SOLO | VISA | DRAGONPASS

How do I find participating lounges at the airport?
In the Explore section of the app, you can browse available lounges by selecting the desired airport or country.The homescreen also includes a Quick Link to the lounge list.

Can I bring guests with me to the lounge? Do I need to be traveling with them?
Yes, you can bring guests to lounges. Guests must be on the same flight. If you do not have any complimentary guest visits, you have the option to bring guests with you for a charge of $32 USD per person per visit. The charge will be made directly to your registered card.

Why was I denied access to the lounge?
If the lounge is at capacity, access cannot be granted. You can use the Visa Airport Companion app to check for an alternative lounge.

What is included with my membership?
You can check the How it Works section within the Membership section of the app to view what's included with your membership. This can be viewed on both the home screen and in the Membership section. Please note, benefits can differ per cardholder, so referring to the app is the best way to see the most accurate information.

How do I view my membership details after registration? How do I know how many visits I am allowed?
Membership details can be found in the Membership section of the application, located at the bottom of the menu. Digital membership details (lounge visits) are presented in both the main and Membership sections.

How do I access the lounges?
Present your membership QR code to a lounge employee. If visits are available, you will automatically be deducted from the available amount. If no free visits are available, the applicable card will be charged $32. The membership QR code can be opened via the Membership button on the main page of the application.

Can I use a physical card to access the lounge?
Visa Airport Companion is a fully digital application. You will only be able to enter the lounge by presenting your membership QR code via the mobile app.

Can I register more than one card on the App?
Yes, you can add multiple eligible cards to your Visa Airport Companion account. Simply navigate to the membership page and select 'Add new membership' to enter the details of your additional card. Once validated, a new membership linked to that card will be created. You can easily switch between memberships by selecting 'Switch membership' on the membership page.

Can I access the lounge if I don't have Wi-Fi or mobile data?
Yes, you can enable offline access through your device's biometrics. Upon registration, you will be prompted to enable offline access. This feature can also be managed in the 'Account' section under 'Security'. When offline, you will see a prompt on the login page to view your membership without internet. Confirm using your biometrics to proceed.

I'm having trouble signing up for the app or signing in to my account.
If you have problems registering, contact the Customer Support Center via the contact link in the Help section of the registration page. If you have problems logging into your account in the application, use the Forgot Password function. If you are still unable to log in, you should contact the Customer Support Center via the contact link in the Help section of the login page.

For what period are the free visits counted?
The free visits are calculated according to the calendar year, therefore it is activated on January 1st and expires on December 31st. If you do not use the visits during this period, the remaining visits are canceled and a new countdown starts all over from January 1st.

In what case can I be charged a fee after visiting the lounge?
In case you have exceeded the number of free visits or you are accompanied by person when visiting the lounge.

How long can I use the lounge service?
All lounges have individual service conditions, however, in most cases, a single lounge visit period does not exceed 3-4 hours.