

AIRPORT LOUNGE ACCESS FOR PUBLIC BANK VIETNAM VISA SIGNATURE CARD

1. Eligibility:

- ✓ The VIP Lounge Benefits is applied only for PBVN Visa Signature Cardholders, card in active status.
- ✓ Complementary Access to VIP Airport Lounge Vietnam.

Card Type	Access Privilege
PBVN Visa Signature Credit Card	Complimentary 2x access in a year to selected Airport Lounge in Vietnam

Note: Subsequent access will be charged at the walk-in rate. Access is combined for both Principal and Supplementary Cardmember. If a Cardmember holding multiple cards, complimentary access will be based on the highest card level. For more information, please refer to the full terms & conditions on www.publicbank.com.vn

- Sample for PBVN Visa Signature Credit Card:



2. The Lounge locations:

No.	Airport	Terminal	Lounge
1	Noi Bai	International	Song Hong Business Lounge
		Domestic	Song Hong Premium Lounge
2	Phu Quoc, Con Dao	Domestic	Hoa Sim Lounge, Phu Quoc, Con Dao
3	Lien Khuong, Can Tho, Phu Bai, Cat Bi, Phu Cat, Vinh, Buon Ma Thuot	Domestic	Lien Khuong Lounge, Mekong (Can Tho), Song Huong (Phu Bai), Phuong Vy (Cat Bi), Phu Cat, Lang Sen (Vinh), Buon Ma Thuot

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4	Pleiku, Chu Lai, Dong Hoi, Tho Xuan, Tuy Hoa, Ca Mau, Rach Gia, Dien Bien	Domestic	Pleiku Lounge, Chu Lai, Dong Hoi, Tho Xuan, Tuy Hoa, Ca Mau, Rach Gia, Dien Bien
5	Tan Son Nhat	International	Rose Lounge
		Domestic	Le Saigonais Domestic
6	Cam Ranh	International	Sun Coast Lounge
		Domestic	The Champ
7	Danang	International	Da Nang International
		Domestic	Da Nang Domestic
8	Van Don	International	Van Don International
		Domestic	Van Don Domestic

3. Main facilities of the VIP Lounge:

No.	Items	Details
1	Alcoholic drinks	<ul style="list-style-type: none"> Alcohol (depending on the premises). Beer.
2	Non-alcoholic drinks	<ul style="list-style-type: none"> Fruit juices. Soda. Spring water. Fresh milk.
3	Tea and coffee	<ul style="list-style-type: none"> Tea bags: green tea, black tea. Machine coffee: Espresso, cappuccino, latte. Vietnamese Coffee. Use with: Condensed milk, sliced lemon.
4	Newspapers and magazines	Diverse newspapers and magazines.
5	TV, FIDS	National and international channels.
6	Computer	<ul style="list-style-type: none"> Modern computer systems. Multifunction printers (print, photo, scan).

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7	Wifi	Free.
8	Smoking room	<ul style="list-style-type: none"> • Smart ventilation system. • Modern design. • Airy space. • Comfortable seats.
9	Bathrooms and toilets	<ul style="list-style-type: none"> • Hand dryer. • Hair dryer. • Hand sanitizer. • Personal belongings: Brush, toothpaste, comb, shave, cotton swab, shower gel, shampoo, hair conditioner, shower hat) • Towel set, face towel.
10	First aid cabinet	

4. VIP Lounge access process:

4.1. Lounges at Noi Bai Airport:

a. Lounge access:

- ✓ **Song Hong Premium Lounge** at Noi Bai Airport, Domestic and International Terminals.

b. Process:

- ✓ Customer presents PBN Visa Signature Credit Card and Boarding Pass at the Lounge Reception desk.
- ✓ The Lounge staff swipes PBN Visa Signature Card on the lounge's POS machine for card verification.
- ✓ Cardholder will be invited for Lounge service if card is valid and the name on card and boarding pass is consistent.

4.2. The remaining lounges of Song Hong Business Lounge:

a. Lounge access:

- ✓ Lounges at Airports located in Phu Quoc, Con Dao, Lien Khuong, Can Tho, Phu Bai, Cat Bi, Phu Cat, Vinh, Buon Ma Thuot, Pleiku, Chu Lai, Dong Hoi, Tho Xuan, Tuy Hoa, Ca Mau, Rach Gia, Dien Bien, Tan Son Nhat, Cam Ranh, Da Nang, Van Don.

b. Process:

- ✓ Booking shall be made **24 hours in advance** for best arrangement via:
PBN Card Services Hotline: **1800 599 930** or
Email: cardservices@publicbank.com.vn
- ✓ Customer will be provided e-voucher for lounge access after card verification completed via Hotline or email.
- ✓ Sample for e-voucher of VIP lounge:

Public Bank Vietnam Card Services

Address: 1st Floor, Tungshing Square, No 02 Ngo Quyen, Hoan Kiem, Hanoi Card Services

24/7: 1800 599 930

Email: cardservices@publicbank.com.vn



- ✓ Customer presents Boarding Pass and E-voucher at the Lounge reception desk.
- ✓ Customer's Boarding Pass and E-voucher will be scan to system for verification prior to lounge access.

Note:

- *If card verification is not valid due to close/ block status... cardholder is not eligible for lounge services offered to PBVN Visa Signature.*
- *E-Voucher code is unidentified code which is eligible for anyone presents.*
- *Complimentary 2x access in a year will include all requests for lounge access at all lounges applied.*

5. Other term and conditions:

- ✓ The benefits of PBVN Visa Signature cardholder is applied for 3 consecutive hours access to the Lounge.
- ✓ In case of overtime service after 3 consecutive hours as the Lounge policy for each of period:
 - The surcharge is 50% of the Service Price from 1 up to 3 additional hours.
 - The surcharge is 100% of the Service Price from 3 up to 6 additional hours.
- ✓ In case of children accompanied by Cardholders:
 - Children under 5 years old will be granted access to the Lounge free of charge.
 - Children from 5 to 12 years old shall be subject to 50% of Service Price as the Lounge policy based on respective time frame.
 - Children above 12 years old shall be subject to 100% of Service Price as the Lounge policy based on respective time frame.
- ✓ Surcharge for accompanying guests:
 - Free of charge for maximum 02 children under 05 years old for each cardholder.
 - Each third child under 05 years old and the accompanying children from 05 to 12 years old will have a surcharge 50% of the service fee pax based on respective time frame.
- ✓ The surcharge rate for children over 12 years old is equal to the service charge rate fee based on respective time frame.

Note: The policy may vary by lounges.