

## AIRPORT LOUNGE INSTRUCTION

### FOR THE VIETCOMBANK PRIORITY, VIETCOMBANK VISA INFINITE/ VISA SIGNATURE INTERNATIONAL CREDIT CARDHOLDERS

(From 12<sup>th</sup> December, 2025)

**I. Airport Lounge:** Bring to our valued customers complete relaxation time before each flight.

**II. List of applicable Airport Lounges:**

Airport	Lounges	Instruction
<b>Noi Bai (Hanoi)</b>	- <b>Vietcombank Priority Lounge Noi Bai</b> (Zone D, Domestic Terminal)	<b>Item III.1</b> Vietcombank Priority Lounges
	- <b>Lotus Lounge</b> (Zone D, Domestic Terminal)	<b>Item III.2</b> Other Airport Lounges
	- <b>Song Hong Premium Lounge &amp; Bar</b> (International Terminal)	
<b>Tan Son Nhat (HCMC)</b>	- <b>Vietcombank Priority Lounge Tan Son Nhat</b> (T3, Domestic Terminal)	<b>Item III.1</b> Vietcombank Priority Lounges
	- <b>Lesaignonnais Lounge</b> (T1, Domestic Terminal)	<b>Item III.2</b> Other Airport Lounges
	- <b>The SENS Lounge</b> (T3, Domestic Terminal)	
	- <b>Jasmine Halal Lounge</b> (International Terminal)	
	- <b>Apricot Lounge</b> (International Terminal)	
<b>Da Nang (Da Nang)</b>	- <b>Rose Lounge</b> <sup>1</sup> (International Terminal)	
	- <b>Vietcombank Priority Lounge Da Nang</b> (Domestic Terminal)	<b>Item III.1</b> Vietcombank Priority Lounges
	- <b>CIP Orchid 1</b> (International Terminal)	<b>Item III.2</b> Other Airport Lounges
<b>Cam Ranh (Khanh Hoa)</b>	- <b>Vanda Lounge</b> (International Terminal)	
	- <b>The Champ Lounge</b> (Domestic Terminal)	<b>Item III.2</b> Other Airport Lounges
<b>International airports</b>	- <b>Sun Coast Lounge</b> (International Terminal)	
	<b>More than 1,000 airport lounges worldwide</b> provided by Priority Pass/ Lounge key's policy, updates at website <a href="http://www.loungekey.com/vietcombankpriority">www.loungekey.com/vietcombankpriority</a>	<b>Item III.2</b> Other Airport Lounges

<sup>1</sup> The lounge **will be temporarily closed** for renovation and upgrade **from 10 November 2025 to 20 December 2025**. Customers may use alternative lounges from the list provided or receive a gift voucher for F&B services. The voucher can be used at more than 10 F&B outlets in the international terminal.

### III. Program details and instruction:

#### 1. Vietcombank Priority Lounges

##### – Eligible customers:

- + Vietcombank Priority Customers; or
- + The Cardholders of the valid Vietcombank Visa Infinite/Visa Signature International Credit Card; or
- + Accompanying people: applicable for Vietcombank Priority Diamond Elite customers with 12 accompanying visits per year. The policy is under applicable Vietcombank regulation from time to time.

##### – Vietcombank Priority Lounges list:

Airport	Lounge name
<b>Noi Bai (Hanoi)</b>	<b>Vietcombank Priority Lounge Noi Bai</b> Level 3, Zone D, Domestic Terminal, Noi Bai International Airport
<b>Da Nang (Da Nang)</b>	<b>Vietcombank Priority Lounge Da Nang</b> Level 2, Domestic Terminal, Da Nang International Airport
<b>Tan Son Nhat (HCMC)</b>	<b>Vietcombank Priority Lounge Tan Son Nhat</b> Level 4, T3 - Domestic Terminal, Tan Son Nhat International Airport

##### – Instruction:

- + Customer: to use Vietcombank Priority Lounges at airport through one of these methods:
  - **Face ID verification:** Customers who have previously authenticated/registered their facial recognition.
  - **Card authentication:** through one of the following 2 methods:
    - Present the valid Vietcombank Visa Infinite/Visa Signature international credit card (physical card, in valid, and enable the online transaction function) and Boarding Pass.
    - Use the valid Vietcombank Visa Infinite/Visa Signature international credit card on the Wallet application (Apple Pay/ Samsung Pay/ Google Pay/ Garmin Pay), present the digital card art on VCB Digibank<sup>2</sup> (showing ‘Product Name’ and ‘Cardholder Name’) and Boarding Pass for verification.
  - **Personal ID verification:** Present the personal identification document that have been

<sup>2</sup> Log in VCB Digibank > Accounts& Cards > Card > Select VCB Visa Infinite/ VCB Visa Signature

registered for Vietcombank Priority information.

➤ **Digibank:** open Vietcombank Digibank app, scan QR at the lounges or register via function “Airport Lounge”.

- + Customer to **present the boarding pass** when checkin to use the airport lounge.
- + **Accompanying people:** Vietcombank Priority Diamond Elite can register the accompanying visits through Vietcombank Digibank app – function “Airport Lounge”, register the number of companions and follow steps in Digibank app.

**(i) Other Airport Lounges**

– **Eligible customers:**

- + The Cardholders of The Vietcombank Visa Infinite/Visa Signature International Credit Card
- + Accompanying people: applicable for Visa Infinite cardholders with 12 accompanying visits per year<sup>3</sup>, applicable for only international airport lounges. The policy is under applicable Vietcombank regulation from time to time.

– **Lounges list:**

Airport	Domestic Terminal	International Terminal
<b>Noi Bai (Ha Noi)</b>	<b>- Lotus Lounge</b> <i>Level 3, Zone D, Domestic Terminal, Noi Bai International Airport</i>	<b>- Song Hong Premium Lounge &amp; Bar</b> <i>International Terminal, Noi Bai International Airport</i>
<b>Tan Son Nhat (Ho Chi Minh)</b>	<b>- LeSaigonais</b> <i>Level 2, Domestic Terminal, Tan Son Nhat International Airport</i> <b>- The SENS Lounge</b> <i>Level 4, T3 - Domestic Terminal, Tan Son Nhat International Airport</i>	<b>- Jasmine Halal Lounge</b> <b>- Apricot Lounge</b> <b>- Rose Lounge</b> <i>International Terminal, Tan Son Nhat International Airport</i>
<b>Da Nang (Da Nang)</b>		<b>- CIP Orchid 1</b> <b>- Vanda Lounge</b> <i>International Terminal, Da Nang International Airport</i>
<b>Cam Ranh</b>	<b>- The Champ Lounge</b>	<b>- Sun Coast Lounge</b>

<sup>3</sup> From 12 Dec 2025 to 31 Dec 2025: 3 accompanying visits.

Airport	Domestic Terminal	International Terminal
(Khanh Hoa)	Domestic Terminal, Cam Ranh International Airport	International Terminal, Cam Ranh International Airport
<b>INTERNATIONAL AIRPORTS</b>	<p><b>More than 1,000 airport lounges worldwide</b> provided by Priority Pass/ Lounge key's policy, updates at website <a href="http://www.loungekey.com/vietcombankpriority">www.loungekey.com/vietcombankpriority</a></p> <p>To search information about lounges, Card holders can:</p> <ul style="list-style-type: none"> <li>+ Download the LoungeKey application on Apple Store/Google Play and register/login by instructions on the screen; Or</li> <li>+ Access the website <a href="http://www.loungekey.com/vietcombankpriority">www.loungekey.com/vietcombankpriority</a>, search for the lounge by clicking the search icon (at the top right on the screen)</li> </ul>	

– **Instruction:**

+ Card authentication:

- For airport lounges in Vietnam: through one of the following 2 methods:
  - Present the valid Vietcombank Visa Infinite/Visa Signature international credit card (physical card, in valid, and enable the online transaction function) and Boarding pass.
  - Use the valid Vietcombank Visa Infinite/Visa Signature international credit card on the Wallet application (Apple Pay/ Samsung Pay/ Google Pay/ Garmin Pay), present the digital card art on VCB Digibank (showing 'Product Name' and 'Cardholder Name') and Boarding Pass for verification.
- For international airport lounges (outside Vietnam): through one of the following 2 methods:
  - Present the valid Vietcombank Visa Infinite/Visa Signature international credit card (physical card, in valid, and enable the online transaction function) and Boarding pass.
  - Present the LoungeKey Digital Card under the 'card' section of the LoungeKey app/web and Boarding Pass for verification.

Notes:

- Cardholders can check lounge information such as opening times and facilities on LoungeKey app/web before visiting.
- Cardholders mention 'Loungekey' for card authentication at international airports lounges.
- How to access the LoungeKey Digital Card?

- (i) Download the LoungeKey app or visit [www.loungekey.com/vietcombankpriority](http://www.loungekey.com/vietcombankpriority) to register.
  - (ii) Log in or create your LoungeKey account.
  - (iii) Once you have registered or logged in, you will be able to view your Digital Card in the LoungeKey app/web.
- + When using Vietcombank Visa Infinite/Visa Signature international credit for privileges, cardholders may receive notifications about transactions made at lounges. This is a pre-authorized transaction to verify the card is valid and the cardholder will not have to pay for these transactions.
- + For **accompanying people**:
- For free accompany guests of Visa Infinite cardholders: Visa Infinite cardholders confirm the number of accompany guests (free access) when visiting international airports lounges.
  - For other cases: Cardholders will pay the fee for accompany guest by the lounge's policy from time to time.
- (iv) **Usage of airport lounge: Customers** are entitled to the privileges with unlimited access (no reservations need).
- (v) **Other terms & conditions**
- Vietcombank will not be responsible for any direct or indirect losses in case the lounge closes, or the lounge stops participating in the program. Customers should check the list of available lounges and their availability on the Vietcombank website.
  - The terms and conditions of Vietcombank VIP lounge policies can be updated from time to time and will be updated at the website: [www.vietcombank.com.vn](http://www.vietcombank.com.vn)
  - In case Vietcombank detects any signs of taking advantage of lounge privileges for other subjects (not the cardholders), Vietcombank has the right to collect fees corresponding to the price listed at the lounge/policy of the service provider according to regulations from time to time.
  - Vietcombank VIP airport lounge service is provided via our partners. For more detailed information or any feedback, please contact our priority hotline: 18001565 or visit the website [www.vietcombank.com.vn](http://www.vietcombank.com.vn)