

Access Policy and General Terms and Conditions

Listed Terms and Conditions are limited to below location, Lounge Service Partner and Lounge Hospitality Partner only.

Location: RuPay Exclusive Lounge, Delhi IGI, T3 Domestic Departure, Landmark: Boarding Gate Number 41

Access Requirement and Guest Policies:

RuPay Select Credit Card - To enter, present your valid RuPay Credit Card at the EDC machine. Rs. 2 will be charged for complementary entry. You will be eligible for two (2) complementary entry in a quarter.

RuPay Credit Card on UPI - To enter, scan the QR at gate. Select your RuPay Credit Card linked to UPI App and Rs. 2 will be charged for complementary entry. You will be eligible for 1 complementary entry in a month.

Guest Entry - To enter, present your valid RuPay Credit Card at the EDC machine. INR 2000 plus taxes will be charged for paid entry.

Non-Complementary Access – Non-Complementary Access is allowed on EDC machine only and on RuPay allowed BINs and shall be chargeable at INR 2000 plus taxes

General Terms and Conditions:

- a. The access to lounges will be available on a first come first served basis & subject to availability of space. In case of full occupancy, customers may be requested to wait in queue.
- b. RuPay Exclusive Lounge reserve the right to admission to the lounges and its premises and rules shall be applicable to Cardmembers/guests
- c. Only BINs shared by RuPay with Lounge Service Partner will be allowed for access
- d. The entitled benefits for the card members are non-transferable.
- e. An authorisation for an amount (INR 2) will be charged on the Card for validation purposes. Charges to be borne by the Cardmember
- f. This is self-entry lounge, so card member card, boarding pass and government issued ID card will not be validated at the time of entry. But in case-to-case basis, RuPay reserves the rights to validate identity of customer to match with boarding pass and failure to present this documentation may result in removing the person from the Lounge.

- g. Physical Chargeslip and E-Chargeslip shall not be generated by EDC machine transaction or QR transaction. Patron can present their SMS confirmation of INR 2 debit as and when requested for verification
- h. Only one entry per Cardmember will be permitted
- i. Children below three (3) years are allowed along with an eligible customer. No additional charges shall be applied. Eligible customers should make prior inquiries at the lounge reception before entry.
- j. Entry will be allowed 3-4 hours in advance from the flight departure time. As there is no boarding pass validation mechanism at entry, on case-to-case basis, customer shall be asked to present their boarding pass. Failure to present this documentation may result in removing the person from the Lounge or deny entry to the Lounge.
- k. Maximum stay policy is of 2 hours per transaction. SMS shall be validated to determine the duration of stay when asked
- l. For bar service, the Card Member must be at least 25 years of age to consume alcoholic beverages. Please drink responsibly.
- m. Patrons will be responsible for paying charges for liquor consumption direct to the hospitality partner.
- n. Card Members will not be compensated for changes in rates or policies
- o. The programme can be modified, amended, changed or revoked anytime by RuPay without prior intimation
- p. Lounge can modify its lounge services, operational hours, rates without any prior intimation
- q. Any dispute with regard to the services availed at the lounge should be raised to the issuing bank.
- r. RuPay reserves the right to remove any person from the Lounge for inappropriate behaviour or failure to adhere to rules, including, but not limited to, conduct that is disruptive, abusive or violent.
- s. Lounge staff has the right to terminate the lounge visit early or to refuse entry to any Customer who is intoxicated or behaving in a disorderly fashion or is otherwise in violation of the lounge conditions and for any statutory, regulatory, or airport policy reasons including but not limited to health and safety policies or fire safety regulations.
- t. RuPay will not be liable for any articles lost or stolen or damages suffered by the visitor inside RuPay Exclusive Lounge.
- u. Airport Lounge facilities include
 - i. Snacks
 - ii. Hot food and beverages
 - iii. Lounge bar-chargeable
 - iv. Free internet stations/high-speed Wi-Fi

- v. Recharging stations for laptops, mobiles and iPads at every seating point
 - vi. Gaming, TV and music entertainment
 - vii. Flight information
- v. By availing the Lounge Service, it is deemed that the Service Receiver and/ or Customer has before availing the Service read, understood, and agreed to be bound by, without limitation and/ or qualification, all terms and conditions associated with the Service.