

Der Kunde ist verantwortlich für die Begleichung sämtlicher Rechnungen mit dem Restaurant. Es wird darauf hingewiesen, dass manche Restaurants sich das Recht vorbehalten, im Falle

einer Stornierung oder Nichtinanspruchnahme der Reservierung die Kosten dem Kreditkartenkonto des Kunden zu belasten. WhiteConcierge übernimmt keine Haftung für die Nichterfüllung der bestellten Leistungen durch das Restaurant.

Abwicklungszeiten:

90% der Anfragen werden innerhalb von 30 Minuten erledigt.

Kosten: keine

1.7 Chauffeur-Service (TS8)

WhiteConcierge kann weltweit in fast allen größeren Städten einen Chauffeur-Service arrangieren für Flughafentransfers, Meetings und Events. Auch Luxuslimousinen mit Chauffeur können für die Dauer des jeweiligen Aufenthaltes vermittelt werden, wenn ein Kunde dies wünscht. Dieser Service vermittelt diskret Luxuslimousinen mit Fahrer für alle Kunden, die einen privilegierten Service für besondere Reisen erfordern.

- Alle Fahrzeuge sind von höchstem technischem Standard
- Die Fahrer sind entsprechend geschult
- Professionelles „Meet & Greet“ (Abholung und Begrüßung), Reservierung und zentrale Steuerung der Leistung
- Keine Berechnung von Wartezeiten am Flughafen

Der Kundenbetreuer macht die Reservierung im Namen des Kunden. Dieser stellt die dafür erforderlichen Daten seiner Kreditkarte zur Verfügung, damit die Reservierung bestätigt werden kann, und erhält dafür die entsprechende Reservierungsnummer.

Der Kunde ist dem Dienstleister direkt verantwortlich für die Begleichung sämtlicher Leistungen. Es wird darauf hingewiesen, dass manche Mietwagenunternehmen sich das Recht vorbehalten, im Falle einer Stornierung oder Nichtinanspruchnahme der Reservierung die Kosten dem Kreditkartenkonto des Kunden zu belasten. WhiteConcierge übernimmt keine Haftung für die Nichterfüllung der bestellten Leistungen durch den Dienstleister.

Abwicklungszeiten:

90% aller Anfragen werden innerhalb einer Stunde erledigt.

Kosten: keine

1.8 Flughafentransfer (TS9)

WhiteConcierge trifft womöglich Reservierungen für den Transfer des Kunden vom Flughafen zu seinem Zielort.

Abwicklungszeiten:

WhiteConcierge bietet sofortige Bestätigung für Transfers zu und von den internationalen Flughäfen folgender Länder*:

- | | |
|---------------------------------|--------------------------------|
| • Australien | • Neuseeland |
| • Belgien | • Niederlande |
| • Deutschland | • Österreich |
| • Finnland | • Polen |
| • Frankreich | • Russland |
| • Griechenland | • Schweden |
| • Großbritannien und Nordirland | • Schweiz |
| • Hongkong | • Singapur |
| • Irland | • Spanien |
| • Italien | • Südafrika |
| • Japan | • USA |
| • Malaysia | • Vereinigte Arabische Emirate |

Alle übrigen größeren Flughäfen erfordern eine 24-stündige Ankündigung.

Kosten:

Der Kundenbetreuer trifft die Reservierung im Namen des Kunden und unter Angabe von dessen Kreditkartendaten. Die Abrechnung der entstandenen Kosten übernimmt der Kunde direkt mit dem Dienstleister.

Stornogebühren oder Nichterscheinungskosten können erhoben werden. Alle Reservierungen, die im Namen des Kunden getätigt werden, unterliegen den allgemeinen Geschäftsbedingungen des jeweiligen Dienstleisters.

* Änderungen vorbehalten

1.9 Golf-Informationsdienst (TS10)

WhiteConcierge bietet Informationen zu wichtigen Golfplätzen in vielen Ländern weltweit. Soweit Informationen zu lokalen Golfplätzen verfügbar sind, informiert der Kundenbetreuer seinen Kunden mit allgemeinen Informationen oder speziellen Details einschließlich:

- Kontaktschrift
- Preisniveau
- Handicap-Anforderungen
- Platzdetails
- Einrichtungen des Platzes

Wann möglich und in Abhängigkeit von der individuellen Tee-Reservierungspolicy der einzelnen Golfplätze wird WhiteConcierge die Verfügbarkeit von Tee-Zeiten prüfen, spezielle Anforderungen an das Handicap* bestätigen und nach Absprache die Reservierung im Namen des Kunden tätigen. Zu diesem Zweck werden die Daten der Kreditkarte des Kunden angegeben. Die Endabrechnung der Kosten erfolgt direkt zwischen Kunde und Golfplatzbetreiber.

Es können Stornogebühren oder Nichterscheinungskosten erhoben werden. Alle Reservierungen, die im Namen des Kunden getätigt werden, unterliegen den allgemeinen Geschäftsbedingungen des jeweiligen Golfplatzbetreibers.

Abwicklungszeiten:

90% der Anfragen werden innerhalb von 30 Minuten erledigt.

Kosten: keine

* Ein Nachweis des Handicaps kann erforderlich sein.

1.10 Reservierung von Business-Services (TS11)

WhiteConcierge bietet wo immer möglich Zugang zu einem Netzwerk von mehr als 250 Bürosuiten in allen wichtigen internationalen Großstädten. Zu den typischerweise angebotenen Dienstleistungen für Geschäftsreisende gehören:

- persönliche Assistenz und Sekretariatsunterstützung
- Erstellung von Dokumenten
- Internetzugang
- Übersetzungsservice
- Nachrichtenübermittlung
- Koordination von Meetings

Es können Stornogebühren oder „No-Show-Kosten“ erhoben werden. Alle Reservierungen, die im Namen des Kunden getätigt werden, unterliegen den allgemeinen Geschäftsbedingungen des jeweiligen Dienstleisters.

Abwicklungszeiten:

90% aller Anfragen werden innerhalb von einer Stunde erledigt.

Dieser Service wird von der Servicegesellschaft 24 Stunden täglich und an 365 Tagen im Jahr angeboten in folgenden Ländern:

- | | |
|---------------------------------|------------------------------|
| • Ägypten | • Norwegen |
| • Argentinien | • Österreich |
| • Aserbeidschan | • Panama |
| • Australien | • Peru |
| • Belgien | • Philippinen |
| • Brasilien | • Polen |
| • Chile | • Portugal |
| • China | • Rumänien |
| • Dänemark | • Russische Föderation (GUS) |
| • Deutschland | • Schweden |
| • Finnland | • Schweiz |
| • Frankreich | • Singapur |
| • Griechenland | • Slowakei |
| • Großbritannien und Nordirland | • Spanien |
| • Irland | • Südafrika |
| • Israel | • Tansania |
| • Italien | • Thailand |
| • Japan | • Tschechien |
| • Lettland | • Türkei |
| • Luxemburg | • Ukraine |
| • Malaysia | • Ungarn |
| • Marokko | • USA |
| • Mexiko | • Vietnam |
| • Niederlande | |

Der Kundenbetreuer trifft die Reservierungsvereinbarung im Namen des Kunden und unter Angabe von dessen Kreditkartendaten.

Kosten:

Die individuellen Kosten sind abhängig von den angeforderten Leistungen, ihrer Dauer sowie dem Ort.

1.11 Yacht-Charter (TS12)

WhiteConcierge bietet das ganze Jahr über Zugang zu Charterservices für private Luxusyachten. Verfügbar ist eine Anzahl luxuriöser Motor- und Segelyachten zwischen 30 und 50 Meter Länge.

Alle Yachten haben eine eigene Crew und exklusive Onboard-Einrichtungen, teilweise En suite-Whirlpool, Pianobar und Sonnendecks (in Abhängigkeit von Größe und Ausstattung des Bootes).

Abwicklungszeiten:

- 90% der Anfragen werden innerhalb einer Stunde erledigt.
- Kunden werden bedient zwischen 9.00 Uhr und 17.00 Uhr GMT (Mo – Fr).

Diese Leistungen werden von der Yacht Charter Company in folgenden Regionen angeboten:

- Mittelmeer
- Südwest-Malaysia
- Indischer Ozean
- Karibik
- Mexiko River
- Südost-Alaska
- Atlantik
- Pazifik

Reservierungen, Versicherungen und Bezahlung sind Gegenstand der bilateralen Vereinbarung zwischen dem Kunden und der Yacht Charter Company. Es können Stornogebühren oder

Nichterscheinungskosten erhoben werden. Alle Reservierungen, die im Namen des Kunden getätigt werden, unterliegen den allgemeinen Geschäftsbedingungen der Yacht Charter Company.

1.12 Internationaler Appartement-Reservierungsservice (TS13)

Zusätzlich zu unserem Hotelreservierungsservice bietet WhiteConcierge dem Kunden Informationen und Unterstützung für die Reservierung von Wohnungen aus einem internationalen Bestand von Luxusapartements. Sie liegen üblicherweise in exklusiven Stadtteilen, verfügen über vollen Service, sind exquisit möbliert und bieten häufig Zugang zu Wellness-Einrichtungen. Der WhiteConcierge-Mitarbeiter vereinbart die entsprechende Reservierung im Namen des Kunden und unter Angabe seiner Kreditkartendaten. Der Kunde ist verantwortlich für die Abrechnung der Leistungen.

Eine Reihe von Wohnungen steht hierfür zur Verfügung mit folgender Ausstattung:

- Studios, große Apartments mit 2 oder 3 Schlafräumen sowie separaten Räumen jeweils mit
- komplett ausgestatteter Küche (Külschrank, Spülmaschine und Mikrowellengerät),
- Fernseher, Video, Stereoanlage und Telefon,
- Essbereich,
- Diele,
- Zimmermädchenservice,
- Sicherheitsüberwachung entweder durch Empfangspersonal oder über Video-Gegensprechanlage.

Abwicklungszeiten:

90% aller Anfragen werden innerhalb von 30 Minuten erledigt (oder innerhalb von 30 Minuten ab Beginn der Geschäftszeit des Dienstleisters).

Die Geschäftszeiten des internationalen Appartement-Reservierungsservice sind von 8.30 Uhr bis 18.30 Uhr GMT (Mo–Fr). Es können Stornogebühren oder Nichterscheinungskosten erhoben werden. Alle Reservierungen, die im Namen des Kunden getätigt werden, unterliegen den allgemeinen Geschäftsbedingungen der Appartement-Reservierungsgesellschaft.

2. Finanzdienstleistungen

2.1 Geldüberweisungen (FS1)

Erfüllungsorte:

- Moneygram-Agenturen
- Western-Union-Niederlassungen
- andere autorisierte Büros

Wenn ein Kunde eine Geldüberweisung benötigt, wird WhiteConcierge über zugelassene Erfüllungsorte eine rasche Antwort innerhalb vorab vereinbarter Limits geben.

Durch zugelassene Büros wird der Kunde – abhängig von der Autorisierung der Zahlung – über eine bequem zu erreichende Auszahlungsstelle benachrichtigt, bei der der überwiesene Betrag abgeholt werden kann.

Abwicklungszeiten:

90% aller Anfragen werden innerhalb von 15 Minuten erledigt (ab Autorisierung der Zahlung).

Kosten:

Der Kunde haftet für alle Transaktionskosten wie von WhiteConcierge avisiert.

Limits:

bis zu einem vorab vereinbarten Limit von USD 9.000,–.

2.2 Währungsberatung (FS2)

WhiteConcierge bietet weltweite Währungsberatung. Hierbei stehen folgende Informationen zur Verfügung:

- Wechselkurse
- Import-/Exportbeschränkungen
- Münz- und Banknotenstückelung
- Banköffnungszeiten
- nationale und gesetzliche Feiertage

Abwicklungszeiten:

90% aller Anfragen werden innerhalb von 30 Minuten erledigt.

Kosten: keine

3. Besondere Dienstleistungen

3.1 Concierge-Services

Das WhiteConcierge Portfolio von Concierge-Leistungen besteht aus 7 unterschiedlichen Serviceangeboten, jede mit einer eigenen Leistungsbeschreibung, die auf den folgenden Seiten detailliert dargestellt werden.

Der Kundenbetreuer macht die vereinbarte Reservierung oder Bestellung im Namen des Kunden und unter Angabe von dessen Kreditkartendaten. Die Abrechnung erfolgt bilateral zwischen Kunde und Dienstleister.

Alle Reservierungen, die im Namen des Kunden erfolgen, unterliegen den allgemeinen Geschäftsbedingungen des betreffenden Dienstleisters. Der Kunde haftet für Gebühren, die, gleich aus welchem Grund, für Stornierungen oder Nichterscheinen erhoben werden.

WhiteConcierge übernimmt keine Haftung für Fehler, Unterlassungen oder Fahrlässigkeit des Dienstleisters.

Abwicklungszeiten:

- wichtigste Fremdsprachen – 90% aller Anfragen werden innerhalb von 3 Stunden erledigt
- weitere Fremdsprachen – 90% aller Anfragen werden innerhalb von 24 Stunden erledigt

Kosten: keine

3.2 Dolmetscher (SS1)

Der Kunde hat weltweit Zugriff auf Dolmetscherleistungen für seinen persönlichen Bedarf (diese Leistung kann nicht in Anspruch genommen werden für geschäftliche Transaktionen). Eine mündliche Übersetzung ins Englische und in andere gängige Sprachen oder aus dem Englischen und anderen gängigen Sprachen ist über das Personal der Kundenbetreuung (Customer Communication Centre) erhältlich*. Sollte eine Sprache dort nicht vertreten sein, wird WhiteConcierge eine Übersetzung durch ein Partnerbüro arrangieren, mit Rückrufmöglichkeit, sofern erforderlich.

Abwicklungszeiten:

- Wichtigste Fremdsprachen: 90% aller Anfragen werden innerhalb von 10 Minuten erledigt.
- Weitere Fremdsprachen: 90% aller Anfragen werden innerhalb von 30 Minuten erledigt.

Kosten: keine

* WhiteConcierge übernimmt keine Haftung für Dolmetscherfehler. In jedem Fall tritt ein Haftungsausschluss in Kraft.

3.3 Hospitality, Ticketservice für Events (SS2)

Mit Hilfe der Services von WhiteConcierge sowie zugelassener Ticketservice-Agenturen hat der Kunde Zugang zu kulturellen und sportlichen Events in vielen der wichtigsten Ländern. Er findet dort Informationen zu Verfügbarkeit und Preisen und, nach Autorisierung der Zahlung, Details zur Abholung oder zum Versand der gekauften Eintrittskarten.

Zu den verfügbaren Events gehören u. a.:

- Sportveranstaltungen
- Theateraufführungen
- Veranstaltungen in Kunst und Kultur
- Hospitality
- gesellschaftliche Events

Der Kundenbetreuer macht die Reservierung im Namen des Kunden. Dieser stellt die dafür erforderlichen Daten seiner Kreditkarte zur Verfügung.

Es können Kosten für Stornierungen und Nichterscheinen entstehen. Einige Ticketagenturen erheben zusätzliche Gebühren für Last-Minute-Buchungen. Alle Reservierungen, die im Namen des Kunden vorgenommen werden, unterliegen den allgemeinen Geschäftsbedingungen der betreffenden Ticketagentur.

Abwicklungszeiten:

- Standardservice: 90% aller Anfragen werden innerhalb von 30 Minuten erledigt.
- Spezielle Leistungen (Special Events, Last-Minute-Buchung): 90% aller Anfragen werden innerhalb von 6 Stunden erledigt.

Kosten: keine

3.4 Nachrichtenübermittlung (SS3)

WhiteConcierge bietet seinen Kunden 24 Stunden am Tag und 365 Tage im Jahr die Möglichkeit, eine kurze Nachricht an Freunde, Verwandte oder Organisationen mittels Telefon, Fax oder E-Mail übermitteln zu lassen. Dabei unternimmt der Global Service ab einem vereinbarten Zeitpunkt, normalerweise in Intervallen von ca. 1 Stunde, bis zu 6 Versuche, die Nachricht weiterzugeben. Bleiben die Versuche ohne Erfolg, wird der Kunde darüber informiert.

Bearbeitungszeit:

- 90% aller Anfragen werden innerhalb von 10 Minuten erledigt.
- 90% aller Nachrichten werden innerhalb von 15 Minuten der vereinbarten Zeit übermittelt (sofern der Empfänger erreicht werden kann).

Kosten: keine

3.5 Blumenversand (SS4)

In Zusammenarbeit mit international anerkannten Floristikunternehmen bietet WhiteConcierge wann möglich die Gelegenheit, im Namen des Kunden den Versand ausgewählter saisonaler Blumenarrangements und Bouquets zu vermitteln.

Mit Hilfe eines weltweiten Netzwerks beinhaltet dieser Service folgende Leistungen:

- eine Auswahl von Bouquets und Blumenarrangements aus einer vorhandenen Liste
- Beilegen einer kurzen Nachricht
- Auslieferung in den meisten wichtigen Städten und Orten weltweit
- Alles-Inklusive-Preise
- Zustellzeiten

Der Kundenbetreuer führt die Bestellung aus unter Angabe der Kreditkartendaten des Kunden.

Abwicklungszeiten:

90% aller Anfragen werden innerhalb von 30 Minuten erledigt.

Es können Stornogebühren erhoben werden. Alle Aufträge für den Versand von Blumen im Namen des Kunden unterliegen den allgemeinen Geschäftsbedingungen des beauftragten Floristikunternehmens.

Kosten: keine

3.6 Geschenkkstellung (SS5)

WhiteConcierge sorgt im Namen des Kunden für die Zustellung von Geschenken in den meisten größeren Städten weltweit. Der Kundenbetreuer berät bei:

- Geschenkauswahl
- Eignung zur Lieferung
- kulturellen Aspekten
- Export- und Importbeschränkungen
- Preisen
- Zustellzeiten

Der Kundenbetreuer führt die Bestellung aus unter Angabe der Kreditkartendaten des Kunden.

Abwicklungszeiten:

90% der Anfragen werden innerhalb von 30 Minuten erledigt.

Es können Stornogebühren erhoben werden. Alle Aufträge für Zustellung von Geschenken im Namen des Kunden unterliegen den allgemeinen Geschäftsbedingungen des beauftragten Einzelhändlers.

Kosten: keine

3.7 Home from Home (Nachrichten aus der Heimat) (SS6)

Dieser Service bringt die neuesten internationalen Schlagzeilen, internationale und regionale Sportnachrichten, Informationen und Spielergebnisse (für alle größeren Städte und Orte weltweit) sowie die Finanznachrichten der internationalen Zentren. Die Informationen beinhalten:

- Aktien und Notierungen
- Reportagen
- wichtige Sportnachrichten

Abwicklungszeiten:

90% der Anfragen werden innerhalb von 30 Minuten erledigt.

Kosten: keine

3.8 Kurierdienste (SS7)

Ein weltweiter Kurierdienst steht unseren Kunden zur Verfügung, abhängig von internationalen und geographischen Einschränkungen sowie Reglementierungen für die Abholung und Zustellung von Dokumenten oder sonstigen rechtmäßig zulässigen Gegenständen. WhiteConcierge informiert den Kunden über die geschätzten Gebühren und berät bei der Abwicklung. Unter bestimmten Umständen ist der Kunde verantwortlich für das Ausfüllen der relevanten Unterlagen, einschließlich Zollpapiere und Versicherungspolice.

- 90% der Anfragen werden innerhalb von 1 Stunde erledigt.
- Erfüllung unterliegt den Bestimmungen des Kurierdienstes.

Es können Stornogebühren erhoben werden. Alle Kurieraufträge im Namen des Kunden unterliegen den allgemeinen Geschäftsbedingungen des jeweiligen Kurierdienstes.

Kosten: keine

4. Information

4.1 Registrierung von Kunden

WhiteConcierge speichert die persönlichen Daten des Kunden beim ersten Kontakt mit dem Kundendienstzentrum (Customer Communication Centre).

Abwicklungszeiten:

100% aller eingehenden Anrufe werden sofort erledigt

Kosten: keine

Folgende Informationen muss der Kunde beim ersten Anruf angeben:

- Kundendaten
- Kartennummer
- Vorname
- Familienname
- Anschrift
- Verfalldatum der Karte

Es können darüber hinaus zusätzliche Daten optional angegeben werden, um ein persönliches Profil des Kunden anzulegen. Die entsprechenden Informationen kann der Kunde bei weiteren Anrufen hinterlassen. Folgende Informationen kommen dafür in Frage:

Flüge

- Bevorzugte Fluglinie: Die vom Kunden bevorzugte Fluglinie, z. B. Lufthansa, British Airways
- Mitgliedsnummer im Vielfliegerprogramm: Die Nummer für etwaige Mitgliedskarten in Vielfliegerprogrammen
- Klasse: Bevorzugte Klasse, d. h. erste Klasse oder Business Class
- Sitzpräferenzen: Beispielsweise Gang oder Fenster

- Raucher/Nichtraucher
- Spezielle Diätfordernisse: z. B. ob der Kunde Vegetarier ist
- Zusatzinformationen

Mietwagen

- Bevorzugte Mietwagengesellschaft: Der bevorzugte Vermieter des Kunden
- Mitgliedsnummer: Eine Mitgliedsnummer, die der Kunde ggfs. bei einer bestimmten Mietwagengesellschaft führt
- Bevorzugtes Fabrikat/Modell und alternativ bevorzugtes Fabrikat/Modell: Etwaige Präferenzen des Kunden bei Fabrikat und Modell des Fahrzeugs, z. B. Mercedes SLK
- Sonstige spezielle Anforderungen: Hat der Kunde sonstige spezielle Anforderungen an ein Mietfahrzeug – z. B. Cabrio, Kindersitz
- Sonstige Information: Zum Beispiel, ob der Kunde immer ein Fahrzeug am Flughafen von Mallorca benötigt oder Informationen zu weiteren Fahrern

Hotels

- Bevorzugte Hotelgruppe/-kette: Bevorzugte Hotelkette für den Aufenthalt des Kunden, z. B. Relais & Chateaux
- Kundennummer für häufige Gäste: Kundennummer, die der Kunde ggfs. bei einer bestimmten Hotelgruppe/-kette hat
- Hotelkategorie/Sterne: Die vom Kunden gewünschte Hotelkategorie
- Zimmerkategorie: zum Beispiel Suite
- Raucher/Nichtraucher
- Zusätzliche Angaben: Weitere Angaben, z. B. ob der Kunde Hotel mit Schwimmbad wünscht

Sonstige persönliche Präferenzen

Dieses Feld steht zur freien Verfügung und ermöglicht dem Kundenbetreuer die Speicherung von weiteren persönlichen Informationen, z. B. bevorzugte Restaurants, Theater, Shows etc.

Zusätzliche optionale Informationen, die der Sicherheit beim Zugang zu diesem Programm dienen oder vor Ausführung der Anfrage abgeprüft werden:

- Passwort
- Mädchename der Mutter
- Geburtsdatum

5. Verfügbarkeit der Leistungen

- 24 Stunden täglich
- 7 Tage die Woche
- Ziel der Verfügbarkeit 99,5% (ohne geplante Ausfallzeiten) und nicht länger als 6 Stunden hintereinander

Die Leistung gilt als verfügbar, wenn manuelle Notfallprozesse die Durchführung der Leistungen ermöglichen.

TEIL 2: PRIORITY PASS™

Ihr weltweiter Zugang zu VIP Lounges auf Flughäfen

Inhaltsverzeichnis

1. Lounge Listing
2. Priority Pass, Einsatzbedingungen

1. Lounge Listing

Auf der Website www.prioritypass.com können Sie die aktuellen Informationen unserer Vertragslounges jederzeit nachlesen.

Für telefonische Rückfragen stehen Ihnen die nachfolgenden Rufnummern zur Verfügung:

netbank Servicehotline
+49 (0)69/7933 2200

UK (London)

Tel: UK (44) London (20) 8680 1338
Fax: UK (44) London (20) 8688 6191
Open: Mon–Fri 08.00–20.00 and Sat 09.00–17.00
e-mail: info@prioritypass.co.uk
web: www.prioritypass.com

USA (Dallas)

Tel: toll-free in USA/Canada/Mexico (800) 352 2834
Tel: outside North America USA (1) Dallas (972) 735 0536
Fax: toll-free in USA/Canada/Mexico (800) 352 2863
Fax: outside North America USA (1) Dallas (972) 380 8808
Open: Mon–Fri 08.00–18.00
e-mail: ppass@prioritypassusa.com
web: www.prioritypass.com

Hong Kong SAR

Tel: Hong Kong (852) 2866 1964
Fax: Hong Kong (852) 2865 6850
Open: Mon–Fri 08.30–19.00
e-mail: pp@prioritypass.com.hk
web: www.prioritypass.com

Und so nutzen Sie Ihren Priority Pass

Mit Ihrer schwarz-goldenen Priority Pass-Karte, die Sie mit Ihrer netbank Mastercard Premium erhalten, können Sie die hier aufgeführten Lounges jederzeit nutzen:

- Zeigen Sie am Empfang nur Ihre Priority Pass-Karte vor
- Diese wird eingelezen
- Sie unterzeichnen einen Besucherbeleg und erhalten eine Kopie für Ihre Unterlagen.

Das ist auch schon alles. Ob und in welcher Höhe Ihnen für den Loungezutritt Entgelte berechnet werden, entnehmen Sie bitte dem Preisaushang/Preisverzeichnis der Augsburger Aktienbank AG. Informationen erhalten Sie auch bei der netbank Servicehotline unter der Rufnummer +49 (0)69/7933 2200.

Wir sind sicher, dass Sie einen angenehmen Aufenthalt in der Lounge Ihrer Wahl haben werden.

Welche Annehmlichkeiten welche Lounge bietet, finden Sie auf den nächsten Seiten. (Änderungen vorbehalten. Aktuelle Info unter www.prioritypass.com)

Erklärung der Symbole

A	Air conditioning	Klimaanlage
S	Refreshments (soft drinks)	Getränke (soft drinks)
G	Refreshments (alcoholic drinks)	Getränke (alkoholisch)
N	Newspapers/magazines	Zeitungen/Zeitschriften
C	Conference facilities	Konferenzeinrichtungen
M	Flight information monitor	Fluginformationsanzeige
F	Fax	Fax
P	Telephone	Telefon
W	CNN	
T	Television	Fernsehanschluss
I	Internet/Dataport	Internetanschluss
Z	Disabled access	behindertengerecht
O	Optical mouse	Funkmouse

Africa

EGYPT		Durban	54
Cairo	47	Johannesburg	66
GAMBIA		Port Elizabeth	95
Banjul	38	TANZANIA	
KENYA		Dar-Es-Salaam	53
Mombasa	83	Kilimanjaro	68
Nairobi	86	Mwanza	85
MAURITIUS		TUNISIA	
Mauritius	78	Tunis	112
MOZAMBIQUE		UGANDA	
Maputo	78	Entebbe	55
NAMIBIA		ZAMBIA	
Windhoek	116	Lusaka	75
NIGERIA		ZIMBABWE	
Lagos	69	Manado	77
Harare	60	Medan	78
SOUTH AFRICA			
Cape Town	48		

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AUSTRALIA		Mumbai	84
Melbourne	79	New Delhi	86
Sydney	108	INDONESIA	
CHINA, PEOPLE'S REP. OF BEIJING		Bali	35
Chengdu	49	Balikpapan	36
Guangzhou	59	Bandar Lampung	37
Hong Kong SAR	61	Bangka Island	37
Kunming	69	Banjarmasin	37
Macau SAR	75	Batam	39
Sanya	101	Jakarta	65
Shanghai Hongqiao	104	Kendari	67
Shanghai Pudong	104	Lombok	71
Shenyang	105	Makassar	76
Shenzhen	106	Medan	78
Tianjin	110	Palembang	91
Xiamen	116	Pekanbaru	93
GUAM		Pontianak	95
Guam	58	Semarang	103
INDIA		Solo City	107
Chennai	49	Yogyakarta	116
Kolkata	68	JAPAN	
		Fukuoka	56

Osaka	91	Busan	46
Tokyo	111	Daegu	52
MALAYSIA		Jeju Island	66
Kuala Lumpur	68	Seoul Gimpo	103
MALDIVES		Seoul Incheon	104
Male	76	SRI LANKA	
PAKISTAN		Colombo	51
Karachi	67	TAIWAN	
PHILIPPINES		Kaohsiung	67
Manila	77	Taipei	108
SINGAPORE		THAILAND	
Singapore	107	Bangkok	37
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Europe

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Vienna	114	Vilnius	114
BELGIUM		MALTA	
Brussels National	45	Malta	76
Brussels South Charleroi	45	NETHERLANDS	
BOSNIA & HERZEGOVINA		Amsterdam	33
Sarajevo	102	Rotterdam	98
BULGARIA		POLAND	
Sofia	107	Gdansk	57
CROATIA		Katowice	67
Zagreb	116	Kraków-Balice	68
CYPRUS		Poznan	96
Larnaca	70	Warsaw	114
Paphos	92	PORTUGAL	
CZECH REPUBLIC		Faro	55
Prague	96	Funchal	56
DENMARK		Lisbon	70
Billund	41	Porto	96
Copenhagen	51	ROMANIA	
ESTONIA		Bucharest	45
Tallinn	109	Timisoara	111
FINLAND		RUSSIA	
Helsinki	61	Moscow - Domodedovo	83
FRANCE		Moscow - Sheremetyevo - 2	84
Bordeaux	43	St. Petersburg	107
Lyon	75	SLOVAK REPUBLIC	
Nice	89	Bratislava	44
Paris Charles de Gaulle	92	SPAIN	
Paris Orly	92	Alicante	32
Toulouse	112	Barcelona	38
GERMANY		Bilbao	41
Berlin Schönefeld	41	Gran Canaria	58
Berlin Tegel	41	Lanzarote	69
Berlin Tempelhof	41	Madrid	75
Bremen	44	Malaga	76
Cologne/Bonn	51	Palma de Mallorca	91
Düsseldorf	54	Seville	104
Frankfurt	56	Tenerife North	109
Hamburg	59	Tenerife South	109
Hannover	60	Valencia	113
Munich	85	SWEDEN	
Münster	85	Gothenburg	58
Nuremberg	90	Stockholm	108
GREECE		SWITZERLAND	
Athens	34	Basel-Mulhouse	39
Thessaloniki	110	Berne	41
HUNGARY		Geneva	57
Budapest	46	Zurich	117
IRELAND (ÉIRE)		TURKEY	
Cork	51	Istanbul	64
Dublin	54	UNITED KINGDOM	
Shannon	105	Aberdeen	32
ITALY		Belfast	40
Bologna	43	Birmingham	42
Florence	55	Bristol	45
Genoa	57	Cardiff	48
Milan Linate	81	Edinburgh	54
Milan Malpensa	81	Glasgow	57
Milan Orio al Serio	82	Humberside	63
Naples	86	Leeds Bradford	70
Pisa	94	Liverpool	71
Rome	98	London Gatwick	71
Turin	112	London Heathrow	72
Venice	113	London Luton	73
Verona	113	London Stansted	74
LATVIA		Manchester	77
Riga	98	Newcastle	86
		Norwich	90

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ARGENTINA		DOMINICAN REPUBLIC	
Buenos Aires	46	Casa de Campo	49
BARBADOS		Punta Cana	97
Barbados	38	ECUADOR	
BOLIVIA		Guayaquil	59
La Paz	69	Quito	97
BRAZIL		GRENADA	
Belo Horizonte Confins	40	St. Georges	107
Belo Horizonte Pampulha	40	NETHERLANDS ANTILLES	
Sao Paulo Guarulhos	102	Curacao	52
Rio de Janeir	98	St. Maarten	107
CHILE		PANAMA	
Antofagasta	33	Panama	92
Calama	47	PERU	
Concepcion	51	Lima	70
Iquique	64	ST. LUCIA	
Puerto Montt	97	Vieux-Fort	114
Punta Arenas	97	TRINIDAD & TOBAGO	
Santiago	101	Port of Spain	96
COLOMBIA		VENEZUELA	
Armenia	34	Barcelona	38
Barranquilla	39	Barquisimeto	38
Bogotá El Dorado	42	Caracas	48
Bogotá Puente Aereo	43	Maracaibo	78
Cali	47	Porlamar	95
Cartagena	49	Puerto Ordaz	97
Manizales	77		
Medellin JM Cordova	79		
Pereira	93		

Middle East

BAHRAIN		QATAR	
Bahrain	35	Doha	53
ISRAEL		SAUDI ARABIA	
Tel Aviv	109	Jeddah	65
JORDAN		Riyadh	98
Amman	32	UNITED ARAB EMIRATES	
KUWAIT		Abu Dhabi	32
Kuwait	69	Dubai	54
LEBANON		Sharjah	105
Beirut	40		
OMAN			
Musca	85		

North America

CANADA		Honolulu (HI)	62
Toronto	112	Houston (TX)	63
Vancouver	113	Jacksonville (FL)	64
MEXICO		Kansas City (MO)	66
Acapulco	32	Las Vegas (NV)	70
Cancún	48	Los Angeles (CA)	74
Chihuahua	50	Memphis (TN)	79
Guadalajara	58	Miami (FL)	81
Juárez	66	Milwaukee (WI)	82
Merida	79	Minneapolis/ St. Paul (MN)	82
Mexico City	79	Nashville (TN)	86
Monterrey	83	New Orleans (LA)	87
Tijuana	110	New York La Guardia (NY)	87
PUERTO RICO		New York Newark (NY)	88
San Juan	100	New York J.F.K (NY)	89
USA		Orange County (CA)	90
Anchorage (AK)	33	Orlando Int'l (FL)	90
Atlanta (GA)	35	Orlando Sanford (FL)	91
Austin (TX)	35	Philadelphia (PA)	93
Baltimore/Washington (MD)	36	Phoenix (AZ)	93
Boston (MA)	43	Portland (OR)	95
Chicago (IL)	50	Raleigh-Durham (NC)	97
Cleveland (OH)	50	San Antonio (TX)	99
Dallas (TX)	52	San Diego (CA)	99
Denver (CO)	53	San Francisco (CA)	99
Detroit (MI)	53	Seattle (WA)	103
Fort Lauderdale (FL)	55	Tampa (FL)	109
Greensboro (NC)	58	Washington National (DC)	115
Hartford (CT)	60	Washington Dulles (DC)	115
		West Palm Beach (FL)	116

ABERDEEN**SERVISAIR EXECUTIVE LOUNGE**

Airside – proceed through Central Departures – turn right towards Gate 1, after Security.
05.00 – 19.40 Sunday – Friday
05.00 – 17.10 Saturday
No children under 12 years admitted • Non-smoking
A S G N F P Z
Flight information is only available upon request.

ABU DHABI**GHAZAL LOUNGE**

Airside – after Immigration Departure Area. Transit passengers have access from the Satellite.
24 hours daily
A S N M P T

ACAPULCO**AEROMEXICO – SALON PREMIER ACAPULCO**

Landside – Upper Level. Take the stairs in the principal hall.
06.30 – 21.30 daily
Hours may vary according to flight schedules.
Maximum of two guests (children under 12 years have free entry when accompanied by an adult).
A S G N C M F P T I O

ALICANTE**SALA VIP – SALON IFACH**

Airside – Level 2 of Departures Terminal. The Lounge is located after Security Checks in Room No. 15.
06.00 – 22.00 daily
A S G N M F P T

AMMAN**ROYAL JET LOUNGES**

South Terminal. Airside – in front of Gates 1–6.
08.00 – 23.00 daily
Maximum 4 hour stay
A S G N M P T I

North Terminal.

Airside – in front of Gates 7–12.
08.00 – 23.00 daily
Maximum 4 hour stay
A S G N M P T I

AMSTERDAM**MENZIES AVIATION GROUP LOUNGES**

Terminal South. Airside – Schengen area, at the beginning of Pier C. Follow signs (Menzies Lounge No. 21) and take the stairs to the Upper Level where the Lounge is located on the right hand side.
06.00 – 21.00 daily
Children must be accompanied by an adult (18 years or over).
A S G N F P I

Terminal West. Airside – follow signs (Menzies Lounge No.43) and take the stairs, between the E and F corridor, to the Upper Level where the Lounge is located.
07.00 – 20.00 daily
Hours may be subject to change.
Children must be accompanied by an adult (18 years or over).
A S G N F P I

GLOBEGROUND FIRST AND BUSINESSCLASS LOUNGE

Terminal South. Airside – Schengen area, Pier C. The Lounge is located on the second floor, directly behind the ticket control (Departures 1).
05.30 – 21.30 daily
Consumption of alcoholic drinks is restricted to beer and wine only.
A S N F P T I

GLOBEGROUND EXECUTIVE INTERCONTINENTAL LOUNGE

Terminal West. Airside
The Lounge is located on the mezzanine floor, F/G Pier (Departures 3).
07.30 – 20.30 daily
A S G N M F P T

ANCHORAGE**KAL LOUNGE**

Airside – after Security Check on the 2nd floor, proceed to the 3rd floor where the Lounge is located close to Gate No. 4.
02.00 – 05.00 & 09.00 – 12.00 Tuesday – Sunday
Hours may vary according to flight schedules.
Maximum of two guests • Access may be restricted due to space constraints • Non-smoking
A S N F P Z T I

Dyce**ANTOFAGASTA****SALONES VIP PACIFIC CLUB**

National Terminal. Landside – after entering the main airport entrance on the left of the ticket counters, proceed towards the wooden mural which indicates the entrance to the Lounge.
Lounge opens 1 hour prior to first flight departure and closes after last scheduled departure.
Cigarette smoking in designated areas only • No pets allowed
A S G N F P T I

ARMENIA (COLOMBIA)**AVIANCA SALA ELITE**

Airside – the Lounge is located in the boarding area on the first floor.
05.00 – 21.00 Monday – Friday
Hours may vary according to flight schedules.
Non-alcoholic drinks and complimentary local rum available. • Non-smoking
A S N F P T

ATHENS**GOLDAIR HANDLING CIP LOUNGE**

Airside – the Lounge is located in the Intra-Schengen area opposite Gate B13, after Security Checks and Passport Control.
01.00 – 18.00 daily
Separate smoking/non-smoking areas available
A S G N M F P T I

OLYMPIC AIRWAYS – ARISTOTLE ONASSIS LOUNGE

Airside – after Security Checks and Passport Control, near to Gate A13 in the Extra-Schengen area.
24 hours daily.
Hours may vary according to flight schedules.
Maximum three guests • Access may be restricted due to space constraints. • Separate smoking/non-smoking areas available
A S G N C M F P Z T I

OLYMPIC AIRWAYS – MELINA MERKOURI LOUNGE

Airside – after Security Checks and Passport Control, near to Gate B11 in the Intra-Schengen area.
04.00 – 24.00 daily
Hours may vary according to flight schedules.
Maximum three guests • Access may be restricted due to space constraints. • Separate smoking/non-smoking areas available
A S G N C M F P Z T I

SWISSPORT CIP LOUNGE

Airside – after Passport Control, proceed towards Gates A11-A13. The Lounge is located directly opposite Gate A11, next to Gate A12 in the Extra-Schengen area.
04.30 – 23.00 daily
Separate smoking/non-smoking areas available
A S G N C M P I O

ATLANTA**CONTINENTAL PRESIDENTS CLUB**

Concourse D. Airside – across from Gate D12.
06.00 – 19.30 Monday – Friday
06.30 – 18.00 Saturday
06.30 – 19.30 Sunday
Hours are subject to change.
Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking
A S G N C M F P Z T I O

DELTA CROWN ROOM CLUB

Concourse E. Airside – near to Gate E14.
06.30 – 22.00 daily
Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.
A S G N M F P Z T I O
Shower facilities are subject to availability upon request.

AUSTIN**CONTINENTAL PRESIDENTS CLUB**

Airside – Mezzanine Level, across from Gate 13.
05.15 – 18.45 Monday – Friday
05.30 – 15.30 Saturday
06.30 – 18.45 Sunday
Hours are subject to change.
Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking
A S G N C M F P Z T I O

BAHRAIN**DILMUN LOUNGE**

Airside – Departure Level, take the escalators to the first floor. The Lounge is located opposite Gate 16.
24 hours daily
Limited to one guest per member • Children must be accompanied by an adult. • Non-smoking
A S G N M F P T I

Cerro Moreno**El Eden****Eleftherios Venizelos International****Schiphol****Hartsfield Atlanta International****Bergstrom International****International**

BALI

DEWA LOUNGE

International Terminal. Airside – after Immigration turn right and follow signs to the DEWA Lounge.
05.00 to last scheduled flight departure (02.00)
Hours may vary according to flight schedules.
A S G N M F P T I
Guests are entitled to 5 minutes complimentary reflexology massage.

DEWI LOUNGE

International Terminal. Airside – after Immigration turn left and follow signs to the DEWI Lounge which is located close to Gates 7–9.
06.00 to last scheduled flight departure (01.00)
Hours may vary according to flight schedules.
A S G N M F P T I
Guests are entitled to 5 minutes complimentary reflexology massage.

PRADA PRIORITY LOUNGE

International Terminal. Airside – after Passport Control, turn right and follow the signs to 'Prada Priority Lounge' which is located near to Gates 1 & 2.
06.00 – 03.00 daily
A S G N M F P T I O

SANUR LOUNGE

Domestic Terminal. Airside – after Check-in, pass the Airport Tax counter, turn right and proceed to the 2nd floor. Pass further Security Checks, turn left and the Lounge is located approximately 60 metres to the right.
05.30 – 23.30 daily
A S N M T

BALIKPAPAN

PADI LOUNGE

Airside – after Security Checks and Check-in, turn right. Pass further Security Checks and proceed straight ahead for approximately 50 metres to where the Lounge is located.
05.30 – 19.00 daily
Separate smoking/non-smoking areas available
A S N M P T I

BALTIMORE/WASHINGTON

UNITED RED CARPET CLUB

Airside – Pier D.
06.30 – 20.00 Monday – Friday
06.30 – 17.30 Saturday & Sunday
All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks • Non-smoking
A S G N C M F P Z T I O

US AIRWAYS CLUB

Airside – pass through Security. The Lounge is located in Pier D, adjacent to Gate D23.
05.00 – 20.00 daily
All immediate family members can enter a US Airways Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks
A S G N C M F P Z T I O

BANDAR LAMPUNG

EL JOHN EXECUTIVE LOUNGE

Airside – after Security Control, follow signs to the 'Executive Lounge' which is located in the Domestic Departure Hall.
06.00 – 18.00 daily
A S N M T

BANGKA ISLAND

EL JOHN EXECUTIVE LOUNGE

Airside – after Security Control, follow signs to the 'Executive Lounge' which is located in the Domestic Departure Hall.
05.30 – 19.00 daily
A S N M T

BANGKOK

LOUIS' LOUNGE

Terminal 1. Airside – 3rd floor Departure Hall in between Piers 1 and 2.
06.00 – 24.00 daily
Maximum 2 hour stay • Separate smoking area available
A S G N M P T
Shower facilities are subject to payment.

LOUIS' TAVERN CIP GOLDEN LOUNGES

Terminal 1. Airside – 3rd floor Departure Hall in between Piers 2 and 3.
24 hours daily
Maximum 2 hour stay
A S G N C M T
Shower facilities are subject to payment.

Ngurah Rai International

Terminal 2. Airside – take the elevator to the 4th floor. The Lounge is located in the Departure Hall, Pier 2.
24 hours daily
Maximum 2 hour stay
A S G N C M T

BANJARMASIN

EL JOHN EXECUTIVE LOUNGE

Airside – after Check-in (first floor) proceed to the second floor and follow signs to the Lounge.
06.00 – 20.00 daily
A S N M T

BANJUL

FIRST CLASS LOUNGE

Airside – proceed through Departures, turn left and take the stairs up to the first floor. Follow sign to the 'First Class Lounge'.
08.00 – 12.00 & 17.00 – 21.00 daily
Hours may vary according to flight schedules.
Closed: Dec 25
Consumption of free drinks limited to two per person • Separate smoking section is available.
A S G N M P T

BARBADOS

CLUB CARIBBEAN EXECUTIVE LOUNGE & BUSINESS CENTRE

Terminal 1. Landside – on the Mezzanine Floor (above the new Check-in counters).
06.45 to last scheduled flight departure (approx. 22.00)
Closed: Dec 25
A dress code is in effect • Children 11 years and under are admitted free.
A S G N F P T I
The flight information monitor is at reception.
Fax service Monday to Friday: 09.00 – 17.00

BARCELONA

SALA VIP SALVADOR DALÍ

Terminal A. Airside – Módulo 5. The Lounge is located in the Non-Schengen area, next to Gates 50-59, after Security Checks and Passport Control.
06.30 – 22.30 daily
Separate smoking/non-smoking areas available • No pets allowed
A S G N M F P T I

SALA VIP CANUDAS

Terminal B. Airside – after entering Módulo 3, the Lounge is located opposite Departure Gates 30–39.
06.30 – 22.30 daily
Separate smoking/non-smoking areas available
A S G N M P T I

BARCELONA (VENEZUELA)

PREMIER CLUB

Landside – take the escalator to the Upper Level and turn left.
05.30 – 20.00 daily
Dress code applicable (no shorts) • Non-smoking
A S G N F P T I O

BARQUISIMETO

PREMIER CLUB

Landside – the Lounge is located on the second level, before Security Control.
05.00 – 20.00 daily
Non-smoking
A S G N M F P T I O

BARRANQUILLA

AVIANCA SALA ELITE

International Terminal. Airside – in front of Gate 5.
05.00 – 22.00 daily
Hours may vary according to flight schedules.
Non-smoking
A S G N M P T

National Terminal. Landside – proceed to the second floor, towards the National Departure Area. Go to the end of Gate 6, where the Lounge is located on the left hand side.

05.00 – 10.00 & 16.00 – 18.00 daily
Hours may vary according to flight schedules.
Non-smoking
A S G N C F P T

BASEL-MULHOUSE

SWISS LOUNGE

Airside – the Lounge is located in the centre of the Y-Terminal next to the Duty Free Shop.
06.00 – 22.00 Monday – Friday
06.00 – 20.00 Saturday
08.00 – 22.00 Sunday
A S G N C M F P Z T I O

Syamsudin Noor

International

Grantley Adams International

Ei Prat

Gral. J. A. Anzoategui Int'l

Jacinto Lara International

Ernesto Cortissoz

EuroAirport

BATAM

EL JOHN EXECUTIVE LOUNGE

Airside – after Security Control, follow signs to the 'Executive Lounge' which is located in the Domestic Departure Hall on the second floor.

06.00 – 18.00 daily

A S N M T

Hang Nadim

BEIJING

AIR CHINA BUSINESS CLASS LOUNGES

International Terminal. Airside – proceed past the Security Check counters. The Lounge is situated approximately 40 metres away on the right hand side.

06.00 – 20.00 daily

Access may be restricted due to space constraints.

A S G N C M F P Z I

Capital International

Domestic Terminal. Airside – proceed past the Security Check counters. The Lounge is situated approximately 60 metres away on the right hand side.

06.00 – 21.00 daily

Access may be restricted due to space constraints.

A S G N C M F P Z I

AIR CHINA FIRST CLASS LOUNGE

Domestic Terminal. Airside – proceed past the Security Check counters. The Lounge is situated approximately 50 metres away on the right hand side.

06.00 – 21.00 daily

Access may be restricted due to space constraints.

A S G N C M F P Z I

BEIRUT

CEDAR LOUNGE

Airside – after Passport Control, turn right and take the stairs/elevator up to the second floor where the Lounge is located.

24 hours daily

A S G N M O

International

BELFAST

THE BUSINESS LOUNGE

Airside – turn left after Duty Free and follow signs to the Lounge.

06.00 – 22.00 Monday – Saturday

06.00 – 14.00 Sunday

Hours are subject to change.

Closed: Christmas Day

Cardholder must be 18 years of age or older. • Accompanying children under 18 years are permitted on Saturdays and Sundays only and children under 10 years are admitted free of charge. • Consumption of free alcoholic drinks are limited to two per person. • Non-smoking

A S G N M F P T I

International

BELO HORIZONTE

MASTER TURISMO

Landside – the Lounge is located on the 1st floor of the Domestic Passenger Terminal, close to the escalators.

06.00 – 21.00 Monday – Friday

06.00 – 20.00 Saturday – Sunday & Public Holidays

All drinks subject to payment except water, coffee and whisky • Non-smoking

A S G N F P T I

Confins International

BELO HORIZONTE

MASTER TURISMO

Landside – the Lounge is located in front of the car rental counters in the Passenger Terminal.

05.30 – 22.00 Monday – Friday

06.00 – 21.00 Saturday – Sunday & Public Holidays

Access may be restricted due to space constraints. • All drinks subject to payment except water, coffee and whisky • Non-smoking

A S G N F P T I

Pampulha

BERLIN

HUGO JUNKERS LOUNGE

Terminal A. Airside – after Security Checks on the first floor, follow signs and take the stairs to the second floor. The Lounge is situated on the left hand side.

08.00 – 19.00 daily

Hours may vary according to flight schedules.

A S G N M F P T I

Schönefeld

BERLIN

OTTO-LILIENTHAL LOUNGE

Landside – the Lounge is located in the Airport Gallery above the Main Hall.

06.00 – 22.00 daily

A S G N M F P T I

Tegel

BERLIN

MELLI-BEESSE LOUNGE

Terminal B. Airside – Level B, after Security Checks, turn right and the Lounge is situated on the left hand side.

06.00 – 21.00 daily

A S G N M F P T I

Tempelhof

BERNE

SKYLOUNGE

Airside – after Security Checks, turn right and take the stairs to the first floor. The Lounge is located in the Departure Hall. It is essential that members do not proceed directly to the Lounge but first identify themselves as Priority Pass cardholders at any check-in desk.

06.00 – 21.00 daily

Hours may vary according to flight schedules.

A S G N M

Berne Belp

BILBAO

SALA BRISTOL

Airside – the Lounge is located on the first floor corridor, after Police and Security Control on the right hand side.

06.00 – 21.00 Sunday – Friday

06.00 – 19.00 Saturday

Hours may vary according to flight schedules.

Access may be restricted due to space constraints. • Separate smoking/non-smoking areas available

A S G N C M F P T I

BILLUND

CASSIOPEIA LOUNGE

Airside – after Security Checks take the elevator or stairs to the next floor. The Lounge is located on the right hand side.

05.45 – 21.45 Monday – Friday

05.45 – 12.15 Saturday

06.15 – 17.45 Sunday

Hours may vary according to flight schedules and are subject to change on Public Holidays.

A S G N C M F P Z T I O

BIRMINGHAM (UK)

CHARNLEY SUITE

Terminal 1. Airside – after Security, take the first left. The Suite is situated on the right hand side.

08.30 – 21.00 daily

No children under 12 years admitted.

A S G N F P T O

International

SERVISAIR EXECUTIVE LOUNGE

Terminal 1. Airside – after Security and Passport Control, pass 'Alpha Retail' on the left and go down the corridor on the left. Proceed straight ahead and follow signs to the Lounge.

06.00 – 21.30 daily

Hours are seasonally adjusted.

No children under 12 years admitted • Non-smoking

A S G N F P Z T

Flight information is only available upon request.

4DECK

Terminal 2. Airside – The Lounge is located adjacent to Gate H.

05.00 – 20.00 daily

Non-smoking

Please refer to www.prioritypass.com for further details.

BOGOTÁ

AVIANCA SALA ELITE

International Terminal. Airside – on second floor after entering the Terminal, pass the Duty Free shops, after Passport Control, on the right.

06.00 – 01.00 daily

Hours may vary according to flight schedules.

Ticketed passengers only • Non-smoking

S G N C M F P

EI Dorado

National Terminal. Landside – on the second floor, at the National Terminal entrance. The Lounge is at the end of the hall, after the public Orbitel phones on the left hand side.

05.00 – 22.00 daily

Hours may vary according to flight schedules.

Ticketed passengers only • Non-smoking

A S G N M F P T I

SALA VIP COLOMBIA

National Terminal. Landside – on the second floor, at the National Terminal entrance. The Lounge is at the end of the hall, after the public Orbitel phones on the right hand side.

05.00 – 22.00 daily

Non-smoking.

A S G N M F P T I

BOGOTÁ

AVIANCA SALA ELITE

Landside – Airport entrance No. 2, on the left side, in front of the store 'La Riviera'.

05.00 – 22.00 daily

Hours may vary according to flight schedules.

Non-smoking

A S G N M P T O

Landside – take the stairs to the second floor, next to boarding entrance No. 3. The Lounge is located on the left hand side.

05.00 – 22.00 daily

Hours may vary according to flight schedules.

Non-smoking

A S G N M P T O

BOLOGNA

MARCONI CLUB VIP LOUNGE

Terminal A. Airside – next to the Information desk on the first floor.

05.00 – 22.00 daily

Children under 12 years are admitted free. • Non-smoking

A S G N M P T I

BORDEAUX

SALON DES VIGNOBLES

Terminal A. Airside – the Lounge is located after Security Checks in Hall A, Departures Level. It is essential that passengers do not proceed directly to the Lounge but first identify themselves as Priority Pass cardholders to Hall A check-in staff, who will in turn call extension 3336 or 11 to notify lounge staff.

05.30 – 22.30 daily

Lounge closure may vary and is dependent on the last daily scheduled flight departure.

Children under 2 years are admitted free.

A S G N P Z T I O

BOSTON

DELTA CROWN ROOM CLUB

Terminal A. Airside – the Lounge is located on the 3rd Level directly above Security Check Point between Gates 6 and 7.

04.30 – 21.30 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older. • Non-smoking

A S G N C M F P Z T I O

CONTINENTAL PRESIDENTS CLUB

Terminal C. Landside – Departure Level, adjacent to Gates 40-42.

05.30 – 18.30 Sunday – Friday

06.30 – 17.00 Saturday

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

UNITED RED CARPET CLUB

Terminal C. Airside – adjacent to Gate 19.

05.15 – 20.00 daily

All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks • Non-smoking

A S G N C M F P Z T I O

NORTHWEST WORLDCLUB

Terminal E. Airside – Departure level. 3rd floor, close to Gate 3.

05.30 – 19.45 daily

Cardholder must be 21 years of age or older. • Non-smoking

A S G N C M F P Z T I O

BOSTON

DELTA CROWN ROOM CLUB

Satellite Terminal. Airside – proceed to the 3rd Level directly above the food court. The Lounge is located between Gates 17 and 18.

04.30 – 20.00 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older. • Non-smoking

A S G N C M F P Z T I O

BRATISLAVA

AIRLINE BUSINESS CLUB (ABC)

Airside – after Passport Control, on the first floor of the Departure Hall, next to the Duty Free shops. Lounge opens 1 hour prior to first flight departure and closes after last scheduled departure. If the Lounge is closed please go to the 'Helibar', which is located opposite the Lounge and a member of staff will attend.

Limited to one guest per member.

A S G N C M F P T I O

Puente Aereo

G. Marconi

Merignac

Logan International

Logan International

M.R. Stefánik

BREMEN

AHS LOUNGE

Terminal 1. Landside – the Lounge is located on the first floor opposite Security Checks. It is essential that passengers do not proceed directly to the Lounge but first register as Priority Pass cardholders at the AHS Ticketdesk in Terminal 1 on the ground floor, near the escalator and stairs to the first floor.

05.00 – 22.00 daily

A S G N C M F P T I

BRISTOL

CABOT LOUNGE

Airside – proceed to the first floor, through Security Control into the Departure Lounge. Turn left and take the lift/stairs to the Mezzanine Floor. Turn right and follow signage. The Lounge is located straight ahead on the left hand side.

05.00 – 20.30 Sunday – Friday

05.00 – 18.00 Saturday

No children under 12 years admitted • Non-smoking

A S G N F P Z T

Flight information is only available upon request.

BRUSSELS

DIAMOND LOUNGE

Terminal A. Airside – proceed through Passport Control and take the elevator to the 2nd level.

The Lounge is located on the right hand side of the corridor.

06.00 – 22.00 daily

Children 12 years and under have free entry when accompanied by an adult.

A S G N C M F P T I

COMMON LOUNGE

Terminal B. Airside – pass through Customs and Security. Access to the Lounge is via stairs approximately 20 metres on the left hand side, to the left of the walking pad.

06.00 – 22.00 daily

Children 12 years and under have free entry when accompanied by an adult.

A S G N M F P I

BRUSSELS

EXECAIR BUSINESS AVIATION LOUNGE

Landside – the Lounge is located in the Main Terminal, in the right hand corner next to the Execair office.

09.00 – 17.00 Monday – Friday

Closed: Dec 25 & Jan 01

Access may be restricted due to space constraints.

A S N F P O

BUCHAREST

PREMIER SALON

Airside – Departure/Finger area, after passing Check-in and the Border Police Control. The Lounge is situated on the departure floor, before Gate 2, on the right hand side.

24 hours daily

A S G N M F P Z T I

BUDAPEST

DUNA LOUNGE

Terminal 2A. Airside – after entering the Transit Hall turn right. The Lounge is located at the end of the Transit Hall next to Gate 29.

05.00 – 23.00 daily

Non-smoking

A S G N C M F P T I

CIRRUS LOUNGE

Terminal 2B. Airside – take the stairs/lift next to Gate 16 to the Mezzanine Level. The Lounge is located behind the information desk. 07.00 – 19.00 daily.

Hours may vary according to flight schedules.

Closed: Dec 25 – 26 & 31 and Jan 01

Children under 12 years are admitted free. • Non-smoking

A S G N M F P T I

MILLENNIUM LOUNGE

Terminal 2B. Airside – proceed towards the Information desk opposite the entrance of the Transit Hall and take the stairs/elevator to the third floor. The Lounge is located on the right hand side.

05.00 – 21.00 daily

Non-smoking

A S G N C M F P T I

SKY CLUB LOUNGE

Terminal 2B. Airside – after Passport and Security Control, proceed to the Departure Hall. Follow signs to the Lounge which is located near to Gate 19.

05.30 – 22.30 daily

A S G N M F P T I

BUENOS AIRES

SALA VIP AMERICA

International Terminal A. Airside – after Immigration Control, in front of Boarding Gate 1.

08.00 – 22.30 daily

A S G N C M P O

International

National

South Charleroi

Henri Coanda International

Ferihegy

Aeropuerto M.Pistarini (Ezeiza)

BUSAN

KAL LOUNGE

International Terminal. Landside – on the right of the airline check-in counters on the 1st level. Lounge opens 2 hours prior to the KAL/JAL flight departures (subject to change).

Maximum of two guests • Each cardholder must present a valid boarding pass along with their valid Priority Pass card upon entry to the Lounge. • Access may be restricted due to space constraints. • Non-smoking

A S G N M F P T I

KAL LOUNGE

Domestic Terminal. Landside – to the right of the airline check-in counters on the 2nd level, inside the Korea Airport Corporation Protocol Office.

06.20 – 20.30 daily

Maximum of two guests • Each cardholder must present a valid boarding pass along with their valid Priority Pass card upon entry to the Lounge. • Access may be restricted due to space constraints. • Non-smoking

A S N M P T I

CAIRO

EAS FIRST CLASS LOUNGE

Terminal 2. Airside – after Passport Control take the escalator to the second floor.

Before reaching the Departure Gates area, turn right and follow signs to the First Class Lounge area. The Lounge is located on the right hand side.

24 hours daily

Non-smoking

A S N M P T

FIRST CLASS LOUNGE

Terminal 2. Airside – after Passport Control proceed to the second floor. Before reaching the Departure Gates area, turn right and follow signs to the First Class Lounge area.

24 hours daily

Maximum 2 hour stay

A S N M P T

CALAMA

SALONES VIP PACIFIC CLUB

National Terminal. Airside – the Lounge is located on the first floor. Turn right after Security.

07.00 – 19.30 daily

Cigarette smoking in designated areas only • No pets allowed

S G N F P T I O

CALI

AVIATUR AEROPUERTO LOUNGE

Landside – enter through the main entrance and proceed to the 2nd floor, where the Lounge is located on the left hand side.

05.00 – 20.00 daily

Access may be restricted due to space constraints. • No alcoholic drinks are available.

A S N F P

AVIANCA SALA ELITE

Landside – Airport entrance No. 2, left side, in front of ticket counters for Avianca/SAM/ACES.

05.00 – 22.00 daily

Hours may vary according to flight schedules.

Non-smoking

A S G N M F P T I

CANCÚN

AEROMEXICO – SALON PREMIER CANCÚN

Airside – after Security on the right hand side.

05.30 – 22.30 daily

Hours may vary according to flight schedules.

Maximum of two guests • Children under 12 years have free entry when accompanied by an adult.

A S G N C M F P Z T I O

MERA BUSINESS LOUNGE

Airside – after Security, take the escalators on the right hand side towards Gate A. The Lounge is located behind the escalators.

08.00 – 22.00 daily

Children must be accompanied by an adult. • Separate smoking/non-smoking areas available

A S G N C M F P T I

CAPE TOWN

THE PREMIER LOUNGE INTERNATIONAL

Terminal 2. Airside – pass through Passport Control and Security, proceed straight ahead to the end of the terminal (International Departure Hall) and take the elevator up one level. Follow signs to the Lounge.

05.30 to last scheduled flight departure (approx. 21.00)

Separate smoking/non-smoking areas available

A S G N M F P T I

THE PREMIER CLUB

Terminal 3/4. Airside – Domestic Departure Hall. Pass through Security, turn right and then left up the stairs/lift to the Lounge.

05.30 – 20.30 daily

A S G N M F P Z T I

International

CARACAS (Maiquetía)

PREMIER CLUB

International Terminal. Airside – after Security and Passport Control, walk to the right end of the Terminal Building. The Lounge is located on the left hand side after Boarding Gate 12.

05.00 – 22.00 daily

Hours may vary according to flight schedules.

Dress code applicable (no shorts or cut-offs)

A S G N F P Z T I O

CARDIFF

51° LOUNGE

Airside – after Security Checks, proceed past Travel Retail and Duty Free Shop to the left. The Lounge is located directly ahead.

05.00 – 21.00 daily

Closed: Dec 25

No children under 12 years admitted • Dress code applicable • Alcoholic drinks are limited to two per person. • Non-smoking

A S G N M F P Z T

CARTAGENA

AVIANCA SALA ELITE

National Terminal. Landside – on the right hand side of the ticket counters for Avianca/SAM/ACES.

05.00 – 22.00 daily

Hours may vary according to flight schedules.

Non-smoking

A S G N M T

CASA DE CAMPO

PREMIER LOUNGE

Airside – after Immigration on the second floor, turn left. Signage clearly indicates the Lounge entrance.

11.00 – 19.00 daily

Separate smoking/non-smoking areas available

A S G N C M P T I

CHENGDU

FIRST CLASS LOUNGE

International Terminal. Airside – pass through Security Checks and Passport Control. The Lounge is located between Gates A8 and A10.

Lounge opens 5 minutes prior to check-in of the first Air China flight departure and closes after last scheduled flight departure.

Two children under 5 years of age are admitted free. • Maximum 2 hour stay • Non-smoking

A S G N M z T I

AIR CHINA PASSENGER SERVICE CENTER (PHOENIX TRIP)

Domestic Terminal. Landside – the Lounge is located on the second floor between the Domestic and the International Concourse.

Lounge opens 5 minutes prior to check-in of the first Air China domestic flight departure and closes after last scheduled flight departure.

Two children under 5 years of age are admitted free. • Non-smoking

A S G N C M F P T I O

CHENNAI

CLIPPER LOUNGE

International Departure Terminal. Airside – after Immigration and Customs on the first floor. The Lounge is located to the left hand of the Duty Free shops, before the Security Hold Area.

24 hours daily

Free drinks are limited to two per person.

A S G N F P Z T I

CHICAGO

CONTINENTAL PRESIDENTS CLUB

Terminal 2. Airside – Concourse E, across from Gate E4.

05.30 – 19.30 Sunday – Friday

05.30 – 17.30 Saturday

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

NORTHWEST WORLDCLUB

Terminal 2. Airside – Concourse E, across from Gate E4.

05.30 – 19.30 Monday – Friday & Sunday

05.30 – 17.30 Saturday

Cardholder must be 21 years of age or older.

A S G N C M F P Z T I O

DELTA CROWN ROOM CLUB

Terminal 3. Airside – Concourse L, across from Gate 2.

05.15 – 20.15 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N M F P Z T I O

Simon Bolivar Int'l

International

Rafael Nuñez

La Romana International

Shuangliu International

Anna International

O'Hare International

CHIHUAHUA

AEROMEXICO – SALON PREMIER CHIHUAHUA

Airside – the Lounge is located on the ground floor of the boarding area, immediately after Security on the right.

06.00 – 23.00 daily

Hours may vary according to flight schedules.

Maximum of two guests • Children under 12 years have free entry when accompanied by an adult.

A S G N C M F P T I O

General Roberto Fierro

CLEVELAND

CONTINENTAL PRESIDENTS CLUB

Concourse C. Airside – between Gates C14 and C16.

05.15 – 20.00 daily

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

Hopkins International

COLOGNE/BONN

AIRPORT BUSINESS LOUNGE

Terminal 2. Airside – pass through Security Checks, turn left and take the escalator/stairs to the Departure Level. The Lounge is located on the left hand side.

06.00 – 21.00 Monday – Saturday

09.00 – 17.00 Sunday

A S G N M F P T I O

International

COLOMBO

LOTUS LOUNGE

Airside – facing the Duty Free complex, 1st floor of the Departure Terminal.

24 hours daily

A S G N M P T I O

Bandaranaike International

CONCEPCION

SALONES VIP PACIFIC CLUB

National Terminal. Landside – after Security, before the X-Ray machines. The wooden mural on the right indicates the entrance to the Lounge.

Lounge opens 1 hour prior to first flight departure and closes after last scheduled departure.

Cigarette smoking in designated areas only • No pets allowed

A S G N F P T I

Carriel Sur

COPENHAGEN

NOVIA LOUNGE

Terminal 2. Airside – after Security, turn left and take the stairs/escalator to the first floor. The Lounge is located on the right hand side.

06.00 – 20.00 Monday – Friday

06.00 – 19.00 Saturday

08.00 – 20.00 Sunday

Separate smoking area is available.

A S G N C M F P T I O

SERVISAIR EXECUTIVE LOUNGE

Terminal 2. Airside – the Lounge is located on the first floor behind the Information desk.

06.00 – 21.00 daily

Hours may be subject to change.

No children under 12 years admitted

A S G N C M F P T I O

CORK

KINSALE LOUNGE

Airside – after Security Check Point turn left and follow signs to the 'Kinsale Lounge'.

06.00 – 18.00 daily

06.00 – 20.00 Sunday

Non-smoking

A S G N M F P Z T

CURACAO

PLESMAN LOUNGE

Airside – proceed towards the centre of the transit/departure lounge. Take the stairs to the first floor where the Lounge is situated.

06.00 – 22.00 daily

A S G N C M F P T I

Hato International

DAEGU

KAL LOUNGE

Landside – located between the bakery and infant room on the second floor.

06.00 – 19.30 daily

Maximum of two guests • Each cardholder must present a valid boarding pass along with their valid Priority Pass card upon entry to the Lounge. • Access may be restricted due to space constraints. • Non-smoking

A S N M F P T I

International

DALLAS

UNITED RED CARPET CLUB

Terminal B. Airside – between Gates 28 and 29.

06.00 – 18.00 daily

All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks • Non-smoking

A S G N C M F P Z T I O

Dallas/Ft. Worth International

CONTINENTAL PRESIDENTS CLUB

Terminal E. Airside – between Gates E6 & E7.

05.00 – 18.45 Monday – Friday

05.00 – 15.15 Saturday

06.45 – 18.45 Sunday

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

DELTA CROWN ROOM CLUB

Terminal E. Airside – near to Gate 10.

05.00 – 21.30 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N M F P Z T I O

DAR-ES-SALAAM

TANZANITE LOUNGE

Airside – International Departure Lounge. Follow signs.

Midday – 20.30 Monday, Wednesday & Friday

07.00 – 22.00 Tuesday, Thursday, Saturday & Sunday

Hours may vary per flight schedules.

A S G N F P T I O

International

DENVER

CONTINENTAL PRESIDENTS CLUB

Concourse A. Airside – Level 4.

05.30 – 18.00 Sunday – Friday

05.30 – 16.30 Saturday

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

International

DELTA CROWN ROOM CLUB

Concourse C. Airside – Mezzanine Level near to Gate 40.

05.00 – 19.00 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N C M F P Z T I O

DETROIT

NORTHWEST WORLDCLUB LOUNGES

Edward H. McNamara Terminal. Airside –

South Station Club – Concourse A, across from Gate A18.

North Station Club – Concourse A, across from Gate A68.

Terminal Club – Gate Level at the Link, across from Gate A38.

Concourse B Club – Concourse B, Level 2, across from Gate B2.

05.30 – 21.00 Sunday – Friday

05.30 – 13.00 Saturday

(Except Terminal and Concourse B Clubs which are open daily 05.30 - 21.00)

Cardholder must be 21 years of age or older. • Non-smoking (except Terminal Club where separate smoking room is available).

A S G N C M F P Z T

Shower facilities available in Terminal Club.

Wayne County Metropolitan

DOHA

THE ORYX LOUNGE

Airside – the Lounge is located in the Transit Hall alongside Duty Free shops and across the Terminal from the Gates. Passengers joining flights from Doha can reach the Lounge after Passport Control to their left hand side.

24 hours daily

Separate smoking / non-smoking areas available

A S N M F P I

International

DORTMUND

EUROWINGS LOUNGE

Airside – the Lounge is located after Security Checks on the right hand side between Gates 8 and 9.

05.00 – 18.30 daily

Non-smoking

Please refer to www.prioritypass.com for further details.

DUBAI

DCA BUSINESS CLASS LOUNGE

Airside – between Gates 8 and 10.

24 hours daily

Maximum 5 hour stay • Separate smoking area available

A S G N M F P T I

DUBLIN

ANNA LIVIA DEPARTURE LOUNGE

Airside – situated on the 2nd level, Boarding Area C. Proceed through Security Check and turn left towards Boarding Area C. Access to the Lounge is via the stairs or lift which are located on the left hand side (beside retail outlet 'Wrights of Howth').

05.30 – 19.00 daily

Closed: Dec 25

Maximum 3 hour stay • Children must be accompanied by an adult. • Alcoholic drinks are limited to two per person • Non-smoking

A S G N M F P Z T I O

DURBAN

THE PREMIER CLUB

Airside – after Security Checks, take the stairs to the first floor. The Lounge is located in front of you.

05.30 – 20.00 daily

A S G N M F P T I

DÜSSELDORF

HUGO JUNKERS LOUNGE

International Terminal B. Airside – pass through Security Control, turn right and take the stairs to Level 2. Follow signs to the Lounge which is located at Gate B.

06.00 – 21.45 daily

Separate smoking/non-smoking areas available

A S G N M F P

SWISSPORT LOUNGE

International Terminal C. Airside – first floor, in front of Gate 46. Follow signs to the Lounge.

05.30 – 21.00 Monday – Friday

06.00 – 21.00 Saturday & Sunday

A S G N M F P T I

EDINBURGH

SERVISAIR EXECUTIVE LOUNGE

Airside – proceed through Passport Control and turn left. The Lounge is located adjacent to Gate 4.

05.00 – 21.30 Sunday – Friday

05.00 – 18.00 Saturday

No children under 12 years admitted • Non-smoking

A S G N F P Z T

Flight information is only available upon request.

ENTEBBE

KARIBUNI LOUNGE

Airside – International Departure Lounge. Follow signs.

06.00 – 22.00 daily

A S G N C M F P T

FARO

AIRPORT AUTHORITY LOUNGE

Airside – in the Departures Area. Turn left after passing through Security Control.

08.00 – 24.00 daily

Alcoholic drinks are limited to two per person. • Children under 10 years are admitted free. •

Separate smoking/non-smoking areas available

A S G N M F P T I

TAP AIR PORTUGAL NAVIGATOR LOUNGE

Airside – in the Departures Area. Turn left after passing through Security Control.

08.00 – 24.00 daily

Limited to two guests per member • Separate smoking/non-smoking areas available

A S G N M F P T I

FLORENCE

MASACCIO LOUNGE

Departures Terminal. Landside – the Lounge is located on the first floor of the Departures Terminal.

06.00 – 21.00 daily

Non-smoking

A S G N C M P T I

FORT LAUDERDALE

CONTINENTAL PRESIDENTS CLUB

Terminal 1. Airside – Mid Level, next to Gate C-2.

05.30 – 20.00 Sunday – Friday

05.30 – 18.00 Saturday

Hours are subject to change

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon

entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

International

International

International

International

Turnhouse

International

International

Amerigo Vespucci

Hollywood International

DELTA CROWN ROOM CLUB

Delta Terminal. Airside – next to Gate Information Center.

04.45 – 20.30 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N C M F P Z T I

FRANKFURT

EUROPE CITY CLUB ECC

Terminal 1. Landside – Departure Hall B (3rd Level) above Sky-Line Shopping Arcade, next to the Post Office – Room No. 203–3020.

07.00 – 22.00 daily

Dec 24 and Dec 31: 07.00 – 16.00

A S G N M P T I O

DELTA CROWN ROOM CLUB

Terminal 2. Airside – Concourse D, 3rd Floor Transit Area, opposite Gate D8.

07.00 – 14.00 daily

Maximum two guests on space availability basis only • Cardholder must be 21 years of age or older.

A S G N M F P Z T I

EUROPE CITY CLUB ECC

Terminal 1. This Lounge closed 15 July 2005.

SKY-CLUB-LOUNGE

Terminal 2. Airside – Departure Level, Part E. After Passport Control and Security, turn left. The Lounge is located opposite Gate E8.

08.00 – 20.00 daily

Hours may vary according to flight schedules.

A S G N M F P T I O

FRANKFURT

AMERICAN AIRLINES ADMIRALS CLUB

Terminal 1. Landside – the Lounge is located on the Gallerie Level in Departure Hall B/C, next to the walking bridge to the Sheraton Hotel, before Security/Passport Control checkpoint.

07.00 – 20.00 daily

Please refer to www.prioritypass.com for further details.

FUKUOKA

KAL LOUNGE

Airside – the Lounge is located after Security Checks and Passport Control on the right hand side, approximately 20 metres from the Immigration Control Booth. Follow signs to the KAL Lounge.

08.30 – 14.00 & 18.00 – 20.00 Monday

08.30 – 10.30 Tuesday

08.30 – 14.00 Wednesday & Friday

08.30 – 10.30 & 18.00 – 20.00 Thursday & Saturday

12.00 – 14.00 & 18.00 – 20.00 Sunday

Hours may vary according to flight schedules.

Maximum of two guests • Access may be restricted due to space constraints. • Non-smoking

A S G N P T I

FUNCHAL (MADEIRA)

TAP AIR PORTUGAL NAVIGATOR LOUNGE

Airside – after Security Check, proceed to the 3rd floor via the stairs or elevator, turn right and the Lounge is on the right hand side.

04.30 – 00.30 daily

Limited to two guests per member

A S G N M F P T I

GDANSK

EXECUTIVE LOUNGE

Airside – the Lounge is located near to Gates 1 and 2, International Departures.

06.00 – 17.30 Monday, Tuesday & Thursday

05.30 – 17.30 Wednesday & Friday

07.30 – 17.30 Saturday

11.00 – 17.30 Sunday

Non-smoking

A S G N M T O

GENEVA

HORIZON LOUNGE

Airside – take the stairs on the right hand side of the Transit Area to the Mezzanine Floor where the Lounge is located.

06.00 – 20.45 daily

Hours may vary according to flight schedules.

A S G N M P T I

SALON JET

Airside – located on the Mezzanine Floor in the Transit Area, after Passport Control (Departure Level).

07.00 – 20.30 daily

A S G N M F P I O

Main

Main

International

Cointrin

GENOVA

SALA GENOVA

Landside – the Lounge is located in the Departure Hall, on the right hand side of the check-in counters.

06.00 – 22.00 daily

Non-smoking

A S N M F P T I O

GLASGOW

KLM EXECUTIVE LOUNGE

Airside – proceed through Passport Control. The Lounge is located immediately before Gate 34 in the International Pier.

05.00 – 18.00 daily

Maximum 2 hour stay • Access may be restricted due to space constraints. • No children under 12 years admitted. • Non-smoking

A S G N M F P T I

SERVISAIR EXECUTIVE LOUNGE

Landside – take lift 3 to the second floor – then follow signs to the Lounge which is next to 'Garfunkels' restaurant.

05.00 – 20.30 daily

No children under 12 years admitted • Non-smoking

A S G N F P Z

Flight information is only available upon request.

GOTHENBURG

NOVIA LOUNGE

Airside – the Lounge is located in the Transit Area, next to Gate 18, behind the bar.

06.00 – 20.00 Sunday – Friday

06.00 – 17.00 Saturday

A S G N M F P T I O

GRAN CANARIA

SALA GALDÓS

Airside – the Lounge is located on the second level of the Departures Terminal, next to the shopping centre.

06.00 – 22.00 daily

Access may be restricted due to space constraints. • Children under 12 years are admitted free.

A S G N C M F P T I

GREENSBORO

US AIRWAYS CLUB

Airside – pass through Security. The Lounge is located across from Gate 45.

05.30 – 20.30 Sunday – Friday

05.30 – 18.30 Saturday

All immediate family members can enter a US Airways Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks • Non-smoking

A S G N C M F P Z T I O

GUADALAJARA

AEROMEXICO – SALON PREMIER GUADALAJARA

Airside – Upper Level. Take the stairs located by the Aeromexico ticket counter.

05.00 – 22.00 daily

Hours may vary according to flight schedules.

Maximum of two guests • Children under 12 years have free entry when accompanied by an adult.

A S G N C M F P T I O

GUAM

CONTINENTAL PRESIDENTS CLUB

Airside – Concourse Level, between Gates 10–11.

02.00 – 19.30 daily

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I

GUANGZHOU

EASY-BOARDING VIP LOUNGE

International Terminal. Airside – after Security Checks, turn right. The Lounge is located on Departure Level 3, East Connecting Building, next to the Transfer Area.

07.00 – 22.00 daily

Non-smoking

A S G N C M F P Z T I O

FIRST CLASS LOUNGES

Domestic Terminal. Airside – after Security Checks, turn left. The Lounge is located next to the Nursing room on Departure Level 3, East Connecting Building.

07.00 – 22.00 daily

Cash bar, complimentary soft drinks • Non-smoking

A S G N M F P Z T I O

Cristoforo Colombo

Domestic Terminal. Airside – after Security Checks, turn left. The Lounge is located next to the Nursing room on Departure Level 3, West Connecting Building.

07.00 – 22.00 daily

Cash bar, complimentary soft drinks • Non-smoking

A S G N M F P Z T I O

GUANGZHOU

Domestic Terminal. Airside – after Security Checks, turn right. The Lounge is located next to the Nursing room on Departure Level 3, West Connecting Building.

07.00 – 22.00 daily

Cash bar, complimentary soft drinks • Non-smoking

A S G N M F P Z T I O

GUAYAQUIL

GOLD PASS

Airside – the Lounge is located after Security and Passport Control.

03.00 – 00.30 daily

A S G N F P T

HAIKOU

FIRST CLASS LOUNGE

Airside – The Lounge is located next to Security Control. Lounge opens 5 minutes prior to Check-in of International flight departure and closes after last scheduled International flight departure.

Please refer to www.prioritypass.com for further details.

HAMBURG

AIRPORT LOUNGE

Terminal 2. Airside – in the main Departure Area, after Boarding Pass/Ticket Control, take the lift on the right hand side to the Lounge Level (2nd floor).

06.30 – 21.00 daily

Closed: Dec 24 – 31 & Jan 01

A S G N M F P Z T I O

HANNOVER

CHILL OUT LOUNGES

Terminal A. Landside – the Lounge is located between the entrance to Terminal A and the Mövenpick Restaurant.

06.30 – 21.00 daily

A S G N M F Z T I O

Terminals A and B. Landside – the Lounge is located between Terminals A and B. Take the lift to the 2nd floor and follow the signs to the Lounge.

06.30 – 21.00 daily

A S G N M F Z T I O

HARARE

DZIMBAHWE EXECUTIVE LOUNGE

Airside – after Passport Control and Security Checks proceed to the escalators and go down to the ground floor. Follow signs to where the Lounge is located.

05.00 – 22.00 daily

Hours may vary according to flight schedules.

No children under 12 years are admitted. • Non-smoking

A S G N C M F P Z T I

HARTFORD

US AIRWAYS CLUB

Concourse A. Airside – pass through Security. The Lounge is located across from Gates A23/25.

05.30 – 19.00 daily

All immediate family members can enter a US Airways Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks • Non-smoking

A S G N C M F P Z T I O

HELSINKI

GATEWAY LOUNGE

International Terminal. Airside – Schengen area, pass through Security Checks and proceed towards Gate 28. Take the stairs/lift to the first floor where the Lounge is located.

06.00 – 18.00 daily

Hours may vary according to flight schedules.

Schengen flights only • Children under 7 years are admitted free. • Access may be restricted due to space constraints. • Separate smoking/non-smoking areas available

A S G N M F P Z T I O

GATEWAY FRESH LOUNGE

International Terminal. Airside – Non-Schengen area, after Security Checks and Passport Control. The Lounge is located opposite Gate 30.

06.00 – 24.00 daily

Hours may vary according to flight schedules.

Non-Schengen flights only • Children under 7 years are admitted free. • Access may be restricted due to space constraints. • Separate smoking/non-smoking areas available

A S G N M F P T I O

Baiyun International

International

Landvetter

Fuhlsbüttel

Haianan Meilan International

Simon Bolivar

Piedmont Triad International

Miguel Hidalgo International

International

Bradley International

International

Vantaa

Baiyun International

GATEWAY TOWER LOUNGE

International Terminal. Airside – Schengen area, pass through Security Checks and proceed towards Gate 24. Take the stairs/lift to the first floor where the Lounge is located.

06.00 – 20.00 daily

Hours may vary according to flight schedules.

Schengen flights only • Children under 7 years are admitted free. • Access may be restricted due to space constraints. • Separate smoking/non-smoking areas available

A S G N M F P Z T I O

HONG KONG SAR

Chek Lap Kok Int'l

PLAZA PREMIUM LOUNGE (EAST HALL)

Airside – Level 6, Departures Level, East Hall, near Gate 15. Transit passengers can access the Lounge via escalators near E1 to reach the Departure Level.

06.00 – 24.00 daily

Children 5 years and under are admitted free. • Consumption of alcoholic drinks is restricted to beer and wine only. • Non-smoking

A S N C M F P T I

PLAZA PREMIUM LOUNGE (WEST HALL)

Airside – take escalators near Gate 40 to West Hall, Departures Level 7. Transit passengers can access the Lounge via the escalators near W1 to reach the Departures Level.

06.00 – 24.00 daily

Children 5 years and under are admitted free. • Consumption of alcoholic drinks is restricted to beer and wine only. • Non-smoking

A S N C M F P T I

THE TRAVELERS' LOUNGE

Airside – Level 6, Departures Level, near Gate 60. Transit passengers can access the Lounge via escalators near W1 to reach the Departure Level.

24 hours daily

One child 5 years and under will be admitted free when accompanied by an adult. • Consumption of drinks from the "Wine Bar" will be subject to payment. • Non-smoking

A S G N C M F P T I

HONOLULU

International

CONTINENTAL PRESIDENTS CLUB

Airside – Departure Level, across from Gate 13.

05.30 – 20.30 Monday, Wednesday & Friday

11.30 – 20.30 Tuesday, Thursday & Saturday

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N M F P Z T I O

DELTA CROWN ROOM CLUB

Airside – Ground Level, Garden Area below Gate 23.

14.30 – 23.15 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N M F P Z T I O

IASS HAWAII LOUNGE

Airside – after Security Checks, proceed to Garden Court (Airline Lounge Area) towards Gates 14-23 of the Central Concourse. Take the elevator/stairs to Ground Level and follow the signs to the Lounge.

07.30 – 13.30 daily

Complimentary soft drinks are limited to one per person, subsequent drinks are subject to credit card payment. • Non-smoking

A S N I

HONOLULU

International

NORTHWEST WORLDCLUB

Airside – across from Gate 13.

07.30 – 21.00 daily

Hours are subject to change due to flight schedules.

Cardholder must be 21 years of age or older. • Non-smoking

A S G N C F P Z T I

UNITED RED CARPET CLUB

Airside – Diamond Head Gulf Wing, above United Airlines' Gate 10.

05.15 – 13.45 & 18.30 – 22.00 daily

All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks • Non-smoking

A S G N C M F P Z T I O

HOUSTON

George Bush Intercontinental

CONTINENTAL PRESIDENTS CLUB LOUNGES

Terminal B. Airside – South Mezzanine, above Continental Express ticket counter.

06.00 – 21.45 Sunday – Friday

06.00 – 20.45 Saturday

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

Terminal C, North Concourse. Airside – towards Gate C24.

05.30 – 22.00 Sunday – Friday

06.30 – 20.45 Saturday

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

Terminal C, South Concourse. Airside – towards Gate C33.

05.30 – 22.00 Sunday – Friday

05.30 – 20.45 Saturday

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

Terminal E. Airside – between Gates E11 and E12. Next to Borders Book Store.

05.30 – 22.00 Sunday – Friday

05.30 – 20.45 Saturday

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

HUMBERSIDE

International

SERVAIR EXECUTIVE LOUNGE

Airside – turn right immediately after Passport Control and follow signs to the Lounge, which is located at the end of the corridor.

05.30 – 15.00 Monday, Tuesday, Thursday & Friday

05.30 – 11.00 & 12.00 – 15.00 Wednesday, Saturday & Sunday

No children under 12 years admitted • Separate smoking area available

A S G N F P Z T

Flight information is only available upon request.

IQUIQUE

Diego Arcena International

SALONES VIP PACIFIC CLUB

Landside – beside the Café Pacific restaurant on the left hand side of the terminal.

07.00 – 23.00 daily

Cigarette smoking in designated areas only • No pets allowed

A S G N F P T I

ISTANBUL

Atatürk Havalimani

ADVANTAGE CLUB LOUNGE

Airside – proceed through Security Checks and Passport Control. Follow signs to the Lounge which is located upstairs on the second floor, in the Food Court on the right hand side.

24 hours daily

Non-smoking section available

A S G N M F P T I

BRITISH AIRWAYS TERRACES LOUNGE

Airside – the Lounge is located on the lower level of Departures after Passport Control.

06.00 – 19.00 daily

A S G N M F P T I

PRIMECLASS AKBANK LOUNGE

Domestic Terminal. Airside – after Security Control, turn left and take the stairs to the second floor. Follow the signs to the Lounge.

05.00 – 24.00 daily

Children under 6 years have free entry when accompanied by an adult. • Separate smoking/non-smoking areas available

A S G N M F T I

PRIMECLASS CIP LOUNGE

Airside – after Passport Control, turn right. The Lounge is located at the end of the corridor, above the Food Court area.

24 hours daily

Children under 12 years have free entry when accompanied by an adult. • Separate smoking/non-smoking areas available

A S G N F P T I O

Conference facilities available subject to additional payment

Flight information available upon request

JACKSONVILLE

International

DELTA CROWN ROOM CLUB

Concourse A. Airside – near to Gate 2.

05.00 – 20.45 Sunday – Friday

05.00 – 19.30 Saturday

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N C M F P Z T I

JAKARTA **Halim Perdana Kusumah**
EL JOHN EXECUTIVE LOUNGE
Departure Terminal. Airside – after Security Checks on the first floor, the Lounge is located on the right hand side of entrance way to the public lounge.
06.00 – 17.00 daily
Children under 5 years are admitted free. • No alcoholic drinks are available. • Separate smoking/non-smoking areas available
Please refer to www.prioritypass.com for further details.

JAKARTA **Soekarno – Hatta International**
EL JOHN EXECUTIVE LOUNGE
Domestic Terminal 1B. Airside – after Security Control, follow signs to the 'Executive Lounge' which is located in the Domestic Departure Hall on the second floor.
03.30 – 21.30 daily
A S N M T
Please refer to www.prioritypass.com for further details.

BATAVIA LOUNGE
International Terminal 2D. Airside – after Security Checks, turn right towards Passport Control/Immigration Counter. Turn left and the Lounge is located approximately 50 metres to the right.
05.30 – 23.30 daily
Consumption of alcoholic drinks is restricted to beer only.
A S N P T I

PREMIER LOUNGE
International Terminal 2D. Airside – after Immigration turn left, proceed past the Duty Free shops towards Gates D1–D7. The Lounge is located on the left hand side.
Lounge opens 2 hours prior to first flight departure and closes 30 minutes after last flight departure. Access may be restricted due to space constraints. • Children under 8 years are admitted free of charge.
A S G N M F P T I

JAKARTA **Soekarno – Hatta International**
PURAH INDAH FIRST AND BUSINESS CLASS LOUNGE
International Terminal 2D. Airside – after Immigration turn left, proceed to the far end passing through the Duty Free store, close to the Boarding Gates.
06.00 – 22.00 daily
Alcoholic drinks are limited to two per person. • Proper attire required
A S G N M F P T I O

MUTIARA LOUNGE
International Terminal 2E. Airside – after Security Checks, turn left towards Passport Control/Immigration Counter. Turn left and the Lounge is located approximately 20 metres to the right.
05.30 – 23.30 daily
Consumption of alcoholic drinks is restricted to beer only.
A S N F P T I

JEDDAH **King Abdul Aziz International**
OASIS LOUNGE
North Terminal. Airside – pass through Immigration and Security to the Departure Lounge, turn right and go through the glass doors bearing the OASIS logo.
24 hours daily
A S N F P Z T

JEJU ISLAND **Jeju International**
KAL LOUNGE
Landside – the Lounge is located behind the Check-in counters for International Flights on the 3rd floor.
06.00 – 21.00 daily
Hours may vary according to flight schedules.
Maximum of two guests • Access may be restricted due to space constraints. • Non-smoking
A S G N F P T I

JOHANNESBURG **International**
PREMIER INTERNATIONAL LOUNGE
Airside – Mezzanine Level, International Departure Lounge.
06.00 – 23.30 daily
Hours may vary according to flight schedules.
A S G N M F P T I

PREMIER CLUB – ARRIVALS LOUNGE
Landside – the Lounge is for use upon arrival and is situated inside the InterContinental Hotel, outside the airport building, approximately 50 metres away.
06.00 – 18.00 daily
Separate smoking area available
A S N C F P T I

THE PREMIER CLUB
Airside – Domestic Departure Hall. Take the lift/stairs to the floor above. The Lounge is located on the left.
05.30 – 20.30 daily
A S G N M F P T I

JUÁREZ **Abraham Gonzalez International**
AEROMEXICO – SALON PREMIER CIUDAD JUÁREZ
Airside – after Security, on the right hand side of the boarding area.
05.00 – 22.00 daily
Hours may vary according to flight schedules.
Maximum of two guests • Children under 12 years have free entry when accompanied by an adult.
A S G N M F P T I O

KANSAS CITY **International**
DELTA CROWN ROOM CLUB
Terminal B. Airside – between Gates 56 & 57.
05.00 – 19.30 Monday – Friday
09.00 – 17.00 Saturday
06.00 – 19.30 Sunday
Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.
A S G N C M F P Z T I O

KAOHSIUNG **International**
MORE PREMIUM LOUNGE
Airside – after Immigration and Security Check, turn left. Follow the signs for the 'Business Center' and Gates 7–12 to where the Lounge is located.
05.30 – 20.30 daily.
Hours may vary according to flight schedules.
Limited to three guests per member • Maximum 3 hour stay • Children 2 years and under are admitted free. • Lounge access use only – Business Center facilities are not included. • Non-smoking
A S G N C M F Z T I O

UNI LOUNGE
Airside – after Immigration and Security Check, turn right towards Gates 1–6. The Lounge is located on the right hand side.
05.30 – 20.00 daily
Hours may vary according to flight schedules.
Access may be restricted due to space constraints. • Children 2 years and under are admitted free.
A S G N M F P I O

KARACHI **Quaid-E-Azam International**
CIP LOUNGE
Airside – immediately after Passport Control, turn right and take the escalator/stairs to the Mezzanine Floor (Level Two) where the Lounge is located.
24 hours daily
No alcoholic drinks are available. • Separate smoking section is available. • Maximum 2 hour stay
A S N C M F P Z T I

KATOWICE **International**
BUSINESS LOUNGE
Landside – the Lounge is located on the first floor, opposite the Restaurant.
Lounge opens 2 hours prior to general flight departures.
A S G N C M P T

KENDARI **Wolter Monginsidi**
CIP LOUNGE
Airside – after Security Checks, turn left. Proceed to Check-in counter and turn left again. Pass the Airport Tax counter and proceed through further Security Checks and X-ray. The Lounge is located straight ahead.
07.00 – 14.00 daily
Separate smoking/non-smoking areas available
A S N T

KILIMANJARO **International**
TANZANITE LOUNGE
Airside – proceed through the Departure Lounge, turn left and take the stairs up to where the Lounge is located.
06.00 – 22.30 daily
Hours may vary according to flight schedules.
Maximum 3 hour stay • Non-smoking
A S G N C M F P T I

KOLKATA **Netaji Subhash Chandra Bose**
CLIPPER BAR LOUNGES
International Terminal Building. Landside – the Lounge is located on the right hand side of the International Terminal Building.
Lounge opens 3 hours prior to all flight departures.
Free drinks are limited to two per person.
A S G N M F P T

Domestic Terminal Building. Airside – after Security Check, take the elevator or escalator to the first floor, where the Lounge is located.
05.00 to last scheduled flight departure (approx 21.00)
Free drinks are limited to two per person.
A S G N M F P T

CLUB BAR LOUNGE

Domestic Terminal Building, Landside – proceed to the first floor. The Lounge is situated close to 'Top Deck' restaurant.

06.00 to last scheduled flight departure (21.00)

Free drinks are limited to one per person.

A S G N M F P T

KRAKÓW-BALICE

John Paul II International

EXECUTIVE LOUNGE

Airside – after Check-in proceed to Passport Control and Security Checks via Gate 'D' or 'E'. Turn left to reach the 'Executive Lounge', which is located in the Departure Hall.

07.00 – 16.00 daily

Hours may be subject to change.

Non-smoking

A S G N M F P T I

KUALA LUMPUR

International

PLAZA PREMIUM LOUNGE

Airside – after Check-in and Immigration, take the Aerotrain to the Satellite Building. Keep left and take Lift 2 up to the Mezzanine Level. The Lounge is located on the right hand side.

24 hours daily

Children 5 years and under are admitted free. • Consumption of alcoholic drinks is restricted to beer only.

A S N M F P I

KUNMING

International

BEST BUSINESS VIP LOUNGE

Domestic Terminal Landside – the Lounge is located on the first floor of the Passenger Terminal Building.

06.00 – 24.00 daily

A S N C F P T I O

Local calls only

KUWAIT

International

HALA LOUNGE

Airside – pass through Immigration Departure Point and turn left. The Lounge is located opposite Gate 1.

24 hours daily

No alcoholic drinks are available. • Non-smoking

A S N F P T I

KUWAIT AIRWAYS – OASIS LOUNGE

Airside – on the left side after Immigration near to Gates 1, 2, 21, 22 and 23.

24 hours daily

Access may be restricted due to space constraints.

S N M F P T I O

LAGOS

Muritala International

A.S.L. BUSINESS CLASS LOUNGE

Airside – proceed towards 'E' finger and go up the wooden spiral staircase to the Mezzanine Floor. The Lounge is located at the top of the stairs on the left hand side.

07.00 – 24.00 daily

A S G N F P T I O

LANZAROTE

SALA VIP GUACIMETA

Airside – the Lounge is located in the Departures Hall, 2nd floor on the left hand side between Gates 8–9.

06.00 to last scheduled flight departure

Limited to two guests per member

A S G N T I

LA PAZ

El Alto International

SALA ALFA

Landside – the Lounge is located in the Domestic Flights Area, between the Aerosur Ticket Counter and Boarding Gate 4.

05.00 – 22.00 Monday – Saturday

11.00 – 22.00 Sunday

Limited to one guest per member

A S G N C M T

LARNACA

International

SUNJET EXECUTIVE LOUNGE

Airside – on the first floor. Turn right after Security Checks. Access is via lift or staircase. The Lounge is situated on the right.

24 hours daily

Dress code applicable (no shorts or sandals)

A S N C M F P Z T I O

LAS VEGAS

McCarran International

AMERICA WEST CLUB

Terminal 1. Landside – Mezzanine Level. Turn right before Security Check, towards Gates A and B.

05.00 – 00.30 daily

May close on Public Holidays.

Cardholder must be 21 years of age or older. • Proper attire required • Non-smoking

A S G N M F P Z T I

LEEDS BRADFORD

International

SERVAIR EXECUTIVE LOUNGE

Airside – pass through Security and take the escalator up to the 1st floor. Follow signs to the Lounge.

05.00 – 20.00 daily

Closed: Dec 25

No children under 12 years admitted • Non-smoking

A S G N F P Z T

Flight information is only available upon request.

LIMA

Jorge Chavez International

SALA PERU VIP

Airside – after Immigration, turn left before the Duty Free stores. Take the stairs on the left up to where the Lounge is located.

24 hours daily

Closed: Dec 24, 25, 31 and Jan 01

A S G N F P T I

THE V.I.P. CLUB

Airside – after Passport Control and Security Check. Pass the Duty Free shop and turn left across the gallery. The Lounge lobby sign is clearly visible on the crystal wall.

24 hours daily

Alcoholic drinks are limited to one per person.

A S G N F P Z T O

Flight information is available from Lounge personnel.

LISBON

International

TAP AIR PORTUGAL NAVIGATOR LOUNGE

Airside – after Boarding Pass Control, the Lounge is located through the 2nd door on the right, after Duty Free.

06.00 – 02.00 daily

Limited to two guests per member

A S G N M F P T I

ICARO LOUNGE

Airside – after Security Checks and before Passport Control, close to Duty Free.

06.00 – 24.00 daily

Limited to three guest per member • Alcoholic drinks are limited to two per person.

Please refer to www.prioritypass.com for further details.

ULISSES LOUNGE

Airside – after Security Checks and before Passport Control, close to Duty Free.

10.00 – 17.00 daily

Limited to one guest per member • Alcoholic drinks are limited to two per person.

A S G N M F P T I

LIVERPOOL

John Lennon

HALEWOOD INTERNATIONAL BUSINESS LOUNGE

Airside – proceed through Passport Control and Security Checks towards the end of the Departure Lounge, past the shops. The Lounge is located in the right hand corner.

05.30 – 20.00 daily

Dress code applicable

A S G N M F P Z I

LOMBOK

Selaparang Mataram

SHERATON V.I.P. DEPARTURE LOUNGE

Airside – located at the Departure (public) Area next to the Security Check. Signboard indicates the entrance.

07.00 – 20.00 daily

All drinks subject to payment except tea and coffee

A S G N P T I

LONDON

Gatwick

CONTINENTAL PRESIDENTS CLUB

South Terminal. Airside – proceed through Security to the Departure Lounge. Take the lift to the 5th floor where the Lounge is located.

07.00 – 13.30 daily

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

SERVAIR EXECUTIVE LOUNGE

South Terminal. Airside – proceed through Passport Control to the departure area. Follow signs to the 'Airline Lounge' which is located on the Upper Level (access via stairs or lift).

05.00 – 22.00 daily

No children under 12 years admitted • Non-smoking

A S G N F P Z T

Flight information is only available upon request.

US AIRWAYS CLUB

South Terminal. Airside – proceed through Security to the Departure Lounge towards Harrods. Take the lift to the 5th floor and follow signs to where the Lounge is located.

06.30 – 12.30 daily

All immediate family members can enter a US Airways Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Non-smoking

A S G N M F P Z T

AVIANCE EXECUTIVE SUITE

North Terminal. Airside – pass through Passport Control, turn left into the main Departure Lounge, follow the signs for the Lounge Pavilion. Turn right into the Lounge Pavilion and take the elevator/lift down to Level 1. The Lounge is located on the right hand side.

05.15 – 22.00 daily

Hours may be subject to change and will vary during winter schedules.

Access may be restricted due to space constraints. • Maximum 3 hour stay • Dress code applicable • Non-smoking

A S G N F P T

DELTA CROWN ROOM CLUB

North Terminal. Airside – pass through Passport Control, turn left into the main Departure Lounge, follow the signs for the Lounge Pavilion. Turn right into the Lounge Pavilion and take the elevator/lift down to Level 1. The Lounge is located on the left hand side.

06.30 – 20.30 daily

Hours will vary according to flight schedules.

Limited to one guest per member • Cardholder must be 21 years of age or older.

A S G N F P Z T I

LONDON

Heathrow

TRAVELEX BUSINESS CENTRE

Landside – the Lounge is located in the Queens Building. Access is by covered walkway from Terminals 1 and 2. Follow signs to 'Business Centre'.

07.00 – 19.00 Monday – Friday

Hours may be subject to change.

Closed: Saturday & Sunday

No children aged 13 and under are allowed into the Lounge after 11.00 (am) due to licensing laws. • Alcoholic drinks after 11.00 (am) only – cash bar

A S G N F P T I

SERVISAIR EXECUTIVE LOUNGE

Terminal 1 International. Airside – proceed through Passport Control, turn right at 'World of Whiskies' and take the lift/stairs to the 2nd floor. Follow signs along the balcony. Please be advised that the Lounge is NOT available for domestic UK flights and departures to the Republic of Ireland – International only.

06.00 – 22.30 daily

A S G N F P Z T I

Flight information is only available upon request.

SERVISAIR EXECUTIVE LOUNGES

Terminal 2 International. Airside – proceed through Passport Control, take the escalator/lift to the 2nd floor and follow signs along the balcony.

05.00 – 22.30 daily

A S G N F P Z T I

Flight information is only available upon request.

Terminal 3 International. Airside – proceed through Departures into the Departure Lounge. Go through the doors towards Gates 2–55 and follow signs to Gate 12A. Take the lift or stairs to the 2nd floor, go through the double doors, turn right and follow the corridor round.

06.30 – 22.30 daily

Cigarette smoking in designated areas only

A S G N F P Z T I

Flight information is only available upon request.

KUWAIT AIRWAYS – OASIS LOUNGE

Terminal 3 International. Airside – through the main Departure Lounge and doorway 12A. Pass Duty Free and a set of doors and take the stairs/lift to the 1st floor. The Lounge is situated to the right.

06.30 – 10.00 Monday, Wednesday, Friday & Sunday

06.30 – 10.00 & 11.00 – 14.45 Tuesday & Saturday

06.30 – 10.00 & 10.30 – 13.45 Thursday

Hours are subject to schedule changes.

Children 6 years and under are admitted free.

A S N M F P T I

HOLIDECK LOUNGE

Terminal 4 International. Airside – the Lounge is located at Departure Gate 17.

05.30 – 22.00 daily

Children under 2 years are admitted free.

A S G N C M F P Z T I O

LONDON

Luton

AVIANCE LOUNGE

Airside – proceed to the Departure Area Shopping Mall on the second floor. The Lounge is located next to Monsoon on the left hand side.

05.15 – 22.30 daily

Hours may vary according to flight schedules.

Closed: Christmas Day

Smart casual dress at all times • No children under 12 years admitted • Non-smoking

A S G N M F P T I

LONDON

Stansted

SERVISAIR EXECUTIVE LOUNGE

Satellite 1. Airside – after Passport Control, take the transit train to Station 1, Gates 1–19. Proceed upstairs to the Departure Level via stairs/escalator. The Lounge is located on the left hand side, adjacent to 'Starbucks'. Lounge facilities are only accessible to passengers flying out of Satellite 1.

05.15 – 20.30 daily

Hours may be subject to change.

Closed: Dec 25

No children under 12 years admitted • Non-smoking

A S G N F P Z T

Flight information is only available upon request.

LOS ANGELES

International

NORTHWEST WORLDCLUB

Terminal 2. Airside – on Mezzanine Level – adjacent to elevators.

05.30 – 22.00 daily

Cardholder must be 21 years of age or older.

A S G N C M F P Z T I

DELTA CROWN ROOM CLUB

Terminal 5. Airside – Mezzanine Level between Gates 53–55.

05.00 – 23.30 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N C M F P Z T I

LOS ANGELES

International

CONTINENTAL PRESIDENTS CLUB

Terminal 6. Airside – across from Gate 62.

05.00 – 01.00 daily

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

LUSAKA

International

IAPCO CLUB LOUNGE

Airside – proceed into the Departure Hall where the Lounge is located on the immediate left hand side.

Open daily – hours vary according to the international flight schedules.

Limited to one guest per member • Children must be accompanied by an adult.

A S G N C F P T I

LYON

Saint Exupéry

MONT-BLANC

Terminal 1. Landside – bloc 2, near to the Security Immigration Check.

06.00 – 20.30 daily

Closed: Dec 25 & Jan 01

Ticketed passengers only • Children under 12 years are admitted free.

A S G N M P T I

MACAU SAR

International

AIRPORT LOUNGE

Airside – after Immigration and Security Checks, proceed to the Mezzanine Level of the Departure Hall where the Lounge is situated.

08.00 – 20.30 daily

Hours may vary according to flight schedules.

A S G N M F P T I O

MADRID

Barajas

SALA VIP CIBELES

Terminal 1. Airside – after Passport Control, proceed to the second floor. The Lounge is located between Departure Gates B29 and B26 on the right hand side. Follow signs to 'Sala VIP'.

24 hours daily

A S G N F P T

Flight departures are announced.

SALA VIP TAUROMAQUIA

Terminal 1. Airside – after Security Control, proceed to Zone C/D. The Lounge is located opposite Departure Gate C44.

06.00 – 22.30 daily

A S G N F P T I

Flight departures are announced.

CONFERENCE & BUSINESS CENTER

Terminal 2. Landside – Departures, on the first floor (when using the stairs it is situated next to Iberia counter 540) in the 'La Paloma' Square near the Civil Guard Control.
08.00 – 20.00 Monday – Friday
Closed: Weekends & Public Holidays
Lounge access only – Business & Conference facilities are subject to additional charge. • No children under 12 years admitted • Cash bar, complimentary soft drinks
A S G N C F P Z T I O

MAKASSAR

Hasanuddin

TORAJA LOUNGE

Airside – after Security Checks, turn right towards the Information Counter. Then turn left and pass through Passport Control. Turn left again and proceed approximately 100 metres to the Waiting Room where the Lounge is located.
24 hours daily
Separate smoking area available
A S N C P T I

MALAGA

SALA VIP – OPA

Airside – after passing Security, the Lounge is situated on the right hand side.
06.00 – 22.30 daily
No shorts allowed
A S G N C P Z T

MALE

International

FINIFENMAA LOUNGE

Airside – after Passport Control, proceed straight ahead past the Duty Free shops. After reaching the 'Departure Restaurant', turn left and the Lounge is located on the right hand side.
04.00 – 02.45 daily
Hours may vary according to flight schedules.
Children under 3 years are admitted free. • Non-smoking
A S N M F P T I

MALTA

International

GEROLAMO CASSAR EXECUTIVE LOUNGE

Airside – Arrivals Hall. Upon entering the Air Terminal, the Lounge is situated on the left hand side, before Passport Control.
24 hours daily
Children under 12 years are admitted free of charge when accompanied by an adult. • Separate smoking section is available
A S G N M P Z T O

LA VALETTE EXECUTIVE LOUNGE

Airside – past Immigration and Security, proceed left. The Lounge is directly opposite the Duty Free Hi Fi shop close to Boarding Gate 4.
24 hours daily
Children under 12 years are admitted free of charge when accompanied by an adult.
A S G N M P Z T I O

MANADO

Sam Ratulangi

BUNAKEN LOUNGE

Airside – after Security Checks and Check-in, take the escalator to the 2nd floor. The Lounge is located approximately 30 metres straight ahead.
06.00 – 16.30 daily
Consumption of alcoholic drinks is restricted to beer only. • Separate smoking/non-smoking areas available
A S N M T

MANCHESTER

International

SERVISAIR EXECUTIVE LOUNGES

Terminal 1. Airside – proceed through Passport Control, turn left and take the stairs to the floor above. Turn right, follow signs and proceed down the corridor. Turn right again for the entrance to the Lounge.
05.00 – 19.30 daily
Closed: Dec 25
No children under 12 years admitted • Non-smoking
A S G N F P Z T
Flight information is only available upon request.

Terminal 2. Airside – proceed through Passport Control, turn left and take the stairs (near 'Cafe Europa') to the floor above. Go through the double doors and the Lounge is located immediately on the right.
05.30 – 20.30 daily
Closed: Dec 25
No children under 12 years admitted • Non-smoking
A S G N F P Z T
Flight information is only available upon request.

MANILA

Ninoy Aquino International

PAGSTOP LOUNGE

Airside – after Duty Free, proceed upstairs to the 4th Floor. The Lounge is located in the IPT Transit Area, near to the 'Hariraya Restaurant'.
08.00 – 22.00 daily
Limited to two guests per member • Maximum 3 hour stay • Children under 2 years are admitted free.
A S G N M P Z T O

MANIZALES

La Nubia

AVIANCA SALA ELITE

Landside – next to the ACES' ticket counter.
05.00 – 18.00 daily
Hours may vary according to flight schedules.
Non-smoking
S G N F P

MAPUTO

International

CIP LOUNGE

Landside – after Check-in, the Lounge is located in the Public Area, directly opposite the middle entrance of the Airport Building.
05.00 – 23.00 daily
Hours may vary according to flight schedules.
Children 12 years and under are admitted free. • Separate smoking section is available.
Please refer to www.prioritypass.com for further details.
Please note the CIP Lounge now has wi-fi available.

MARACAIBO

La Chinita International

PREMIER CLUB

National Terminal. Landside – proceed past the ticket counter and through the corridor located at the rear end of the ticket counter lobby. At the end of the corridor, turn left into the boarding gate 'finger'. The Lounge is located on the left just before the Security Check Point.
05.00 – 20.00 daily
Non-smoking
A S G N M F P T I O

MAURITIUS

S. S. R. International

SALON CHAMAREL

Airside – proceed through Passport Control. The Lounge is located on the left hand side.
05.00 – 23.00 daily
Hours may vary according to flight schedules.
Limited to two children per member (children under 12 years are admitted free of charge) • Separate smoking area available
A S G N M F P T I O

MEDAN

Polania

TOBA LOUNGE

International Terminal. Airside – after Security Checks and Passport Control proceed to the 2nd floor. The Lounge is located on the right hand side.
08.00 – 15.00 Monday, Tuesday & Saturday
08.00 – 20.00 Wednesday – Friday & Sunday
Consumption of alcoholic drinks is restricted to beer only. • Non-smoking
A S N P

PRIMA LOUNGE

Domestic Terminal. Airside – after Security Checks, approximately 50 metres straight ahead.
05.30 – 18.00 daily
Consumption of alcoholic drinks is restricted to beer only. • Non-smoking
A S N P T

MEDELLIN (RIONEGRO)

Jose Maria Cordova

AVIANCA SALA ELITE

International Terminal. Airside – upon entering the International Terminal, immediately after Passport Control, Gate 13.
05.00 – 22.00 daily
Hours may vary according to flight schedules.
Non-smoking
A S G N M P T I

National Terminal. Landside – next to ACES' ticket counter on the right.
05.45 – 19.00 Monday – Friday
Hours may vary according to flight schedules.
Non-smoking
S G N C M F P

MELBOURNE

International

UNITED RED CARPET CLUB

Terminal B. Airside – Level 1, Satellite Area.
10.00 – 13.00 daily
All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Non-smoking
A S G N M F P Z T I

MEMPHIS

International

NORTHWEST WORLDCLUB

Airside – Main Terminal, past Security at the intersection of Concourse B and C.
05.30 – 21.30 Monday – Friday
06.30 – 21.30 Saturday & Sunday
Cardholder must be 21 years of age or older. • Non-smoking
A S G N C M F P Z T I

MERIDA Manuel Crescencio Rejon International

AEROMEXICO – SALON PREMIER MERIDA

Landside – Upper Level, right side of the stairs.

06.00 – 20.00 daily

Hours may vary according to flight schedules.

Maximum of two guests • Children under 12 years have free entry when accompanied by an adult.

A S G N C M F P T I O

MEXICO CITY Benito Juarez International

AEROMEXICO – SALON PREMIER CIUDAD DE MEXICO

International Terminal. Airside – Concourse F, Gate 21 next to the Duty Free shops.

06.00 – 22.30 daily

Hours may vary according to flight schedules.

Maximum of two guests • Children under 12 years have free entry when accompanied by an adult.

A S G N M F P Z T I O

AEROMEXICO – SALON PREMIER CIUDAD DE MEXICO

National Terminal. Airside – take the escalator near the Aeromexico Counters in Gate A, turn right and after passing Security Control turn left. The Lounge is located on the Upper Level, Gate B.

05.30 – 22.30 daily

Hours may vary according to flight schedules.

Maximum of two guests • Children under 12 years have free entry when accompanied by an adult.

A S G N C M F P Z T I O

AMERICAN AIRLINES ADMIRALS CLUB

International Terminal. Airside – the Lounge is located on the second level at Concourse H.

05.15 – 21.00 Monday, Wednesday, Friday & Sunday

05.15 – 20.00 Tuesday & Thursday

05.15 – 18.30 Saturday

All immediate family members can enter an American Airlines Admirals Club with the member, but the number of persons who are not immediate family will be limited to two at any one visit. • Separate smoking/non-smoking areas available

Flight information is only available upon request. Fax services only available for local numbers.

Please refer to www.prioritypass.com for further details.

CONTINENTAL PRESIDENTS CLUB

International Terminal. Airside – after Security, to the right of Duty Free, on the 2nd floor.

05.30 – 17.00 Sunday – Friday

05.30 – 15.30 Saturday

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I

SALÓN VIP PREMIUM

International Terminal. Airside – Concourse F, in front of Gate 18, between 'Lindbergh's' restaurant and Duty Free.

24 hours daily

All immediate family members can enter the Lounge with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Consumption of free drinks limited to three per person

A S G N M F P T

UNITED RED CARPET CLUB

New International Terminal. Airside – Mezzanine Level, third floor.

06.00 – 22.00 daily

All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Non-smoking

A S G N M F P Z T I

MIAMI International

CLUB AMERICA LOUNGES

Concourse E. Landside – Departure Level, just before the Security Check, on the right hand side.

09.00 – 21.00 daily

No alcoholic drinks are available for passengers under 21 years of age. • Non-smoking

A S G N C M F P Z T I O N

Concourse F. Landside – before the Security Check, on the right hand side.

05.00 – 01.00 daily

No alcoholic drinks are available for passengers under 21 years of age. • Non-smoking

A S G N C M F P Z T I O

Concourse F. Airside – after Security Check Point, follow signs to the Lounge which is located on the third floor.

12.00 – 24.00 daily

No alcoholic drinks are available for passengers under 21 years of age. • Non-smoking

A S G N C M F P Z T I O

DELTA CROWN ROOM CLUB

Concourse H. Airside – across from Gate H15.

05.30 – 19.30 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N M F P Z T I

MILAN

CLUB S.E.A. – SALA LEONARDO

Airside – after Customs in front of Duty Free Shop.

05.30 – 22.00 daily

A S G N M P T I

CLUB S.E.A. – SALA PIERMARINI

Landside – on main floor Departure Level, left hand corner opposite the Bar/Tobacconist Shop.

06.00 – 21.00 daily

A S G N M P T I

Check-in facilities available.

MILAN

CLUB S.E.A. – SALA MONTEVERDI

Malpensa West, Terminal 1. Airside – Southern Satellite, Departure Lounge (Schengen Area), close to Boarding Gates A.

06.00 – 21.30 daily

A S G N M F P T I O

CLUB S.E.A. – SALA PERGOLESI

Malpensa West, Terminal 1. Airside – Central Satellite, Departure Lounge (Non-Schengen Area), close to Boarding Gates B.

06.30 – 21.30 daily

A S G N M F P T I O

CLUB S.E.A. – SALA RESPIGHI

Malpensa West, Terminal 1. Landside – proceed to the second floor.

The Lounge is located in the Departures Area on the right hand side, close to Check-in.

06.30 – 22.00 daily

A S G N M P T I O

Check-in facilities available

MILAN

VIP LOUNGE SACBO

Landside – in the Departures Area. The Lounge is located close to Security Control, facing the ticket desks.

06.00 – 22.00 daily

Consumption of alcoholic drinks is restricted to beer only. • Non-smoking

A S N P Z T

Check-in facilities available

MILWAUKEE

NORTHWEST WORLDCLUB

Concourse E. Airside – next to Gate 60.

05.00 – 19.00 Monday – Friday

05.00 – 11.00 Saturday

12.00 – 19.00 Sunday

Cardholder must be 21 years of age or older. • Non-smoking

A S G N C M F P Z T I

MINNEAPOLIS/ST. PAUL

NORTHWEST WORLDCLUB LOUNGES

Concourse C. Airside – near to Gate C12.

05.00 – 22.00 daily

Cardholder must be 21 years of age or older. • Non-smoking

A S G N C M F P Z T I

Concourse G. Airside – located at the entrance to the Concourse.

05.00 – 22.00 daily

Cardholder must be 21 years of age or older. • Non-smoking

A S G N C M F P Z T I

UNITED RED CARPET CLUB

United Terminal. Airside – between Gates E6 and E8.

05.30 – 19.00 daily

All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks • Non-smoking

A S G N C M F P Z T I

MOMBASA

NAS AIRPORT SERVICES TRAVELLERS LOUNGE

Airside – go past the Check-in counter and take the lift or escalator to the first floor. Proceed past the Security Check and Passport Control, turn left and follow signs to the Lounge.

06.00 – 15.00 Monday, Tuesday, Wednesday, Friday, Saturday & Sunday

06.00 – 15.00 & 18.00 – 24.00 Thursday

Hours are subject to seasonal changes

Cash bar, complimentary soft drinks • Children under 5 years are admitted free of charge. • Separate smoking/non-smoking areas available

A S G N M T O

Linate

Malpensa

Orio al Serio

General Mitchell Field

International

Moi International

MONTERREY Mariano Escobedo International

AEROMEXICO – SALON PREMIER monterrey

International Terminal. Landside – Lower Level. The Lounge is situated at the right side of the stairs, towards the Departure Lounges.

06.00 – 22.00 daily

Hours may vary according to flight schedules.

Maximum of two guests • Children under 12 years have free entry when accompanied by an adult.

A S G N C M F P T I O

MOSCOW Domodedovo International

FIRST AND BUSINESS CLASS LOUNGES

International Terminal. Airside – the Lounge is located on the left hand side of the Passenger Terminal. After Security Checks and Passport Control turn left, proceed to the 1st Departure Gate and follow the stairs down to the Lounge.

24 hours daily

Maximum of one guest • Separate smoking/Non-smoking areas available

Please refer to www.prioritypass.com for further details.

Domestic Terminal. Airside – the Lounge is located on the right hand side of the Passenger Terminal, after Security Checks and Passport Control.

24 hours daily

Maximum of one guest • Non-smoking

Please refer to www.prioritypass.com for further details.

MOSCOW Sheremetyevo – 2

FIRST CLASS LOUNGE

Terminal 2. Airside – right wing of Airport Terminal. After passing Customs and Passport Control within the Transit Zone (3rd Floor), follow signs for the 'First Class Lounge'.

24 hours daily

Admittance is restricted to two hours prior to flight departure.

A S G N C M F P T I

MUMBAI International

CLIPPER LOUNGE

International Terminal IIA. Airside – immediately after Immigration and Customs, take the escalators down to the Transit Area. The Lounge is directly opposite the escalators, next to Gates 1–3.

14.00 – 07.00 daily

Free drinks are limited to one per person.

A S G N M F P T O

CLUB LOUNGE

International Terminal IIC. Airside – after Immigration and Customs, take the escalators to Gates 16–19. The Lounge is located on the right, at the end of the passage after Gate 19.

14.00 – 07.00 daily

Free drinks are limited to one per person. • Non-smoking

A S G N M F P T I

SHUTTLE LOUNGE

Domestic Terminal IA. Landside – after Check-in, proceed past the Tele Check-in counter and take the stairs on the left down to the Lounge.

05.00 – 21.00 daily

Free drinks are limited to one per person.

A S G N M P T

CLIPPER BAR LOUNGE

Domestic Terminal IB. Landside – before Security Checks. Take the stairs or lift to the first floor where the Lounge is located.

04.00 – 22.00 daily

Free drinks are limited to one per person. • Non-smoking

A S G N M F P T I

CLUB LOUNGE

Domestic Terminal IB. Landside – after Check-in. The Lounge is located on the right hand side just before the entrance to the Security Check Hall.

05.00 – 22.00 daily

Free drinks are limited to one per person. • Non-smoking

A S G N M F P T

MUNICH Franz-Josef Strauss

ATLANTIC LOUNGE

Terminal 1. Airside – Module C, Level 5 (Non-Schengen Area). There is direct elevator access to the Lounge behind Passport and Security Control.

06.00 – 20.30 daily.

A S G N M F P T I O

EUROPA LOUNGE

Terminal 1. Airside – Module D, Level 5 (Schengen Area). Take the stairs or elevator to the transfer corridor and follow signs to where the Lounge is located.

07.00 – 20.30 daily

A S G N M F P T I O

DELTA CROWN ROOM CLUB

Terminal B. Airside – Module B, after Security and Passport Control, turn left. Opposite Gates B14 and B16 turn left and take the lift upstairs to where the Lounge is located.

08.00 – 11.00 daily

Hours may vary according to flight schedules.

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N M F P T

MÜNSTER – OSNABRÜCK International

RELAX LOUNGE

Airside – after Security Checks, approximately 20 metres on the left hand side.

05.30 – 21.00 Monday – Friday & Sunday

05.30 – 18.30 Saturday

Closed: Christmas & Easter Holidays

Limited to one guest per member

A S G N M F P T I O

MUSCAT Seeb International

WINGS OF OMAN LOUNGE

Airside – the Lounge is located on the ground floor after Immigration and Security.

24 hours daily

A S G N C M F P T I

MWANZA

AURIC AIR SERVICES DEPARTURE LOUNGE

Landside – the Lounge is located outside the Arrivals Hall, on the right hand side opposite the Coastal Travel office. Follow signs to Auric Air Services.

08.30 – 18.00 daily

Access may be restricted due to space constraints • Consumption of alcoholic drinks is restricted to beer only. • Non-smoking

A S N F P I

NAGOYA Central Japan International (Centrair)

KAL LOUNGE

Airside – after immigration (3rd floor) take the escalators on the left down to the 2nd floor and follow signs to the Lounge.

07.30 – 20.30 daily

Maximum of two guests • Access may be restricted due to space constraints. • Non-smoking

Please refer to www.prioritypass.com for further details.

NAIROBI Jomo Kenyatta International

FIRST CLASS LOUNGES

Unit One. Airside – in front of Boarding Gate 11.

24 hours daily

One accompanying guest only

A S G N M F P T O

Unit Two. Airside – in front of Boarding Gate 5.

24 hours daily

One accompanying guest only

A S G N M F P T O

NAPLES Capodichino

LA TERRAZZA

Landside – after Check-in on the ground floor, proceed to the first floor. The Lounge is located opposite the shopping area.

06.00 – 20.00 daily

Separate smoking area is available.

A S G N C M F P T I

NASHVILLE International

DELTA CROWN ROOM CLUB

Airside – adjacent to Gate B3.

05.30 – 19.30 Sunday – Friday

07.00 – 17.00 Saturday

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N C F P Z T I O

NEWCASTLE International

CHEVIOT LOUNGE

Airside – proceed through the Security Point at Level 2 and turn right. The Lounge is located next to the 'WH Smith' store.

05.15 – 19.30 daily

Lounge closure may vary and is dependent on last daily scheduled flight departure.

No children under 12 years admitted • Non-smoking

A S G N F P Z T I

Flight information is only available upon request.

NEW DELHI Indira Gandhi International

CLIPPER LOUNGE

International Terminal. Landside – after Check-in and Immigration the Lounge is located on the right-hand side before Security gates.

24 hours daily

Free drinks are limited to one per person. • Separate smoking/non-smoking areas available

A S G N P T I O

MAURYA SHERATON CIP LOUNGE

International Terminal. Airside – pass through Immigration and take the stairs up to the Mezzanine Floor (first floor). Follow signs for the Lounge situated on the left hand side.

24 hours daily

Entry to Lounge is subject to space availability. • Consumption of drinks limited to two per person.
A S G N M P T

NEW ORLEANS

International

DELTA CROWN ROOM CLUB

Terminal D. Airside – near to Gate 3.

04.30 – 18.30 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N C M F P Z T I O

NEW YORK

La Guardia International

CONTINENTAL PRESIDENTS CLUB

Central Terminal. Landside – Concourse A. Take the elevator to the 3rd floor and turn left.

05.30 – 19.00 Sunday – Friday

05.30 – 16.00 Saturday

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

DELTA CROWN ROOM CLUB

Delta Terminal. Airside – Concourse Level, adjacent to Security point, before Gate 2.

04.30 – 21.00 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N C M F P Z T I O

NORTHWEST WORLDCLUB

Delta Terminal. Airside – go past the main Northwest Ticket Counter, through Security and turn left.

05.30 – 21.00 Sunday – Friday

05.30 – 18.00 Saturday

Cardholder must be 21 years of age or older. • Non-smoking

A S G N C M F P Z T I

UNITED RED CARPET CLUB

United Terminal. Landside – entry is via the outside corridor behind the ticket counter. Take the escalator to the third floor.

05.15 – 20.00 Monday – Friday

06.00 – 19.00 Saturday & Sunday

All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks • Non-smoking

A S G N C M F P Z T I

NEW YORK (NEW JERSEY)

Newark Liberty Int'l

CONTINENTAL PRESIDENTS CLUB

Terminal A. Airside – near Gate A23.

05.30 – 19.30 Monday – Friday

07.30 – 19.30 Saturday & Sunday

Hours are subject to change

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

UNITED RED CARPET CLUB

Terminal A. Airside – Gate Level, beyond Security.

05.30 – 21.00 daily.

All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit • Cardholder must be 18 years of age or older • Cash bar, complimentary soft drinks • Non-smoking.

A S G N C M F P Z T I O

DELTA CROWN ROOM CLUB

Terminal B. Airside – between the Main and Satellite Buildings, on the left hand side before the Delta Gates.

04.00 – 21.15 daily

Hours may vary according to flight schedules.

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N C M F P Z T I O

NORTHWEST WORLDCLUB

Terminal B. Airside – Concourse B1, midway between the Main Terminal and Gate 40.

05.30 – 19.45 Sunday – Friday

05.30 – 18.00 Saturday

Cardholder must be 21 years of age or older. • Non-smoking

A S G N C M F P Z T I

CONTINENTAL PRESIDENTS CLUB LOUNGES

Terminal C. Airside – across from Gate 74.

05.00 – 22.00 daily

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

Terminal C. Airside – towards Concourse 2, near Gates 120–139.

05.00 – 22.30 daily

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N M F P Z T I O

NEW YORK

J. F. Kennedy International

KAL LOUNGE

Terminal 1. Airside – proceed through X-ray situated to the right of the Check-in counters on the 2nd floor. Then take the elevator to the 3rd floor where the Lounge is located. The Lounge is accessible both via Check-in counters and Gate Area 3.

Lounge opens 3 hours and 30 minutes prior to KAL flight departures. Opening times are seasonal and will vary according to flight schedules.

Maximum of two guests • Ticketed (Check-in) passengers only • Access may be restricted due to space constraints.

A S G N C M F P Z T I

NICE

Côte d'Azur

CLUB RIVIERA

Terminal 1. Airside – located on the Mezzanine Floor in the Departure Lounge. Access by stairs or private lift.

06.00 – 20.30 daily

Hours may vary according to flight schedules.

Non-Schengen flights only (T1)

A S G N M F P Z I O

SALON SCHENGEN

Terminal 1. Airside – on the left hand side of the Departure Lounge.

05.50 – 21.30 daily

Hours are subject to change.

Schengen flights only (T1)

A S G N F P Z I O

CAP D'ANTIBES

Terminal 2. Airside – proceed to the Upper Level of the International Area. The Lounge is located on the right hand side after 'Bar du Monde'.

08.30 – 15.30 daily

Hours may vary according to flight schedules.

Non-Schengen flights only (T2)

A S G N F P Z T I O

CLUB CÔTE D'AZUR (NOW CLUB CAP FERRAT)

Terminal 2. Airside – located to the right of the Departure Lounge.

Lounge opens prior to first flight departure and closes after last flight departure.

Schengen flights only (T2)

A S G N M F P Z T I O

NORWICH

International

EXECUTIVE LOUNGE

Airside – turn right through Security. The Lounge is situated next to 'Café Continental'.

05.20 – 19.00 Monday – Friday

05.20 – 16.00 Saturday

05.20 – 18.30 Sunday

Hours may vary according to flight schedules.

Closed: Dec 25

Maximum 3 hour stay • No children under 12 years admitted • Non-smoking

A S G N F P Z T I

Flight departures are announced.

NOTTINGHAM

East Midlands

SERVAIR EXECUTIVE LOUNGE

Airside – proceed through Security Checks, take the stairs to the Upper Level and follow signs to the Executive Lounge.

05.00 – 20.00 daily

Non-smoking

Please refer to www.prioritypass.com for further details.

NUREMBERG

NORIS SKY LOUNGE

Special identity needed before entering Lounge.

Airside – the Lounge is located via the Security Check, on the ground floor near to Gates A01–07. It is essential that passengers do not proceed directly to the Lounge but first identify themselves as Priority Pass cardholders to staff at the Information Desk in Departure Hall 2 (near the escalator). 06.00 – 23.00 daily

Hours may vary according to flight schedules.

Limited to one guest per member

Please refer to www.prioritypass.com for further details.

ORANGE COUNTY

UNITED RED CARPET CLUB

Airside – take the elevator across from Gate 7.

05.30 – 19.00 Monday – Friday

05.30 – 14.00 Saturday

07.00 – 19.00 Sunday

All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks • Non-smoking

A S G N C M F P Z T I O

ORLANDO

DELTA CROWN ROOM CLUB

Terminal B. Airside – near to Gate 60.

05.00 – 22.00 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N C M F P Z T I

UNITED RED CARPET CLUB

Terminal B. Airside – between Gates 43–45.

06.00 – 21.00 daily

All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks • Non-smoking

A S G N C M F P Z T I

ORLANDO

THE GUEST HOUSE

Terminal A. Airside – the Lounge is located in the International Departure Lounge, adjacent to Chadwicks Pub.

Lounge opens 4 hours prior to the first international flight departure (or 10.00 at the latest). Lounge closes after the last scheduled flight departure (or 23.00 at the latest). Please note this Lounge is only open on days when international flights are departing.

Non-smoking

A S G N M P Z T I

OSAKA

KAL LOUNGE

Landside – the Lounge is located in the Northern Lounge Area on the 3rd floor of the passenger terminal building (below KAL Check-in Counter Area on the 4th floor).

07.30 – 15.30 Monday, Tuesday, Thursday & Friday

08.00 – 15.30 Wednesday, Saturday & Sunday

Hours may vary according to flight schedules.

Maximum of two guests • Access may be restricted due to space constraints.

A S G N F P T I

PALEMBANG

EL JOHN EXECUTIVE LOUNGE

Airside – after Security Control, follow signs to the 'Executive Lounge' which is located in the Domestic Departure Hall.

07.00 – 18.15 daily

A S N M T

PALMA DE MALLORCA

SALA VIP FORMENTOR

Airside – after Check-in, proceed to the Departure Level on the 4th floor. The Lounge is located after Security Checks, on the right (Module D).

06.00 – 23.00 daily

Children under 2 years are admitted free of charge. • Separate smoking area available

A S G N M P Z T I O

PANAMA

CONTINENTAL PRESIDENTS CLUB

Airside – proceed upstairs, by Gate 11.

07.00 – 22.00 daily

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I

John Wayne

TOCUMEN ROYAL SALOON

Landside – left wing side on the main floor at the Airlines' Counters, diagonal to the Government Diplomatic Lounge.

05.00 – 22.00 daily

S G N C F P T

PAPHOS

VIP SUNJET EXECUTIVE LOUNGE

Airside – the Lounge is located at the end of the Departure Lounge, opposite Gate 4.

08.00 – 17.00 Monday

06.00 – 22.00 Tuesday, Thursday & Friday

08.00 – 22.00 Saturday

06.00 – 24.00 Sunday & Wednesday

Hours may vary according to flight schedules.

Dress code applicable (no shorts)

A S G N M F P Z T I

International

PARIS

ICARE LOUNGE

Terminal 1. Airside – International Zone, after Customs. Take the elevator to the Lounge which is located after Duty Free, Level 10 between Satellites 3 & 4.

06.30 – 23.30 daily

Consumption of free drinks limited to one per person • Children 12 years and under are admitted free when accompanied by an adult.

S G N P T O

Flight Information is available from Lounge personnel.

Charles de Gaulle

PARIS

ICARE LOUNGE

South Terminal. Airside – after Police and Customs Control on Level I, take the stairs or escalator to Level 2 where the Lounge is located.

06.00 – 22.30 daily

Consumption of free drinks limited to one per person

A S G N M P T I

Orly

PEKANBARU

EL JOHN EXECUTIVE LOUNGE

Airside – the Lounge is located on the first floor opposite the Check-in counter.

06.00 – 18.00 daily

A S N M T

Sultan Syarif Kasim II

PEREIRA

AVIANCA SALA ELITE

Landside – Second Level, on the left hand side.

05.00 – 22.00 daily

Hours may vary according to flight schedules.

Non-smoking

A S G N M F P T

Matecaña

PHILADELPHIA

DELTA CROWN ROOM CLUB

Concourse E. Airside – Upper Level.

05.00 – 20.00 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N M F P Z T I O

International

UNITED RED CARPET CLUB

Airside – 2nd Level, between Concourses C and D.

05.00 – 19.45 Monday – Friday

13.30 – 19.45 Sunday

Closed: Saturday

All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks • Non-smoking

A S G N C M F P Z T I O

US AIRWAYS CLUB

Terminal A West. Airside – take the escalator/elevator to the 4th floor where the Lounge is located.

06.00 – 11.30 & 14.30 – 21.30 daily

All immediate family members can enter a US Airways Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks • Non-smoking

A S G N M F P Z T I O

PHOENIX

DELTA CROWN ROOM CLUB

Concourse 3N. Airside – near to Gate 19.

06.30 – 19.00 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N C M F P Z T I

Sky Harbor International

AMERICA WEST CLUB LOUNGES

Barry M. Goldwater Terminal 4. Airside – take the stairs or elevator to Mezzanine Level. The Lounge is located at Gate A6 in the A Concourse.

06.00 – 22.00 daily

05.00 – 21.00 daily (summer hours)

May close on Public Holidays.

Cardholder must be 21 years of age or older. • Proper attire required • Non-smoking

A S G N C M F P Z T I O

Barry M. Goldwater Terminal 4. Airside – the Lounge is located between Gates A19 and A21 in the A Concourse.

06.00 – 22.00 daily

05.00 – 21.00 daily (summer hours)

May close on Public Holidays.

Cardholder must be 21 years of age or older. • Proper attire required • Non-smoking

A S G N C M F P Z T I O

Barry M. Goldwater Terminal 4. Airside – take the stairs or elevator to Mezzanine Level. The Lounge is located at Gate B4 in the B Concourse.

06.00 – 22.00 daily

05.00 – 21.00 daily (summer hours)

May close on Public Holidays.

Cardholder must be 21 years of age or older. • Proper attire required • Non-smoking

A S G N C M F P Z T I O

UNITED RED CARPET CLUB

Airside – past United Airlines' Gate 7, on the right hand side.

05.00 – 20.00 Sunday – Friday

06.00 – 17.30 Saturday

All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks • Non-smoking

A S G N C M F P Z T I O

PISA

Galileo Galilei International

SALA GALILEI

Landside – on the upper floor next to the restaurant.

08.00 – 18.00 daily

Closed: Easter, Christmas & New Year

Limited to one guest per member • Non-smoking

A S G N M F P T I

Upon request, the fee-paying Conference Hall is available for business meetings.

(Tel: 050/849200, Fax: 050/598097)

PONTIANAK

Supadio

EL JOHN EXECUTIVE LOUNGE

Airside – after Check-in (first floor) follow signs to the Lounge.

06.00 – 18.00 daily

A S N M T

PORLAMAR

General Santiago Mariño International

PREMIER CLUB (EAST)

National Terminal. Airside – proceed past the ticket counter and turn right into the East preflight area. The Lounge is located in the East boarding area.

05.00 – 20.00 daily

Non-smoking

A S G N M F P T I O

PREMIER CLUB (WEST)

National Terminal. Airside – proceed past the ticket counter and turn right into the West preflight area. The Lounge is located in the West boarding area.

05.00 – 20.00 daily

Non-smoking

A S G N M F P T I O

PORT ELIZABETH

THE PREMIER CLUB

Airside – Domestic Departure Hall. Pass through Security and follow signs up to the first floor where the Lounge is located.

05.45 – 19.45 daily

A S G N M F P T I

PORTLAND (OREGON)

International

NORTHWEST WORLDCLUB

Concourse D. Airside – between Gates D5 and D7. Access to the Lounge is via stairs or elevator.

06.15 – 14.15 daily.

Cardholder must be 21 years of age or older. • Non-smoking

A S G N M F P Z T

UNITED RED CARPET CLUB

Concourse E. Airside – across from Gate E1.

05.00 – 19.00 Sunday – Friday

05.00 – 18.00 Saturday

All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks • Non-smoking

A S G N C M F P Z T I O

PORTO

Francisco Sa Carneiro International

AIRPORT LOUNGE

Airside – immediately after Passport Control, located on the left hand side.

05.00 – 21.00 daily

Limited to one guest per member • Alcoholic drinks limited to two per person • Children under 12 years are admitted free of charge when accompanied by an adult.

A S G N M P T I

TAP AIR PORTUGAL NAVIGATOR LOUNGE

Airside – on the 1st floor after Police Boarding Pass Control.

06.00 – 24.00 daily

Limited to two guests per member

A S G N M F P T I

PORT OF SPAIN

Piarco International

V.I.P. FLYERS' CLUB

Airside – after the Duty Free area on the Ground Level, take the stairs on the right side of the Security Check.

05.00 to last scheduled flight departure

Complimentary alcoholic drinks are limited to two per person. • No children under 10 years admitted

A S G N C F P T

POZNAN

Poznan-Lawica

BUSINESS EXECUTIVE LOUNGE

International Departures Hall. Airside – pass through Passport and Security Control, turn right and proceed straight ahead. The Lounge entrance is located near the snack bar.

Lounge opens from the first International scheduled flight departure and closes after last scheduled flight departure.

Non-smoking

A S G N M F P I O

PRAGUE

Ruzyne

CRYSTAL LOUNGE

Terminal A. Airside – after Check-in and Passport Control, take the escalator on the left to the first floor, and follow the signs to the 'Airline Business Club'.

24 hours daily

Hours may vary according to flight schedules.

A S G N C F P I

Flight information is available from Lounge personnel.

HARMONY LOUNGE

Terminal A. Airside – after Check-in and Passport Control, take the escalator on the left to the first floor. The Lounge is located on the right hand side.

06.00 – 21.00 daily

A S G N C M F P Z T I

PUERTO MONTT

EI Tepual

SALONES VIP PACIFIC CLUB

National Terminal. Airside – after Security, take the escalator upstairs and turn to the left. The Lounge is situated past the elevator on the right. The sign indicates the entrance to the Lounge.

Lounge opens 1 hour prior to first flight departure and closes after last scheduled departure.

Cigarette smoking in designated areas only • No pets allowed

A S G N F P T I

PUERTO ORDAZ

Gral. M. C. Piar Int'l

PREMIER CLUB

Airside – proceed to the Upper Level. The Lounge is located on the left hand side of the Boarding Gate area.

05.30 – 20.00 daily

Dress code applicable (no shorts) • Non-smoking

A S G N F P T I O

PUNTA ARENAS

Carlos Ibanez Del Campo Int'l

SALONES VIP PACIFIC CLUB

National Terminal. Landside – take the escalator to the second floor where the Lounge is located on the left hand side.

07.30 – 19.30 daily

Cigarette smoking in designated areas only • No pets allowed

A S G N F P T I

PUNTA CANA

International

VIP LOUNGE

Airside – after Security, turn right towards Gate 1. The Lounge is located at the end of the waiting hall.

11.00 – 19.00 daily

Separate smoking/non-smoking areas available

A S G N C M F P T I

QUITO

Mariscal Sucre International

SALA VIP

Airside – pass through Immigration and Airport Security. The Lounge is located at exit to International Gates next to the Duty Free shops.

05.30 – last scheduled departure

A S G N M F P T

RALEIGH-DURHAM

DELTA CROWN ROOM CLUB

Terminal A. Airside – near to Gate 14.

05.30 – 21.00 Monday – Friday

09.00 – 17.00 Saturday & Sunday

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N C M F P Z T I O

RIGA

SOLO CLUB

Airside – after Security Control, turn right and the Lounge is located straight ahead, approximately 50 metres away.

05.00 – 22.00 daily

Limited to one guest per member

A S N M F P T I O

RIO DE JANEIRO

AMERICAN AIRLINES ADMIRALS CLUB

Airside – The Lounge is located in the Blue Sector restricted area on the Mezzanine Level.

06.00 – 08.00, 11.30 – 14.30 & 15.30 – 21.00 daily

All immediate family members can enter an American Airlines Admirals Club with the member, but the number of persons who are not immediate family will be limited to two at any one visit. • Non-smoking

Please refer to www.prioritypass.com for further details.

RIYADH

FIRST CLASS LOUNGE

Terminal 1. Airside – after Passport Control and Security, turn right and the Lounge is situated next to Gate 18.

24 hours daily

A S N F P T I

ROME

I MOSAICI

Terminal B. Airside – the Lounge is located in the Schengen Area, close to Gate B5 on the first floor.

06.15 – 20.30 daily

A S G N C M F P T I

LE ANFORE (BUSINESS CLASS)

Terminal C. Airside – the Lounge is located in the Satellite Area, close to Gate C-31 on the lower floor.

06.15 – 23.45 daily

A S G N M F P T I

Executive Center & Lounge

Domestic Terminal. Airside – after Security Check, take the escalator at Gate A7.

06.00 – 22.00 daily

Lounge access use only – Business Center facilities are not included. • Complimentary soft drinks limited to one per person • All alcoholic drinks are subject to payment.

A S G C M F P T

ROTTERDAM

ROTTERDAM AIRPORT LOUNGE

Airside – after Security Check, turn right. The Lounge is located next to the restaurant.

Lounge opens daily 90 minutes prior to the first scheduled flight departure and closes after last scheduled departure. • Non-smoking

A S G N M P T

SAN ANTONIO

MEXICANA SALON EJECUTIVO

Terminal 1. Airside – pass through Passport Control and Security and turn right. Walk straight ahead and the Lounge is located on the right, opposite the Mexicana Departure Gate.

08.00 – 12.00 & 17.30 – 21.30 Monday – Saturday

08.00 – 12.00 & 15.00 – 19.00 Sunday

Non-smoking.

A S G N F P Z T I O

CONTINENTAL PRESIDENTS CLUB

Terminal 2. Airside – turn right after Security. The Lounge is located on the left hand side.

05.15 – 19.00 daily

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

SAN DIEGO

UNITED RED CARPET CLUB

Terminal 1. Airside – Mezzanine Level, near Departure Gates.

05.30 – 19.15 daily

All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks • Non-smoking

A S G N C M F P Z T I O

International

DELTA CROWN ROOM CLUB

Terminal 2 West. Airside – between Gates 36 and 37.

05.45 – 22.00 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N C M F P Z T I O

SAN FRANCISCO

CONTINENTAL PRESIDENTS CLUB

Terminal 1. Landside – Concourse B, next to the Continental ticket counter.

05.30 – 00.30 daily

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

DELTA CROWN ROOM CLUB

Terminal 1. Landside – Concourse C, Mezzanine Level, next to the Delta ticket counter.

05.30 – 23.00 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N C M F P Z T I O

NORTHWEST WORLDCLUB

International Terminal. Airside – Concourse A, pass through Security and take the first left. The Lounge is located adjacent to the escalators.

09.00 – 12.30 Monday & Wednesday

09.00 – 16.00 Tuesday, Thursday, Friday, Saturday & Sunday

Cardholder must be 21 years of age or older.

A S G N M F P Z T

UNITED RED CARPET CLUB

International Terminal. Airside – Concourse G, immediately after Security, on the right hand side.

08.00 – 22.30 daily

All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks • Non-smoking

A S G N M F P Z T O

SAN JOSE

VIP LOUNGE COSTA RICA

Airside – the Lounge is located on the lower Level after Security Checks, in front of Gate 4A.

05.30 to last scheduled flight departure.

Cash bar, complimentary soft drinks

Please refer to www.prioritypass.com for further details.

SAN JUAN

DELTA CROWN ROOM CLUB

Terminal B. Airside – past the Security Checkpoint.

07.30 – 17.30 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N C M F P Z T I O

CONTINENTAL PRESIDENTS CLUB

Terminal C. Airside – after Security, upstairs on the 3rd Level.

06.30 – 14.00 daily

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I

SANTIAGO

DELTA CROWN ROOM CLUB

International Terminal. Airside – proceed to the Departure Level where the Lounge is located between Gates 17 and 18.

09.30 – 14.30 & 19.30 – 23.30 Monday, Wednesday, Friday, Saturday & Sunday

09.30 – 14.30 & 19.30 – 22.30 Tuesday & Thursday

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N M F P Z T

LANCHILE SALON VIP MISTRAL

International Terminal. Airside – proceed through Passport Control and Security. The Lounge is located on the second Level between Gates 17 & 18. Follow signs to the Lounge in front of the elevator.

06.00 – 22.00 daily

Maximum of two guests • Separate smoking/non-smoking areas available

A S G N M F P Z T I O

International

Galeão International

King Khaled International

Leonardo da Vinci (Fiumicino)

Juan Santamaria International

Luis Munoz Marin International

C. Arturo Merino-Benitez Int'l

Lanchile Salon VIP Neruda

International Terminal. Airside – after Immigration and Passport Control, turn left and proceed down to the lower Level where the entrance to the Lounge is clearly indicated.

06.30 – 23.00 daily

Maximum of two guests.

A S G N C M F P Z T I O

SANTIAGO**SALONES VIP PACIFIC CLUB**

International Terminal. Airside – go through Passport Control and Security. The Lounge is located in front of Gate 18.

24 hours daily

Cigarette smoking in designated areas only • No pets allowed

A S G N F P Z T I O

National Terminal. Airside – after Security, turn right and take the escalator down to the second Level. The Lounge is located behind the escalator.

06.30 – 21.30 daily

Cigarette smoking in designated areas only • No pets allowed

A S G N M F P T I O

SANYA (CHINA, PEOPLE'S REP. OF)**FIRST CLASS LOUNGE**

International Terminal. Airside – the Lounge is located after Immigration and Security Control. Follow signs to the Lounge.

07.00 – 22.30 daily

Lounge closure may vary and is dependent on the last daily scheduled flight departure.

One child per adult under 12 years will be admitted free of charge. • Non-smoking

A S G N M P T I

FIRST CLASS LOUNGE

Domestic Terminal. Airside – the Lounge is located after Immigration and Security Control. Follow signs to the Lounge.

07.00 – 22.30 daily

Lounge closure may vary and is dependent on the last daily scheduled flight departure.

One child per adult under 12 years will be admitted free of charge. • Non-smoking

A S G N M P T I

SAO PAULO**UNITED RED CARPET CLUB**

Terminal 1. Airside – Wing 'A', after Passport Control, and before Security, turn left and take the escalator or elevator to the upper floor. The Lounge is located behind the elevator.

10.00 – 13.00 & 20.00 – 23.00 daily (summer hours)

08.00 – 11.00 & 18.00 – 21.00 daily (winter hours)

All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary softdrinks • Non-smoking

A S G N F P Z T

ASTURIAS FIRST CLASS LOUNGE

Terminal 2. Landside – the Lounge is located between Wings 'C' and 'D' on the Departure Floor, near to 'On the Rocks Bar'.

06.00 – 24.00 daily

Dec 25 & Jan 01: 08.00 – 22.00

Alcoholic drinks are limited to two per person.

A S G N M F P T

SARAJEVO**BUSINESS CLASS LOUNGE**

Terminal B. Airside – the Lounge is located on the first floor, behind the border-line.

05.30 – 22.00 daily

Non-smoking

A S G N M P T

FIRST CLASS LOUNGE

Terminal B. Airside – the Lounge is located on the first floor, behind the border-line.

05.30 – 22.00 daily

Non-smoking

A S G N M P T

TRAVEL CLUB

Terminal B. Airside – the Lounge is located on the first floor, behind the border-line.

05.30 – 22.00 daily

A S G N M P T

SEATTLE**CONTINENTAL PRESIDENTS CLUB**

Concourse B. Airside – next to Gate B-9.

05.15 – 00.15 daily

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

C. Arturo Merino-Benitez Int'l**DELTA CROWN ROOM CLUB**

Concourse B. Airside – across from Gate B-3.

05.30 – 22.00 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N C M F P Z T I O

NORTHWEST WORLDCLUB

Airside – South Satellite between Gates S8–S9.

05.00 – 15.00 daily

Cardholder must be 21 years of age or older. • Non-smoking

A S G N C M F P Z T I

UNITED RED CARPET CLUB

Airside – Transit Level, North Satellite under the escalator.

05.30 – 19.00 daily

All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks • Non-smoking

A S G N C M F P Z T I O

SEMARANG**SRIKANDI LOUNGE**

Airside – after Check-in proceed through further Security Checks. The Lounge is located approximately 30 metres straight ahead.

05.30 – 19.00 daily

A S N P T

SEOUL**KAL LOUNGE**

Domestic Terminal. Landside – the Lounge is located to the left of the departure entrance on the 3rd floor.

06.10 – 20.30 daily

Hours may vary according to flight schedules.

Maximum of two guests • No children allowed • Access may be restricted due to space constraints. • Non-smoking

A S N C F P T I

SEOUL**KAL LOUNGE**

Airside – West Wing, Level 6, 4th floor, after Passport Control.

06.00 – 22.00 daily

Hours may vary according to flight schedules.

Maximum of two guests • Access may be restricted due to space constraints.

A S G N M F P T I O

KAL PRESTIGE LOUNGE

Airside – East Wing, Level 6, 4th floor, after Passport Control.

06.00 – 22.00 daily

Hours may vary according to flight schedules.

Maximum of two guests • Access may be restricted due to space constraints.

A S G N M F P T I O

SEVILLE**SALA VIP AENA**

Airside – the Lounge is located opposite Boarding Gate 5.

09.00 – 10.30 & 12.00 – 15.00 Monday, Thursday & Friday

09.00 – 10.30 & 12.00 – 14.00 Tuesday & Wednesday

12.00 – 14.00 Saturday

12.00 – 15.00 Sunday

Limited to one guest per member • Non-smoking

A S G N C M P T

SHANGHAI**FIRST CLASS LOUNGES**

Airside – the Lounges are located on the A and B Floors close to Departure Gates 3, 4, 6, 7, 8, 9, 10, 11, 12 and 14. The Lounges are self contained rooms inside the Departure Gates.

Lounges open 2 hours prior to flight departure.

Maximum 3 hour stay • Non-smoking

A S G N M F P T I

SHANGHAI**FIRST & BUSINESS CLASS LOUNGES**

International Terminal. Airside – after Immigration and Security Control follow signs to the Lounges which are located on the 2nd and 3rd floors. The Lounges are self contained rooms inside the Departure Gates (gate opening will vary according to flight schedules – please check with airport information upon arrival).

Lounges open 2 hours prior to flight departure.

Maximum 3 hour stay • Non-smoking

A S G N M F P T I

Ahmad Yani**Gimpo International****Incheon International****Hongqiao International****Pudong International**

FIRST CLASS LOUNGE (NO. 1)

Domestic Terminal. Airside – after Immigration and Security (3rd floor), follow signs and proceed to the 2nd floor, where the Lounge is located near to Departure Gate 9.

Lounge opens 2 hours prior to flight departure.

Maximum 3 hour stay • Non-smoking

A S G N M P T I O

SHANNON

RINEANNA LOUNGE

Airside – after the Transit area (Duty Free) proceed pass the Clare Café Bar, go through the 1st door on the left and then through to the 2nd door on the right where the Lounge is located.

07.00 – 11.10 (am) Monday, Wednesday, Thursday & Saturday

08.00 – 11.30 (am) Tuesday, Friday & Sunday

Hours may be subject to change.

Maximum 3 hour stay • Age restrictions apply and any person under 18 years must be accompanied by an adult. • Alcoholic drinks are limited to two per person. • Non-smoking

A S G N M P T

SHARJAH

FIRST & BUSINESS CLASS LOUNGE

Airside – proceed to the first floor and follow signs to the Lounge, which is located next to the VIP Lounge in the Transit Area.

24 hours daily

Separate smoking section is available.

A S G N M F P Z T

International

SHENYANG

FIRST CLASS LOUNGES

International Terminal. Airside – the Lounge is located to the right of Boarding Gate 8.

06.00 – 21.00 daily

One child under 12 years per adult will be admitted free of charge. • Non-smoking

A S N C M F P T

Taoxian International

Domestic Terminal. Airside – the Lounge is located between Boarding Gates 3–4.

06.00 – 21.00 daily

One child under 12 years per adult will be admitted free of charge. • Non-smoking

A S N C M F P T

Domestic Terminal. Airside – the Lounge is located to the left of Boarding Gate 7.

06.00 – 21.00 daily

One child under 12 years per adult will be admitted free of charge. • Non-smoking

A S N C M F P T

SHENZHEN

BUSINESS & TOUR CLUB VIP ROOMS

Terminal A. Landside – proceed to the 1st floor. Turn left and follow signs to the Lounge in front of the main entrance.

07.00 – 20.30 daily

Maximum 2 hour stay • Complimentary soft drinks are restricted to Chinese tea, coffee and water only. Coffee is limited to one per person.

A N M F P T I O

Check-in facilities available

Baoan International

Terminal B. Landside – proceed to the 1st floor. Turn right and follow signs to the Lounge in front of the main entrance.

07.00 – 20.30 daily

Maximum 2 hour stay • Complimentary soft drinks are restricted to Chinese tea, coffee and water only. Coffee is limited to one per person.

A N M F P T I O

Check-in facilities available

SINGAPORE

THE SKYVIEW LOUNGE (FORMERLY CIAS LOUNGE)

Terminal 1. Airside – the Lounge is located at the right end of the Departure Transit Hall on the Mezzanine floor, near Departure Gates D30 D40.

24 hours daily

Children under 12 years are admitted free. • Non-smoking

Please refer to www.prioritypass.com for further details.

Changi

RAINFOREST BY SATS

Terminal 1. Airside – West Wing. Turn left after Immigration and proceed to the end of the terminal building, near Gate C1. Take the elevator or stairs up to Level 3 where the Lounge is located.

24 hours daily

Maximum 4 hour stay • Children under 6 years are admitted free. • No alcoholic drinks are available for passengers under 18 years of age. • Cash bar, complimentary snacks and soft drinks from the buffet table • Non-smoking • Complimentary access to the fitness facilities • Optional facilities and services are subject to payment.

A S G N F P Z T I

PLAZA PREMIUM LOUNGE

Terminal 2. Airside – located on Level 3 of the Departure/Transit Hall (next to Sunflower Garden). 24 hours daily

No children under 5 years admitted • No alcoholic drinks • Light snacks and optional facilities are subject to payment. • Non-smoking

A S N M F P T I O

SOFIA

SOFIA LOUNGE

Airside – after Security Checks and Passport Control, proceed to Departure 'Lounge A' located on the left hand side of the central Check-in area. Take the stairs/lift to the second floor and follow signs to where the Lounge is located.

Lounge opens 1 hour prior to first flight departure and closes after last scheduled departure.

Closed: Jan 01

Access may be restricted due to space constraints. • No children under 12 years admitted • Separate smoking area is available.

A S G N C M F P Z T I O

SOLO CITY

SRIWEDARI LOUNGE

Airside – after Check-in, turn right. Pass through further Security Checks and turn left.

07.00 – 10.00 & 15.00 – 18.30 daily

Separate smoking area available

A S N P T

Adisumarmo

ST. GEORGES

ESPECIALE EXECUTIVE LOUNGE

Airside – the Lounge is located in the Departure Area, before the Boarding Gates.

05.30 – 21.30 daily

Lounge closure may vary and is dependent on last daily scheduled departure.

Non-smoking

A S G N M F P Z T I

Point Salines International

ST. MAARTEN

SOUALIGA BUSINESS CLASS LOUNGE

Airside – after Security and Passport Control, on the right hand side near to Departure Gates 1 and 2. Signs indicate the entrance to the Lounge.

07.00 – 19.00 daily

Hours are subject to seasonal changes.

Cardholder must be 18 years of age or older. • Children under 12 years are admitted free. • Cash bar, selected soft drinks and wine available on a complimentary basis • Dress code applicable • Non-smoking

A S G N M F P T I

Princess Juliana Int'l

ST. PETERSBURG

PULKOVO LOUNGE

Airside – the Lounge is located on the first floor of the Arrivals Hall after Security & Passport Control Checks.

08.00 – midnight daily

Maximum two adult guests. First child under 5 years free of charge. Any subsequent child irrespective of age will be admitted as a full adult guest. • Separate smoking/non-smoking areas available

A S G N M F P T O

Pulkovo 2

SAINT PETERSBURG LOUNGE

Airside – the Lounge is located upstairs in the Departure Hall after Security & Passport Control Checks.

midnight – 08.00 daily

Maximum two adult guests. First child under 5 years free of charge. Any subsequent child irrespective of age will be admitted as a full adult guest. • Separate smoking/non-smoking areas available

A S G N M F P T

STOCKHOLM

NOVIA LOUNGE

Terminal 5. Airside – Pier A, after Security Check turn left and take the stairs/lift to the upper floor. The Lounge is located immediately on the right.

06.00 – 20.00 daily

Hours may be subject to change.

A S G N M F P Z T I O

Arlanda

SYDNEY

UNITED RED CARPET CLUB

International Terminal, Pier C. Airside – next to Gate 53.

08.00 – 14.00 daily

06.15 – 14.30 daily (summer hours)

All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Non-smoking

A S G N M F P Z T I

Kingsford Smith

TAIPEI

MORE PREMIUM LOUNGES

Terminal 1. Airside – Level 4. After Immigration and Security Check, proceed upstairs to the Airline Lounge Level. Follow signs for 'Airline Lounge'.

06.00 – 23.30 daily

Hours may vary according to flight schedules.

Limited to three guests per member • Maximum 3 hour stay • Children 2 years and under are admitted free. • Lounge access use only – Business Center facilities are not included. • Non-smoking (separate smoking room available)

A S G N C M F P Z T I O

Terminal 2. Airside – Level 4. After Immigration, proceed upstairs and turn right. Follow signs to the 'Business Center'.

06.00 – 23.30 daily

Hours may vary according to flight schedules.

Limited to three guests per member • Maximum 3 hour stay • Children 2 years and under are admitted free. • Lounge access use only – Business Center facilities are not included. • Non-smoking

A S G N C M F P Z T I O

TALLINN

LAKESIDE LOUNGE

Airside – after Security and Passport Control, turn right and proceed straight ahead. The Lounge is located next to the children's play area.

05.00 – 21.00 Monday – Friday & Sunday

05.00 – 19.00 Saturday

Hours may vary according to flight schedules.

A S G N M F P T I O

TAMPA

DELTA CROWN ROOM CLUB

Airside E – near to Gate 67.

05.00 – 19.30 daily.

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member • Cardholder must be 21 years of age or older.

A S G N C M F P Z T I O

TEL AVIV

DAN LOUNGES

Airside – after Passport Control, follow signs to corridor B.

24 hours daily

Excluding Yom Kippur

A S G N M F P I

Airside – after Passport Control, follow signs to corridor C.

24 hours daily

Excluding Yom Kippur

A S G N M F P I

TENERIFE NORTH

SALA VIP

Airside – the Lounge is located on the second floor. Proceed through Security Checks and take the lift to the second floor.

06.00 – 20.00 daily.

A S G N M P Z

TENERIFE SOUTH

SALA MONTAÑA ROJA

Airside – pass through Security Control. Turn left and the Lounge is located just before the escalators to the Boarding Gates and Commercial Zone.

06.00 – 20.00 Monday, Wednesday & Saturday

08.00 – 20.00 Tuesday, Thursday & Sunday

06.00 – 24.00 Friday

Hours are subject to seasonal changes.

Children under 12 years are admitted free. • Separate smoking/non-smoking areas available

A S G N C M F Z T

THESSALONIKI

MANOLIS ANDRONIKOS LOUNGE

Airside – after Check-in, proceed through Security Control Checks. The Lounge is located next to Gate A1.

05.00 – 24.00 daily

Maximum three guests • Access may be restricted due to space constraints. • Separate smoking/non-smoking areas available

A S G N M P O

PHILIPPOS LOUNGE

Airside – the Lounge is in the Transit Area after Passport Control near the Duty Free shops.

07.00 to last scheduled flight departure (approx. 20.00)

Limited to two guests per member

A S G N M F P T

Chiang Kai Shek International

International

Ben Gurion

Reina Sofia

Macedonian

TIANJIN

FIRST CLASS LOUNGES

International Terminal. Airside – after Check-in, proceed upstairs and go through the Security Checks. Turn right and follow signs to 'International First Class Lounge'.

Lounge opens 1–1.5 hours prior to first flight departure and closes after last scheduled departure. Children under 2 years are admitted free.

A S G N M P T I

Domestic Terminal. Airside – after Check-in, proceed upstairs and go through the Security Checks. Turn right and follow signs to 'Domestic First Class Lounge'.

Lounge opens 1–1.5 hours prior to first flight departure and closes after last scheduled departure. Children under 2 years are admitted free.

A S G N M P T I

TIJUANA

AEROMEXICO – SALON PREMIER TIJUANA

Concourse A. Airside – the Lounge is located at the end of the hall after Security.

08.00 – 02.30 daily

Maximum of two guests • Children under 12 years have free entry when accompanied by an adult. • Non-smoking

A S G N M F P T I O

TIMISOARA

VIP TIMIS LOUNGE

Airside – after Check-in, turn left and proceed through Customs and Border Police Control. Turn right into the Departures Hall, take the stairs to the first floor and follow signs to the Lounge.

08.00 – 17.30 daily

Hours may vary according to flight schedules.

Alcoholic drinks only available after 10.00 (am)

A S G N F P O

TOKYO

IASS EXECUTIVE LOUNGE

Passenger Terminal 1. Landside – enter the Main Building (the centre building between North and South Check-in building) from the 3rd floor (Departure Floor), and take the centre escalator up to the 5th floor. Turn left and proceed straight ahead for approximately 10 metres. A Lounge signboard indicates the entrance to the Lounge.

07.00 – 21.00 daily

Alcoholic drinks limited to one per person, subsequent drinks are subject to payment. • Children under 2 years are admitted free. • Non-smoking

A S G N M F P I

KAL PRESTIGE CLASS LOUNGE

Passenger Terminal 1. Airside – Satellite 2, after Passport Control, near Gate No. 26.

07.30 – 15.50 daily

Hours may vary according to flight schedules.

Maximum of two guests • Access may be restricted due to space constraints. • Non-smoking

A S G N M F P T I

NORTHWEST WORLDCLUB (3F)

Passenger Terminal 1. Airside – Satellite 2, adjacent to Gate 26.

13.00 – 19.00 daily (summer hours)

12.30 – 18.30 daily (winter hours)

Hours may vary according to flight schedules.

Limited to two guests per member • Children must be accompanied by cardholder of 21 years of age or older. • Non-smoking

A S G N C M F P Z I O

NORTHWEST WORLDCLUB (4F)

Passenger Terminal 1. Airside – Satellite 2, 4th floor.

08.00 – 21.00 daily

Hours may vary according to flight schedules.

Limited to two guests per member • Children must be accompanied by cardholder of 21 years of age or older. • Non-smoking

A S G N C M F P Z I O

IASS EXECUTIVE LOUNGE

Passenger Terminal 2. Landside – enter the Main Building from the 3rd floor (departure floor) and take the escalator next to 'Z' Check-in Counter (north side of building) to the 4th floor. Turn left and proceed straight ahead for approximately 10 metres. A Lounge signboard indicates the entrance to the Lounge.

07.00 – 21.00 daily

Alcoholic drinks limited to one per person, subsequent drinks are subject to payment. • Children under 2 years are admitted free. • Non-smoking

A S G N M F P T I

TORONTO

KLM REMBRANDT LOUNGE

Terminal 3. Airside – the Lounge is located immediately inside the International Security Check Point and is only accessible to passengers with a valid boarding pass flying out of T3. Please note those passengers flying to or through the US cannot access the Lounge once they have cleared US customs.

11.00 – 21.00 daily

Hours are subject to seasonal changes.

A S G N F P T I

Binhai International

International

International

Narita International

Lester B. Pearson International

TOULOUSE

LA CROIX DU SUD

Airside – Hall 2, after Security Checks, turn left and proceed up to the next floor via the staircase adjacent to the Bar.

06.30 – 21.00 daily

Closed: Christmas & New Year

A S G N M F P T I

TUNIS

SALON VIP LOUNGES

Airside – the Lounge is located on the ground floor in the Arrivals Hall on the ground floor.

06.00 – 22.00 daily

A S G N F T I

Airside – the Lounge is located on the first floor in the Departures Hall.

06.00 – 22.00 daily

A S N M F T I

TURIN

SALA RISERVATA SAGAT

Landside – the Lounge is located near the 'CRT' Bank.

05.30 – 21.00 daily

Non-smoking

A S N M F P T I

VALENCIA

SALA JOAN OLIVERT

Airside – the Lounge is located in front of Gates D1 & D2.

06.00 – 13.00, 13.30 – 15.30 & 20.15 – 21.45 Monday – Friday

06.00 – 11.30 & 13.30 – 15.30 Saturday

07.00 – 11.30, 13.30 – 15.30 & 20.15 – 21.45 Sunday

Limited to one guest per member • Children under 12 years must be accompanied by an adult. •

Consumption of alcoholic drinks is restricted to beer only.

A S N F P Z T I

VANCOUVER

PLAZA PREMIUM LOUNGE (ARRIVAL LOUNGE)

International Terminal Building. Landside – after customs clearance on Level 2, follow the signs to where the Lounge is located along the corridor between Burger King and Starbucks.

09.00 – 16.00 daily

Children 5 years and under are admitted free. • Non-smoking

A S G N M F P Z T I

PLAZA PREMIUM LOUNGE (DEPARTURE LOUNGE)

International Terminal Building. Airside – the Lounge is located after security screening on Level 3. Lounge available for international departure passengers only.

09.00 – 16.00 & 22.00 – 02.00 daily (Nov–May)

09.00 – 16.00 & 23.00 – 03.00 daily (Jun–Oct)

Children 5 years and under are admitted free. • Non-smoking

A S G N M F P Z T I

VENICE

MARCO POLO CLUB

Airside – after Security Checks proceed to the second floor via the escalator or elevator.

05.30 – 22.00 daily

Non-smoking

A S G N C M F Z T I O

VERONA

VALERIO CATULLO LOUNGE

Landside – proceed through the main entrance of Departures, turn right and take the escalator to the first floor where the Lounge is located.

05.30 – 20.00 daily

Separate smoking area available.

A S G N M P T O

Please note between 06.30 – 08.30 Priority Pass cardholders may use the 'BWAY' dedicated check-in facility and FastTrack service. Please present your Priority Pass card for identification.

VIENNA

GRAND DANUBE LOUNGE

Airside – 'Plaza Ost' area, after Check-in proceed through Boarding Pass Control before Passport Control next to Gate A (close to Swarovski shop) take the elevator to where the Lounge is located.

06.00 – 21.00 daily

A S G N M F P T I O

VIEUX-FORT

IYANOLA LOUNGE

Airside – after Security, turn left and proceed through the brown door. Take the elevator/stairs to the first floor where the Lounge is located at the end of the hall.

09.00 – 17.00 Monday, Thursday & Saturday

11.00 – 20.30 Tuesday & Sunday

10.30 – 18.30 Wednesday

10.00 – 18.00 Friday.

Children 11 years and under are admitted free of charge. • Separate smoking/non-smoking areas available

A S G N F P Z T I

Blagnac

Carthage

Sandro Pertini

International

Marco Polo

Valerio Catullo

Schwechat

Hewanorra International

VILNIUS

BUSINESS CLUB

Airside – proceed through Security Checks and Passport Control to the Duty Free shop. Take the stairs to the 1st floor and follow signs to the 'Business Club'.

06.00 – 23.00 daily

Closed: Public Holidays, Christmas & New Year

A S G N M F P T I O

WARSAW

EUROPE CITY CLUB ECC

Executive Lounge (opposite Departure Gates 11 & 12)

EXECUTIVE LOUNGES

Airside – opposite Departure Gates 3 & 4, close to the Bar.

06.00 – 22.00 daily

No children under 12 years admitted • Non-smoking

A S G N M P T I

Airside – Departure Level transit zone after Passport Control counters on the right hand side, behind Departure Gates 11 & 12.

06.00 – 22.00 daily

No children under 12 years admitted • Non-smoking

A S G N M F P T I

LOT EXECUTIVE LOUNGE

Airside – opposite Departure Gates 11 & 12.

06.00 – 22.00 daily

No children under 12 years admitted • Non-smoking

A S G N M P T I

WASHINGTON DC

NORTHWEST WORLDCLUB

Terminal A. Airside – Northwest Terminal lobby, adjacent to the Security Checkpoint.

05.30 – 19.30 Monday – Friday & Sunday

05.30 – 18.00 Saturday

Cardholder must be 21 years of age or older • Non-smoking

A S G N C M F P Z T I

CONTINENTAL PRESIDENTS CLUB

Terminal B. Airside – opposite Gate 11.

06.15 – 19.15 Monday – Friday

06.00 – 19.30 Saturday

06.15 – 16.30 Sunday

Hours are subject to change.

Limited to six guests per cardholder • Cardholder must be 21 years of age or older. • Each cardholder must present a government issued photo ID along with their valid Priority Pass card upon entry to the Lounge. • Non-smoking

A S G N C M F P Z T I O

DELTA CROWN ROOM CLUB

Terminal B. Airside – Gate Area, above Gate 15.

05.30 – 21.30 Sunday – Friday

05.30 – 18.00 Saturday

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N C M F P Z T I O

UNITED RED CARPET CLUB

Terminal C. Airside – Level 3.

06.00 – 18.00 Sunday – Friday

06.00 – 14.00 Saturday

All immediate family members can enter a Red Carpet Club with the member, but the number of persons who are not immediate family will be limited to two (2) at any one visit. • Cardholder must be 18 years of age or older. • Cash bar, complimentary soft drinks • Non-smoking

A S G N C M F P Z T I O

WASHINGTON DC

NORTHWEST WORLDCLUB

Midfield Terminal B. Airside – adjacent to Gate B19.

05.30 – 18.00 Monday – Saturday

07.30 – 18.00 Sunday

Cardholder must be 21 years of age or older. • Non-smoking

A S G N C M F P Z T I

WEST PALM BEACH

DELTA CROWN ROOM CLUB

Concourse C. Airside – near Gate C4.

06.00 – 20.30 daily

Spouse and children under 21 years of age, or up to two (2) business associates can enter a Delta Crown Room Club with the member. • Cardholder must be 21 years of age or older.

A S G N C M F P Z T I O

International

Okecie

Ronald Reagan National

Dulles International

Palm Beach International

WINDHOEK

Hosea Kutako International

OSHOTO LOUNGE

Airside – after Passport Control and Security Checks, the Lounge is located immediately on the left hand side in the Departure Hall.

06.00 – 22.00 daily

Hours may vary according to flight schedules.

Separate smoking/non-smoking areas available

A S G N M F P Z T I

XIAMEN

FIRST CLASS LOUNGES

International Terminal. Airside – the Lounge is located between Boarding Gates 10 and 11, near the Duty Free shop.

09.00 – 20.00 daily

Separate smoking/non-smoking areas available

A S G N C M P Z T I O

Domestic Terminal. Airside – near to Gate 3.

07.00 – 20.00 daily

Separate smoking/non-smoking areas available

A S G N C M P Z T I O

YOGYAKARTA

Adisucipto

BOROBUDUR LOUNGE

Airside – after Security Checks turn right towards Check-in. Turn right again, pass the Airport Tax counter and proceed through further Security Checks. Turn right again and the Lounge is located approximately 50 metres straight ahead.

04.30 – 20.30 daily

Separate smoking/non-smoking areas available

A S N P T I

ZAGREB

BUSINESS LOUNGE “ZRINJEVAC”

Airside – after Passport Control and Security Checks, take the stairs/elevator up to the International Departure Area. The Lounge is located on the right hand side.

06.00 – 20.00 daily

Hours are subject to seasonal changes.

Separate smoking section is available

A S G N M F P T I

ZURICH

SWISS INTERNATIONAL AIRLINES ARRIVAL LOUNGE

Terminal 1. Airside – the Lounge is located in the Arrivals Hall.

05.30 – 13.00 daily

Non-smoking

A S G N F P Z T I O

ZURICH

SWISS INTERNATIONAL AIRLINES LOUNGE

Terminal A. Airside – the Lounge is located on the 2nd floor in the Airside Center

05.30 – 23.00 daily

Separate smoking/non-smoking areas available

A S G N M F P Z T I O

JET AVIATION LOUNGE

Terminal B. Airside – in main Departure Area (Shopping Mall), follow signs to 'Lounges'.

07.00 – 20.00 daily

No children under 12 years admitted

A S G N M F P T I O

LOUNGE BELLEVUE

Terminal E. Airside, E-Gates – after Security Checks, take the elevator or stairs from the 2nd floor Departure Level to the 3rd floor. Follow signs to the Lounge which is located next to E44.

06.00 – 22.00 daily

Separate smoking/non-smoking areas available

A S G N M F Z T I O

GENERAL INFORMATION

Continental Presidents Club Lounges

Please note Continental Presidents Club Lounges have new opening hours.

Please refer to www.prioritypass.com for further details.

2. Priority Pass, Einsatzbedingungen

Die Nutzung der am Priority Pass-Programm teilnehmenden Lounges durch einen netbank Mastercard Premium-Karteninhaber unterliegt den folgenden Verwendungsbedingungen:

1. Die Priority Pass-Karte ist nicht übertragbar und ist nur dann gültig, wenn sie vom Karteninhaber unterzeichnet wurde. Die Karte darf von keiner anderen Person als dem netbank Mastercard Premium-Karteninhaber verwendet werden. Bitte beachten Sie, dass die missbräuchliche Verwendung der Karte einen Betrug darstellen könnte.
2. Die Priority Pass-Karte ist kein Nachweis für Kreditwürdigkeit.
3. Der Zutritt zu den Lounges wird nur nach Vorlage einer gültigen Priority-Pass-Karte gewährt. Von der Karte wird ein Abdruck angefertigt und der netbank Mastercard Premium-Karteninhaber wird gebeten, einen „Record of Visit“-Beleg zu unterzeichnen, der vom Lounge-Betreiber ausgestellt wird. Dieser Beleg gibt auch die genaue Anzahl der den Karteninhaber eventuell begleitenden Gäste wieder. Einige Lounges haben möglicherweise elektronische Kartenlesegeräte. Diese nehmen die Mitgliedsangaben anhand des Magnetstreifens auf der Rückseite der Priority Pass-Karte auf.
4. Lounge-Besuche des netbank Mastercard Premium-Karteninhabers oder seiner Gästen können einem Entgelt unterliegen. Ob und in welcher Höhe Entgelte berechnet werden, entnehmen Sie bitte dem Preisaushang/Preisverzeichnis der Augsburger Aktienbank AG. Informationen erhalten Sie auch bei der netbank Service-Hotline unter der Rufnummer +49 (0)69/7933 2200. Sofern Entgelte anfallen, werden diese i. d. R. der netbank Mastercard Premium des Karteninhabers in Rechnung gestellt. Sämtliche Änderungen der Gebühren für Lounge-Besuche werden dem Kartenaussteller mitgeteilt. Diesem obliegt es, den netbank Mastercard Premium-Karteninhaber entsprechend in Kenntnis zu setzen. Die Priority Pass-Unternehmensgruppe ist nicht haftbar für Streitigkeiten jedweder Art, die sich zwischen dem netbank Mastercard Premium-Karteninhaber und dem Kartenaussteller ergeben, oder für Verluste, die der netbank Mastercard Premium Karteninhaber in Verbindung mit Lounge-Besuchsgebühren erleidet, die vom Kartenaussteller in Rechnung gestellt wurden.
5. Während es dem Lounge-Personal obliegt, sicherzustellen, dass von der Priority Pass-Karte ein Abdruck als Beleg angefertigt wird, ist der netbank Mastercard Premium-Karteninhaber dafür verantwortlich, während seines Lounge-Besuchs darüber zu wachen, dass der „Record of Visit“-Beleg seine eigene Kartenverwendung und jene seiner Gäste korrekt wiedergibt. netbank Mastercard Premium-Karteninhaber werden gebeten, die ihnen in der Lounge ausgehändigte, für den Karteninhaber bestimmte Kopie des „Record of Visit“-Belegs als Nutzungsnachweis aufzubewahren.
6. Alle am Priority Pass-Programm teilnehmenden Lounges befinden sich im Besitz von Drittorganisationen und werden von diesen betrieben. Die Priority Pass-Unternehmensgruppe hat keine Kontrolle über die angebotenen Einrichtungen, die Öffnungszeiten oder die von den Lounges beschäftigten Mitarbeiter. Priority Pass wird größtmögliche Anstrengungen unternehmen, um zu gewährleisten, dass die Vorteile und Einrichtungen wie in der Werbung angekündigt verfügbar sind, übernimmt jedoch keinerlei Garantie oder Gewährleistung dafür, dass besagte Vorteile oder Einrichtungen zur Verfügung stehen werden. Die Verwaltung von Priority Pass haftet nicht für Verluste oder Schäden, die aus der Bereitstellung bzw. Nichtbereitstellung, ob ganz oder teilweise, solcher Vorteile oder Einrichtungen entstehen.
7. Teilnehmende Lounges können die Aufenthaltsdauer begrenzen (normalerweise 3–4 Stunden).
8. Die Lounges sind nicht verpflichtet Flüge aufzurufen. Priority Pass und ihre Gesellschaften haften nicht für verpasste Flüge.
9. Das Angebot an Getränken jeder Art und/oder Drinks (einschließlich Alkohol, falls gesetzlich erlaubt) liegt im Ermessen jedes einzelnen Lounge-Betreibers und kann in einigen Fällen beschränkt sein. Vollständige Angaben darüber finden Sie in der Beschreibung der einzelnen Lounges im Priority Pass Lounge Directory. Die Verwaltung von Priority Pass ist nicht zur Übernahme der Kosten für Getränke oder Drinks, die vom netbank Mastercard Premium-Karteninhaber bzw. von irgendwelchen Personen in Begleitung des netbank Mastercard-Premium Karteninhabers in der Lounge gekauft werden, verpflichtet.
10. Fernsprecheinrichtungen sind (falls vorhanden) von Lounge zu Lounge verschieden und die Festsetzung der Gebühren liegt im Ermessen des einzelnen Lounge-Betreibers. Die Verwaltung von Priority Pass ist nicht zur Übernahme der Kosten für Telefongespräche, die vom netbank Mastercard Premium-Karteninhaber bzw. von irgendwelchen Personen in Begleitung des netbank Mastercard Premium-Karteninhabers in der Lounge geführt werden, verpflichtet.
11. Die Festsetzung von eventuellen Telex-/Faxgebühren liegt im Ermessen des einzelnen Lounge-Betreibers. Die Verwaltung von Priority Pass ist nicht zur Übernahme der Kosten für Telex- oder Faxserviceleistungen, die vom netbank Mastercard Premium-Karteninhaber bzw. von irgendwelchen Personen in Begleitung des netbank Mastercard Premium-Karteninhabers in der Lounge in Anspruch genommen werden, verpflichtet.
12. Sämtliche zusätzlichen Kosten, die z. B. für Getränke, Drinks, Telefongespräche oder Telex-/Faxgebühren zu zahlen sind, sind vom netbank Mastercard Premium-Karteninhaber direkt an den Lounge-Betreiber zu entrichten.
13. Der Einlass in Lounges, die sich im Abflugbereich befinden, unterliegt der strengen Bedingung, dass Karteninhaber sowie Gäste in deren Begleitung im Besitz gültiger Flugtickets sind, d. h. der Zutritt wird ausschließlich Reisepassagieren gewährt. Diese Regelung gilt nicht für Nordamerika.
14. Lounge-Betreiber erwarten, dass Personen, denen Zutritt zu den Lounges gewährt wird, angemessen gekleidet sind und sich ordentlich verhalten. Bitte beachten Sie, dass teilweise örtlich abweichende Regelungen gelten können.
15. Verloren gegangene, gestohlene oder beschädigte Priority Pass-Karten sollten unverzüglich dem netbank Mastercard Premium Assistance Centre gemeldet werden, damit eine Ersatzkarte ausgestellt werden kann.
16. Priority Pass hat das Recht, Vertragsbedingungen zu ändern. Priority Pass behält sich das Recht vor, Mitglieder abzulehnen, die bei Airlines, Airports oder Sicherheitsbehörden an Flughäfen arbeiten.
17. Weder die Verwaltung von Priority Pass noch Europay können für Streitigkeiten, die zwischen dem netbank Mastercard Premium-Karteninhaber und/oder seinen Gästen und dem Lounge-Betreiber entstehen, haftbar gemacht werden.
18. Der netbank Mastercard Premium-Karteninhaber erklärt sein Einverständnis, dass er Priority Pass, seine Direktoren, leitenden Angestellten, Mitarbeiter und Vertreter (zusammen „die freizustellenden Parteien“) verteidigen und schadlos halten wird und jede einzelne freizustellende Partei schadlos halten wird in Bezug auf sämtliche Haftungen, Schäden, Verluste, Forderungen, Klagen, Urteile, Kosten und Aufwendungen (einschließlich angemessener Anwaltskosten) für Verletzung oder Tod von Personen bzw. Beschädigung oder Zerstörung von Eigentum, die aus der Nutzung einer Einrichtung durch das Mitglied oder Mitglieder, Geschäftsfreunde, Gäste oder eine beliebige Person, die unter dem Schutz des Mitglieds steht, in der Einrichtung entstehen, jedoch mit der Ausnahme, dass diese Schadloshaltung nicht bei grober Fahrlässigkeit oder Vorsatz von Priority Pass gilt.

Achtung: Dies ist eine deutsche Übersetzung der Vertragsbedingungen, die keinen Anspruch auf Vollständigkeit und Rechtsverbindlichkeit erhebt. Rechtsverbindlich ist ausschließlich die nachfolgende englische Originalfassung.

2. Priority Pass, Conditions of use

A netbank Mastercard Premium Cardholder's use of the lounges participating in the Priority Pass Program is subject to the following Conditions of Use:

1. The Priority Pass card is not transferable and only valid when signed by the cardholder. The card may not be used by any person other than the netbank Mastercard Premium Cardholder. Please note that improper use of the card could constitute fraud.
2. The Priority Pass card is not proof of creditworthiness.
3. Admittance to the lounges is only upon presentation of a valid Priority Pass Card. An imprint will be taken of the card and the netbank Mastercard Premium Cardholder will be asked to sign a 'Record of Visit' voucher, issued by the Lounge Operator. This will also reflect the exact number of accompanying guests (when applicable). Alternatively, some Lounges may have electronic card readers. This reader will take member details off the magnetic strip on the reverse of the Priority Pass card.
4. Lounge visits other than those of the netbank Mastercard Premium Cardholder, are subject to a per person per visit charge. To find out whether charges have been incurred and the amount of these charges, please see your netbank tariff schedule. Alternatively, you can ring the netbank service hotline on: +49 (0)69/7933 2200. Whenever charges are incurred, they are usually billed to the netbank Mastercard Premium of the account holder. Where applicable, all additional guest visits shall be charged to the netbank Mastercard Premium Cardholder's designated payment card by the card issuer. Any changes in lounge visit charges shall be notified to the card issuer, which is responsible for advising the netbank Mastercard Premium Cardholder. The Priority Pass group of companies shall not be held responsible for any disputes that may occur between the netbank Mastercard Premium Cardholder and the card issuer nor for any loss incurred by the netbank Mastercard Premium Cardholder relating to any lounge visit charges debited by the card issuer.
5. While it remains the responsibility of the lounge personnel to ensure an imprint record is taken of the Priority Pass card, the netbank Mastercard Premium Cardholder is responsible for overseeing that the 'Record of Visit' voucher correctly reflects their own usage and that of any guests at the time of using the lounge. netbank Mastercard Premium Cardholders are reminded to retain as a record of usage the Cardholder's copy of the 'Record of Visit' voucher presented to them at the lounge.
6. All participating lounges are owned and operated by third party organisations. The netbank Mastercard Premium Cardholder and any 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, opening/closing times or personnel employed by the lounges. Priority Pass will use every endeavour to ensure that the benefits and facilities are available as advertised, but does not guarantee or warrant in any way that said benefits or facilities will be available. The Administrators of Priority Pass are not liable for any loss or damages arising from the provision or non provision, whether in whole or in part, of any such benefits or facilities. All accompanying children (where permitted) will be subject to the full guest fee unless otherwise stated in the lounge listing.
7. Participating lounges may reserve the right to enforce a maximum stay policy (usually 3–4 hours). This is at the discretion of the individual lounge operator who may impose a charge for extended stays.
8. 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 cardholder and/or accompanying guests failing to board their flight(s).
9. The provision of all beverages and/or drinks (including alcohol where permitted by law) is at the discretion of each Lounge Operator and in some cases may be limited. (See each individual lounge description in the Priority Pass Lounge Directory for full details). The Administrators of Priority Pass are not liable for the cost of any beverages or drinks purchased inside the lounge by the netbank Mastercard Premium Cardholder or any persons accompanying the netbank Mastercard Premium Cardholder.
10. Telephone facilities (where applicable) vary from lounge to lounge and charges are at the discretion of each Lounge Operator. The Administrators of Priority Pass are not liable for the cost of any telephone calls made inside the lounge by the netbank Mastercard Premium Cardholder or any persons accompanying the netbank Mastercard Premium Cardholder.
11. Fax charges (where applicable) and Internet charges (where applicable) are at the discretion of each Lounge Operator. The Administrators of Priority Pass are not liable for the cost of any fax/Internet services used inside the lounge by the netbank Mastercard Premium Cardholder or any persons accompanying the netbank Mastercard Premium Cardholder.
12. All additional charges payable, e.g. for beverages, drinks, telephone calls or fax/Internet charges, are payable by the netbank Mastercard Premium Cardholder direct to the Lounge Operator.
13. Admittance to lounges is strictly subject to cardholders and any guests being in possession of a valid flight ticket for the same day of travel. Outside the US, flight tickets must be accompanied by a valid boarding pass for a departing flight, i.e. outbound passengers only.
14. Lounge Operators expect any persons admitted to the Lounges to be dressed in an acceptable manner and conduct themselves in an orderly fashion. Please note Local Terms and Conditions will apply from time to time.
15. Lost, stolen or damaged Priority Pass cards should be notified immediately to the netbank Mastercard Premium Assistance Centre, in order that a replacement card can be issued.
16. Renewal terms and conditions are at the discretion of Priority Pass Ltd. has the right to refuse membership to people who are employed by or contracted to an airline, airport or a Government in respect of airline or airport security.
17. Neither the Administrators of Priority Pass nor Europay can be held responsible for disputes that may occur between the netbank Mastercard Premium Cardholder and/or guests and the Lounge Operator.
18. The netbank Mastercard Premium Cardholder agrees that s/he will defend and indemnify the Priority Pass group of companies, its directors, officers, employees, and agents (collectively, the indemnified parties) against and hold each indemnified party harmless from all liabilities, damages, losses, claims, suits, judgments, costs, and expenses (including reasonable attorney's fees) for injury to or death of any person or damage to or destruction of any property arising out of the use of any facility by member or members, business invitees, guests, or any person in the facility under the auspices of member, except that such indemnification shall not extend to acts of gross negligence or wilful misconduct by Priority Pass.