

## **Rewards Lounge Card FAQ**

### **How do I qualify for the promotions?**

This promotion is exclusive to the first 1000 New Cardholders applying for our ICBC Global Travel MasterCard Credit Card. New Cardholders refer to cardholders who do not have any existing credit cards with us and have not held any credit cards with us.

### **What is Rewards Lounge Card?**

Rewards Lounge Card is Changi Airport's preferred lounge access program and consists of **ONE** access credit for your usage, providing an airport lounge for any travel plans. Start your journey in comfort and style by tapping onto the VIP services of Changi Airport's Commercial Important Lounges.

### **What are the benefits of Rewards Lounge?**

- Access to 7 lounges across all three terminals in Changi Airport
- Complimentary refreshments and pre-flight bites in all lounges
- Shower facilities with amenities
- Comfortable rest and work spaces
- Free Wi-fi and Email access

Charges for any other lounge facilities are at the discretion of each lounge operator and the cardholder is responsible for paying these direct to the lounge.

### **Where are the locations of the Lounge that I can use?**

Maps

T1: <http://www.changiairport.com/content/dam/cag/maps/Maps%20T1%20Transit.pdf>

T2: <http://www.changiairport.com/content/dam/cag/maps/Maps%20T2%20Transit.pdf>

T3: <http://www.changiairport.com/content/dam/cag/maps/Maps%20T3%20Transit.pdf>

For T1: Plaza Premium Lounge and SATS lounge are located at Level 3

For T2: Ambassador Transit Lounge and SATS lounge are located at Level 3

For T3: Ambassador Transit Lounge and SATS lounge are located at Level 3

### **Can my membership card be used by someone else?**

Yes, the Rewards Lounge card is transferrable. When you access the lounges, the physical card must be presented to allow access.

**How do I use the Rewards Lounge Card? Can I bring my family or friends into the lounge at one time?**

You simply need to present the Rewards Lounge Card upon entry. Multiple access into the Lounge at one time is allowed as long as there are sufficient credits in the Rewards Lounge Card. One credit will allow entry of one person.

However, each lounge reserves its discretion whether to admit multiple persons at any given time.

**How do I top up the credits in the Rewards Lounge Card?**

Please fill up the Top-up Form, and email to [lounge@changirec.com](mailto:lounge@changirec.com). Payment only by ICBC Global Travel MasterCard cards.

**What happen if I lose my Rewards Lounge Card?**

Kindly contact Changi Travel at 69229518 or [lounge@changirec.com](mailto:lounge@changirec.com). You will need to produce a police report that card has been lost. Remaining credit balance in the lost Card will be transferred to the new Card issued. A charge may be levied for a replacement card.

**What happen if my Rewards Lounge Card expires?**

The Reward Lounge Card issued by us will expire on 31 December 2018. If you wish to renew the card, please fill up the Top-up form and email to [lounge@changirec.com](mailto:lounge@changirec.com). A new card will be sent to you within 2 weeks, after payment has been made

**I have zero credit in my Rewards Lounge Card, can I top up at the Lounge?**

No, there is strictly no walk-in purchase at any of the lounges. Kindly ensure sufficient credits before departing, to avoid rejection of entry. You can check your credit at 69229518 or email to [lounge@changirec.com](mailto:lounge@changirec.com)

**Any documents I need to present when entering the Lounge?**

Please ensure your passport and boarding pass is available. For security purposes, the lounge may request for identification verification (boarding pass or passport) during entry.

**Who can I contact if I require further assistance?**

Kindly contact Changi Travel at 69229518 or email to [lounge@changirec.com](mailto:lounge@changirec.com)