

Railway Lounge Access Program – AU Credit Cards

For List of Lounges at Railway Stations:

- Link: [All cards \(Railways\)](#)

Steps to get Railway Lounge access

- Cardholder to present his valid/active AU Small Finance Bank VISA/RuPay Credit Card and valid train travel ticket at the entrance of participating lounge to avail the benefit.
- Rs.2 transaction would be done by Lounge operator as non-refundable card validation charges.
- Cardholder would be given access to Railway Lounge.
- Any guests along with Cardholder would be charged as per prevailing lounge access rate.

Services offered in Railway Lounges:

- 2 (Two) Hours of entry and stay.
- AC comfortable sitting arrangements.
 - Free of cost tea & coffee.
 - 1 buffet meal as per the time of visit - Breakfast / Lunch / Dinner.
 - Buffet Evening snacks in case the cardholder is in between a time frame of Lunch & Dinner, as per discretion of lounge operator.
 - Free Wi-Fi.
 - Newspaper & magazine.
- Any additional service shall be chargeable as per the lounge operator's prevailing rates.

Other Conditions

- Only one Buffet meal as per the time of visit will be provisioned to Eligible card holders.
- Considering Covid and kitchen restrictions currently – there may be some variations to buffet food offering in forms of limited food item accessibility or packaged food.
- Any additional service such as recliners or more shall be chargeable separate as per the operator price for that service.
- The program is applicable at select Lounges in India as listed in the table.
- Bank assumes no responsibility of the merchantability of the services as it is an endeavour only to deliver the best possible.
- Bank assumes no responsibility in case a particular lounge operator shuts down the lounge(s) for any reason.
- The access to the lounge will be available on first come-first-serve basis.
- The program can be modified, amended, changed, or revoked anytime by Bank without prior intimation.
- For queries or any assistance pertaining to the lounge access, Cardholder can contact Bank's Customer Care.
- Post 2 hours, the lounge reserves the right to ask for respective charges from the Cardholder.
- In case the Cardholder has already used his permissible limits or if Cardholder is not eligible for complimentary visit, Cardholder will be liable to pay all applicable charges to the lounge.
- The complimentary access to railway lounge is only permissible to the Cardholder, if the Cardholder is accompanied by guest, guest will be liable to pay applicable charges to the lounge.

- Children below 3 years can enjoy the complimentary lounge access. However, any services or food and beverages consumed, the lounge operator reserves the right to ask for respective charges from the Cardholder.