

AU Small Finance Bank Ananta Credit Card Airport Lounge Access Program

Terminology:

- Eligible Card under the Program means Credit Card types issued by AU Small Finance Bank
- Eligible Cardholder means a holder of an Eligible AU Ananta Credit Card
- Participating Airport Lounges means the list of airport lounges that participates in the Program

Eligibility:

- AU Ananta Credit Cardholders need to spend minimum of Rs. 5000 on flight booking via AU Rewardz to become eligible for Complimentary Domestic Airport Lounge Access in the same calendar quarter.
- Upon successful booking of flight ticket, customer becomes eligible for lounge access QR.
- Quarterly capping: Complimentary 4 lounge accesses/QRs per customer (as per boarding date)

Illustration:

A Cardholder can book flight tickets through AU Rewardz Portal through different ways-

Mode of Payment	Amount	Airport Lounge QR Eligibility
Reward Point + Ananta Credit Card	Rs.5000 or more	✓ Eligible
Reward Point + Ananta Credit Card	Less than Rs.5000	✗ Not Eligible
Ananta Credit Card	Rs.5000 or more	✓ Eligible

Eligibility Scenarios:

- AU Ananta Credit Cardholder will become eligible for 1 Complimentary Airport Lounge QR Code on booking one-way/onwards flight ticket.
- If the Cardholder books an onward and return (to-and-fro) flight tickets, he/she will become eligible for 2 complimentary Airport Lounge QR Code.



- A maximum of 4 Complimentary Airport Lounge QR code can be availed by the Cardholders in a calendar quarter.

Additional Terms and Conditions:

- QR can be generated within 7 days of travel/Flight boarding date.
- The QR code will remain valid only until the date of travel.
- Each QR code permits single entry only.
- The offer is non-transferable, non-negotiable, and cannot be exchanged for cash.
- Only the customer(s) whose ticket has been booked through AU Rewardz is eligible for Domestic Airport Lounge access, with a maximum of 4 per quarter
- Lounge vouchers are applicable only on flight bookings made by the Primary Cardholder.
- In case the flight booking transaction is reversed, cancelled, or refunded, the QR code will be considered invalid immediately.
- The QR code will automatically expire after the boarding date.
- Participating Lounges – Cardholder can access the list of participating lounges within India, refer updated list of lounges: [Airport Lounge Access 1,800+ Lounges and Experiences Worldwide | Priority Pass](#)
- Without prejudice to the foregoing paragraphs, Entry may be restricted or unavailable: If AU Small Finance Bank withdraws (either as a program or in relation to any Eligible Cardholder or at any Participating Airport Lounge) for any reason at its sole and absolute discretion.
- AU Small Finance Bank makes no guarantee that any privileges, benefits, or facilities under the Program or otherwise will be made available by the Participating Airport Lounge to an Eligible Cardholder and AU Bank cannot be held liable for the same. Specifically, the free lounge access to customer(s) may be suspended if the validation system at the Participating Airport Lounge is unable to validate and authorize the customers' QR code due to any system malfunction or connectivity issues.
- All accompanying children & guest (where permitted) will be subject to the full guest fee unless otherwise stated. Children under the age of 2 / 3 years are usually allowed by the participating lounge operator to have complimentary access, with an accompanying 23rd April 2023 adult eligible for lounge access. Guest lounge follows its food offerings and child policy, please check with the lounge before entry.
- Please note that additional charges may occur for meal/food/drink items (especially, Alcoholic Drinks) as well as for services like Nap, Massage Service and Spa as per the discretion of the Participating Airport Lounge.

- The privileges under this Program are to be construed as a standalone offer and cannot be clubbed together and/or in any way be combined with any other offer of the Participating Airport Lounge in any manner, or form. For the avoidance of doubt, privileges under the Program cannot be exchanged or redeemed for cash.
- All Participating Airport Lounges are not owned or operated by AU Small Finance Bank, but by third party organizations. Eligible Cardholders and relevant accompanying guests must abide by the rules and policies of each respective Participating Airport Lounge, which include, without limitation:
 - Access being denied to the lounge where there are space constraints at the relevant Participating Airport Lounge.
 - Admittance is subject to users and their guests (including children) behaving and dressing in an orderly and correct manner.
- For the avoidance of doubt, AU Small Finance Bank makes no guarantee that any privileges, benefits, or facilities under the Program or otherwise will be made available by the Participating Airport Lounge to an Eligible Cardholder and AU Small Finance Bank will not be liable in any circumstances whatsoever in relation to the provision or non-provision (whether in whole or in part) of any of the advertised benefits and facilities under the Program.
- Participating Airport Lounges may reserve the right to enforce a maximum stay policy (usually 2 or 3 hours) to prevent overcrowding. This is at the discretion of the individual lounge operator who may impose a charge for extended stays.
- Participating Airport Lounges have no contractual obligation to announce flights, nor to remind guests of their flight boarding times, and Eligible Cardholders are solely responsible for abiding by boarding times stated on their flight tickets. Accordingly, for the avoidance of doubt AU Small Finance Bank shall not be liable under any circumstances in relation to any failure to board flights (for any reason) by an Eligible Cardholder.
- AU Small Finance Bank shall not be held responsible under any circumstances for any disputes that may occur in, or in relation to the usage of, a Participating Airport Lounge.
- By participating in or using, or attempting to use, the Participating Airport Lounge under the Program, the Eligible Cardholder agrees to:
 - Abide by the terms and conditions set out herein and
 - To defend and indemnify AU Bank for any loss or damage caused to, or injury to or death of any person or damage to or destruction of any property arising out of the use of any Participating Airport Lounge by the Eligible Cardholder and/or his/her accompanying guests.

- All disputes, if any, arising out of or in connection with or as a result of above offers or otherwise relating hereto shall be subject to the exclusive jurisdiction of the competent courts/tribunals in Mumbai only, irrespective of whether courts/tribunals in other areas have concurrent or similar jurisdiction.
- The access to the lounge will be available on first come-first-serve basis.
- Customers are not bound in any manner to avail themselves of the offer. Any participation by the customer will be voluntary and the terms and conditions of the lounge program shall be binding on the customers.
- For queries or any further assistance pertaining to the lounge access, customer can contact 1800-1200-1500 or write at creditcard.priority@aubank.in