



AIRPORT LOUNGE INSTRUCTION

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

(From 1st June, 2026)

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

II. **List of applicable Airport Lounges**

Region	Airport	Lounges	Instruction
Northern Vietnam	Noi Bai (Hanoi)	<ul style="list-style-type: none"> Vietcombank Priority Lounge Noi Bai (Domestic Terminal) 	Item III.1 Vietcombank Priority Lounges
		<ul style="list-style-type: none"> Lotus Lounge (Domestic Terminal) SH Premium Lounge (Domestic Terminal) Lotus Lounge (International Terminal) SH Elite Lounge Ha Noi 2 (International Terminal) 	Item III.2 Other Airport Lounges
	Cat Bi (Hai Phong)	<ul style="list-style-type: none"> SH Premium Lounge (Domestic Terminal) 	Item III.2 Other Airport Lounges
	Dien Bien (Dien Bien)	<ul style="list-style-type: none"> SH Premium Lounge (Domestic Terminal) 	
	Van Don (Quang Ninh)	<ul style="list-style-type: none"> Van Don Business Lounge (Domestic Terminal) 	
Central Vietnam	Da Nang (Da Nang)	<ul style="list-style-type: none"> Vietcombank Priority Lounge Da Nang (Domestic Terminal) 	Item III.1 Vietcombank Priority Lounges
		<ul style="list-style-type: none"> CIP Orchid 1 (International Terminal) Vanda Lounge (International Terminal) 	Item III.2 Other Airport Lounges
	Cam Ranh (Khanh Hoa)	<ul style="list-style-type: none"> Lotus Lounge (Domestic Terminal) SH Premium Lounge (Domestic Terminal) Sun Coast Lounge (International Terminal) 	
	Tho Xuan (Thanh Hoa)	<ul style="list-style-type: none"> SH Premium Lounge (Domestic Terminal) 	
	Vinh (Nghe An)	<ul style="list-style-type: none"> SH Premium Lounge (Domestic Terminal) 	



Region	Airport	Lounges	Instruction
	Buon Ma Thuot (Dak Lak)	▪ SH Premium Lounge (Domestic Terminal)	
	Chu Lai (Da Nang)	▪ SH Premium Lounge (Domestic Terminal)	
	Dong Hoi (Quang Tri)	▪ SH Premium Lounge (Domestic Terminal)	
	Lien Khuong (Lam Dong)	▪ SH Premium Lounge (Domestic Terminal)	
	Phu Bai (Hue)	▪ SH Premium Lounge (Domestic Terminal)	
	Phu Cat (Gia Lai)	▪ SH Premium Lounge (Domestic Terminal) ▪ Lotus Lounge (Domestic Terminal)	
	Pleiku (Gia Lai)	▪ SH Premium Lounge (Domestic Terminal)	
	Tuy Hoa (Dak Lak)	▪ SH Premium Lounge (Domestic Terminal)	
Southern Vietnam	Tan Son Nhat (HCMC)	▪ Vietcombank Priority Lounge Tan Son Nhat (T3, Domestic Terminal)	Item III.1 Vietcombank Priority Lounges
		▪ The SENS Lounge (T3, Domestic Terminal) ▪ SH Premium Lounge (T3, Domestic Terminal) ▪ Le Saigonais (T1, Domestic Terminal) ▪ Jasmine Halal Lounge (International Terminal) ▪ Apricot Lounge (International Terminal) ▪ Rose Lounge (International Terminal)	Item III.2 Other Airport Lounges
	Can Tho (Can Tho)	▪ SH Premium Lounge (Domestic Terminal)	
	Phu Quoc (An Giang)	▪ SH Premium Lounge 1 & 2 (Domestic Terminal)	
	Con Dao (HCMC)	▪ SH Premium Lounge (Domestic Terminal)	
	Rach Gia (An Giang)	▪ SH Premium Lounge (Domestic Terminal)	



Region	Airport	Lounges	Instruction
INTERNATIONAL AIRPORTS		<p>More than 1,000 airport lounges worldwide provided by Priority Pass/ Lounge key's policy, updates at website</p> <p>www.loungekey.com/vietcombankpriority</p>	

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

- **Hours of operation**

- **Opening hours:** 2 hours before the first domestic flight of the day;
- **Closing hours:** According to the schedule of the last domestic flight of the day.

- **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:**

- 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 Digibank¹ (showing ‘Product Name’ and ‘Cardholder Name’) and Boarding Pass for verification.

➤ **Personal ID verification:** Present the personal identification document that have been 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 check-in to use the 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.

2. Other Airport Lounges

- **Eligible customers:**

- The Cardholders of The Vietcombank Visa Infinite/Visa Signature International Credit Card, the physical card is valid and enable the online transaction function.
- Accompanying people applicable for VCB Visa Infinite card holders with 12 accompanying visits per year. The policy is under applicable Vietcombank regulation from time to time.

- **Lounges list:**

Airport	Domestic Terminal	International Terminal
NATIONWIDE		
Noi Bai	<ul style="list-style-type: none"> ▪ Lotus Lounge ▪ SH Premium Lounge 	<ul style="list-style-type: none"> ▪ Lotus Lounge ▪ SH Elite Lounge Ha Noi 2
Tan Son Nhat	<ul style="list-style-type: none"> ▪ The SENS Lounge ▪ LeSaigonais ▪ SH Premium Lounge 	<ul style="list-style-type: none"> ▪ Jasmine Halal Lounge ▪ Apricot Lounge ▪ Rose Lounge
Da Nang		<ul style="list-style-type: none"> ▪ CIP Orchid 1 & Vanda Lounge

¹ Log in VCB Digibank> Accounts& Cards> Card> Select VCB Visa Infinite/ VCB Visa Signature



Airport	Domestic Terminal	International Terminal
Cam Ranh	<ul style="list-style-type: none"> Lotus Lounge SH Premium Lounge 	<ul style="list-style-type: none"> Sun Coast Lounge
Can Tho	<ul style="list-style-type: none"> SH Premium Lounge 	
Phu Quoc	<ul style="list-style-type: none"> SH Premium Lounge 1&2 	
Lien Khuong	<ul style="list-style-type: none"> SH Premium Lounge 	
Phu Bai	<ul style="list-style-type: none"> SH Premium Lounge 	
Cat Bi	<ul style="list-style-type: none"> SH Premium Lounge 	
Phu Cat	<ul style="list-style-type: none"> SH Premium Lounge Lotus Lounge 	
Vinh	<ul style="list-style-type: none"> SH Premium Lounge 	
Buon Ma Thuot	<ul style="list-style-type: none"> SH Premium Lounge 	
Pleiku	<ul style="list-style-type: none"> SH Premium Lounge 	
Chu Lai	<ul style="list-style-type: none"> SH Premium Lounge 	
Dong Hoi	<ul style="list-style-type: none"> SH Premium Lounge 	
Con Dao	<ul style="list-style-type: none"> SH Premium Lounge 	
Tho Xuan	<ul style="list-style-type: none"> SH Premium Lounge 	
Dien Bien	<ul style="list-style-type: none"> SH Premium Lounge 	
Rach Gia	<ul style="list-style-type: none"> SH Premium Lounge 	
Tuy Hoa	<ul style="list-style-type: none"> SH Premium Lounge 	
Van Don	<ul style="list-style-type: none"> Van Don Business Lounge 	

WORLDWIDE

More than 1,000 airport lounges worldwide provided by Priority Pass/ Lounge key's policy, updates at website www.loungekey.com/vietcombankpriority

To search information about lounges, Cardholders can:

- Download the LoungeKey/ Priority Pass application on Apple Store/Google Play and register/login by instructions on the screen; Or
- Access the website www.loungekey.com/vietcombankpriority, search for the lounge by clicking the search icon (at the top right on the screen)

- Hours of operation

- **Domestic Terminal:** From the first scheduled flight until the last scheduled departure of the day;



- **International Terminal:** subject to the applicable policies of each individual lounge;
- **Worldwide:** subject to the applicable policies of each individual lounge.
- **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):**
 - 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' when visiting lounges at international airport outside Vietnam.
 - How to access the LoungeKey Digital Card?
 - (i) Download the LoungeKey app or visit 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.

3. Usage of airport lounge: Customers are entitled to the privileges with unlimited access (no reservations need).

4. 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
- 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./.