



Visa Airport Companion App Lounge Access FAQs

1. How do I register or enroll?

You must download the app from the Apple App Store or Google Play Store and follow the instructions. Once the app is downloaded, select “Sign Up” and complete the requested information, including:

- Eligible Visa card details and issuing country
- Name, email address, and mobile number
- Consent to the Terms and Conditions, Privacy Policy, and Terms of Use

A six-digit code will be sent to your mobile number or email address for verification. After successful verification, you will be asked to create a password and will be directed to the app’s home screen, where you can access and use your benefits immediately.

2. Where can I find my membership card within the VAC app?

Your membership QR code can be found by clicking “Membership” on the app’s home page.

3. How do I view my membership details once I’ve enrolled? How do I know how many visits I have available?

Membership details can be accessed via the “Membership” section of the app, which is found in the footer menu. Entitlement details (lounge visits) are displayed in both the Home and Membership sections.

4. How do I enter the lounges?

Present your membership QR code to the lounge staff. If entitlements are available, they will be automatically deducted. If no entitlements are available, a charge of \$32 USD will be made to the associated Visa card. The membership QR code can be found by clicking “Membership” on the app’s home screen.



5 Can I use a physical card to enter the lounge?

No, VAC is a fully digital, app-based experience. You will only be able to access lounges by presenting your membership QR code from the mobile app.

6 What are the eligible cards?

- Al Jawhar Visa Platinum Credit Card
- Asalah Visa Signature Credit Card
- Private Banking Visa Infinite Credit Card
- Bank Muscat Oman Air Visa Platinum Credit Card
- Visa Signature Business Credit Card

7 I'm having trouble enrolling or logging into the app.

If you are having trouble registering, contact Customer Support via the Contact link in the Help section of the Sign-Up page. If you are having trouble logging in, use the "Forgot Password" function. If you still cannot log in, contact Customer Support through the link found in the Help section on the login screen.

8 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 home screen also includes a Quick Link to the lounge list.

9 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 can bring guests for a charge of \$32 USD per person, per visit. The charge will be made directly to your registered Visa card.

10 Why was I denied access to the lounge?

If the lounge is at capacity, access cannot be granted. You can use the VAC app to check for an alternative lounge.



11 Can I enroll using a Visa card issued in a country outside of the CEMEA region?

Card benefits may vary. You will need to contact the issuing bank to confirm the eligibility of Visa cards issued outside of the CEMEA region.

12 Can I still use my physical card to redeem benefits as before?

No, you won't be able to access lounges using your physical Visa card. To enjoy lounge access, please register on the Visa Airport Companion App prior to your visit.

13 Do I need to enter my Visa card details in the app?

Yes, to register on the App, you will need to enter your Visa card details. If you receive a new card (due to loss, theft, or expiration), you'll need to update the details accordingly.

14 Can I register at the lounge itself?

No, registration must be completed via the app before you can access the lounge. You can register from anywhere with an internet connection. We highly recommend registering prior to arriving at the lounge to ensure a seamless entry experience.

15 Is there a website for this service? What if I don't have a smartphone?

Visa Airport Companion App is a fully digital, app-based experience. Unfortunately, without a smartphone, you will be unable to utilize this service.

16 Can I register more than one Visa card on the App?

Yes, you can add multiple eligible Visa 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.



17 Does the cardholder need to enter their Visa card details to register on the VAC app?

Yes, the cardholder will need to enter their Visa card details to register. They will be asked to re-enter their card details if they get a new card (e.g., replacement for a lost or stolen card, or if the card expires).

18 Can the registered email address or mobile number be changed later?

Yes, cardholders can change their email or mobile number. To change the mobile number, select “Account” and the edit icon in their profile within the app. To change the email address, cardholders need to contact Customer Support, who will verify their identity through General Purpose Authentication (GPA) checks. Once confirmed, the customer service agent can update the email address assigned to their profile.

19 What if the cardholder email/mobile number verification failed or fields are left incomplete during profile creation? Does the cardholder need to enroll their card(s) again?

If the cardholder was not able to verify their email/mobile number during registration, they have the option to skip this step by selecting “Ask me later.” However, upon their next login, they will be asked to verify their mobile number or email to proceed with login.

20 Can supplementary cardholders enroll under the same profile as the primary cardholder?

No, primary and supplementary cardholders cannot share memberships. The supplementary cardholder must create their own VAC account using their own details, including their name as it appears on their passport and email address.

21 Prior to travel, can the cardholder check whether lounge access is complimentary?

Yes, cardholders can view the status of their complimentary visits by logging into the VAC app at any time. The homepage and Membership sections will display the number of visits to which they are entitled. The app also provides a list of eligible lounges by airport so cardholders can plan which lounge(s) to visit during their travels.



22 I am having trouble authenticating my card on the Visa Airport Companion App:

You will need to enable your credit card for international spends to all countries, to do so please follow the below steps:

- Go to mBanking or Internet Banking
- Click on "Requests"
- Select "Credit Cards"
- Click on "Enable all countries for international usage"
- Select the credit card from the drop-down menu
- Click "Continue"
- Click "Submit"
- Enter the OTP
- Done. Visit the Visa Airport Companion App to continue your registration.