

INVESTEC AIRPORT LOUNGE BENEFIT FOR PRIVATE BANK ACCOUNT CLIENTS

FREQUENTLY ASKED QUESTIONS (INVESTEC VISA PLATINUM CARD HOLDERS)

As a Private Bank Account holder, you are automatically enrolled on the LoungeKey programme, giving you unlimited complimentary access to over 1 100 airport lounges worldwide.

You also enjoy unlimited complimentary access to all SAA Premium (business class) and Bidvest Premier lounges.

All individuals with an Investec Visa Platinum card on your account also enjoy these lounge benefits.

What is LoungeKey?

LoungeKey is an airport lounge programme that gives certain credit card holders complimentary access to airport lounges worldwide. There are over 1 100 participating airport lounges worldwide. The number of complimentary visits card holders are eligible for per year is card and bank specific.

Investec Visa Platinum card holders enjoy **unlimited** complimentary access for themselves and one guest.

Which lounges can I use?

Domestic departure lounges

All Investec Visa Platinum card holders have unlimited complimentary access to SAA Premium (business class) and Bidvest Premier lounges.

Bidvest Premier Lounges:

- Lanseria International Airport (Johannesburg)
- OR Tambo International Airport Domestic Lounge (Johannesburg)*
- OR Tambo International Airport Sky Lounge (Johannesburg)
- Cape Town International Airport*
- King Shaka International Airport (Durban)*
- Chief Dawid Stuurman International Airport (Gqeberha)*
- King Phalo Airport (East London)*
- George Airport*
- Braam Fischer Airport (Bloemfontein)
- Kruger Mpumalanga International Airport (Nelspruit)

SAA Premium Lounges:

- OR Tambo International Airport (Johannesburg)
- Cape Town International Airport
- King Shaka International Airport (Durban)
- Chief Dawid Stuurman International Airport (Gqeberha)

* From May 2024 to March 2025 certain Bidvest Premier lounges will be undergoing renovations. [Click here](#) to view the full list of lounges.

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What are the access rules?

To access the lounge, you must present your boarding pass and your physical valid and active Investec Visa Platinum card (the card must not have expired or stopped for any reason.)

The name on the boarding pass must match the name on the Investec Visa Platinum card.

Access is subject to space availability in the lounge.

Are there time restrictions at the lounge?

There is no time limit – you can spend as much time in the lounge as you want before your flight.

Can I take guests and children in with me?

Children under the age of 12 years travelling with you can enter the SAA Premium and Bidvest Premier lounges free of charge*.

Guests and children over the age of 12 years, you can buy guest entry at the lounge.

Lounge	Guest Fee [^]
SAA Premium lounges	R595 per guest (including VAT)
Bidvest Premier lounges	R300 per guest (including VAT)

* Limited to four children per Investec Platinum card holder

[^] Fees quoted as at 1 May 2024 and are subject to change as determined by the lounge

International departure lounges (South Africa)

All Investec Visa Platinum card holders have unlimited access to SAA Premium and Bidvest Premier international departure lounges, as well as access to select LoungeKey lounges in international departures.

Bidvest Premier Lounges:

- OR Tambo International Airport (Johannesburg)*
- Bidvest SKY Lounge – Cape Town International Airport*
- Bidvest Premier Lounge - Kruger Mpumalanga International Airport (Nelspruit)
- Bidvest Premier Lounge- Cape Town International

* From May 2024 to March 2025 certain Bidvest Premier lounges will be undergoing renovations. [Click here](#) to view the full list of lounges.

SAA Premium Lounges:

- OR Tambo International Airport (Johannesburg)

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LoungeKey lounges:

- OR Tambo International Airport (Johannesburg)
 - Mashonzha Lounge
 - Shongololo Lounge
 - Aspire Lounge
- King Shaka International Airport (Durban)
 - Umphafa Lounge

What are the access rules?

SAA Premium and Bidvest Premier Lounges:

- To access an SAA Premium or Bidvest Premier lounge, you must present your boarding pass and your valid and active Investec Visa Platinum credit card (the card must not have expired or stopped for any reason.)
- The name on the boarding pass must match the name on the Investec Visa card.
- You can access the lounge any time before your flight departure.
- Access is subject to space availability in the lounge.

LoungeKey lounges

- Inform the lounge reception staff that you are a LoungeKey member*.
- Present the QR code in the LoungeKey App or your physical, valid, and active Investec Visa Platinum card (the card must not have expired or stopped for any reason).
- The name on the boarding pass must match the name on your Investec Visa Platinum card.
- The maximum length of stay is lounge specific - please refer to the specific conditions relating to each lounge on the [LoungeKey website](#) or App.
- Access is subject to space availability in the lounge.

* You will be charged an entry fee if you do not advise the lounge upfront that you are a LoungeKey member. This fee is not reversible.

Can I take guests and children in with me?

SAA and Bidvest lounges

Children under the age of 12 years travelling with you can enter the SAA and Bidvest lounges free of charge*.

Guests and children over the age of 12 years, you can buy guest entry at the lounge.

* Limited to four children per Investec Platinum card holder

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Lounge	Guest Fee [^]
SAA Premium lounges	R695 per guest (including VAT)
Bidvest Premier lounges	R620 per guest (including VAT)

* Limited to four children per Investec Platinum card holder

[^] Fees quoted as at 1 May 2024 and are subject to change as determined by the lounge

LoungeKey lounges

- Each Investec Visa Platinum card holder can take one guest into the lounge free of charge (one free guest entry per LoungeKey membership).
- Additional guests entering on a LoungeKey member's membership number are charged at \$32 per guest, billed to that LoungeKey member's Investec Private Bank Account.
- The age for free admittance of children is lounge specific - please refer to the specific conditions relating to each lounge on the LoungeKey website or App.

Which international lounges can I use?

LoungeKey lounges

You have access to all participating LoungeKey lounges worldwide.

To find a participating LoungeKey lounge, go to www.loungekey.com/visainfinitemena or search for a lounge on the LoungeKey App.

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What are the access rules?

- Inform the lounge reception staff that you are a LoungeKey member*.
- Present the QR code in the LoungeKey App or your physical, valid, and active Investec Visa Platinum card (the card must not have expired or stopped for any reason). Please note, some lounges require you to present your physical card for verification purposes.
- The name on the boarding pass must match the name on the Investec Visa Platinum card.
- The maximum length of stay is lounge specific - please refer to the specific conditions relating to each lounge on the [LoungeKey website](#) or App.
- Access is subject to space availability in the lounge.
- The age for free admittance of children is lounge specific - please refer to the specific conditions relating to each lounge on the LoungeKey website or App.

* You will be charged an entry fee if you do not advise the lounge upfront that you are a LoungeKey member. This fee is not reversible.

Do I need to do anything to activate LoungeKey?

All Investec Visa Platinum cardholders are automatically enrolled on the LoungeKey programme. You do not need to register with LoungeKey.

How do I find a participating LoungeKey lounge?

To find a participating LoungeKey lounge, go to the [LoungeKey website](#) or search for a lounge on the LoungeKey App.

When I download the LoungeKey App, it asks me to create an account?

To use the LoungeKey App, you will be required to capture your Investec card details.

LoungeKey will send through a test transaction for US\$3.25. This is simply to check that the card details you entered are valid and the card is active (the card has not expired and is not blocked). The transaction will automatically fall away after a few days. If you do not download the app, you are still able to access the benefit and view participating lounges on the LoungeKey website.

When I search for a lounge on the LoungeKey website, it asks me to create an account?

You do not need to create an account to search for a lounge on the LoungeKey website or access the LoungeKey benefit.

What if I have technical issues with the LoungeKey App?

You can escalate any issue with the LoungeKey app directly to LoungeKey. Please follow the link to view the process.

<https://www.loungekey.com/en/visamena/contact-us>