

FAQs: Membership

Can I share my DreamFolks membership with others?

No, you cannot share the membership with others as you will be required to be present for verification at the lounge or other outlet due to security reasons. In addition, the name will be matched with our records and the boarding pass at time of entry.

What is the validity of my membership?

If you have received your membership from a Bank, the validity of your membership may vary depending on the programme. Please check with your issuer Bank for more details.

What if I have several memberships?

If you have several memberships from the same issuer Bank, you should be able to view all your combined entitlements in the Bank's or DreamFolks app automatically, depending on the issuer Bank. However, this feature may not be available for some Bank cards.

What happens if I forget my password or PIN? Will my membership still be valid?

Your membership along with the benefits are valid as long as your membership is activated and eligible. In case you forget your PIN or password, you can reset your password in the app or contact us by calling the 24X7 hotline <1800 1234 109>.

How do I renew my membership?

If you received your membership from your issuer, the renewal method may vary depending on the programme. Please check with your issuer for more details.

Lounges

How can I find a participating airport lounge in my location?

Select your airport location using the airport search field or selector in the app. You will see a list of the lounges available in that location.

How do I access the airport lounge?

Once you select a lounge and the issuer card you wish to use in the app, you will see a QR code and a DreamFolks membership ID in the app. Show this to the lounge staff for simple membership verification. Upon successful verification, you can proceed to enjoy the lounge services.

What facilities can I expect to find in a lounge?

You will be entitled to facilities like refreshments, television, complimentary internet access, shower, flight status updates etc. Please note that the availability of facilities varies among different lounges.

Can I access a lounge without my membership?

No. To access a lounge, you will need to present your digital membership / physical membership.

Do I need to book in advance to access airport lounges?

There isn't a need to book in advance. Simply show your membership via mobile app to the lounge staff on arrival. Prior to your visit, you can use our mobile or website to check the lounge operation hours.

Can I use DreamFolks service regardless of the airline and class of my ticket?

Yes, you can use the service regardless of who you are travelling with (Airlines) and the class of your ticket as long you have a valid membership and available visits.

How can I find out if I have any complimentary lounge visits?

Complimentary visits should be visible on the landing page of Airport Services in the app – the exact location may vary depending on the issuer Bank.

How can I access an airport lounge if I have no complimentary visits in my membership?

If you received your membership from your issuer, you will need to check if the issuer allows you to purchase any additional visits. Follow the instructions in the app to purchase any additional visits.

How do I add lounge visit(s) to my membership?

Follow the instructions in the app to purchase any additional visits.

Where can I use the complimentary visit / newly added lounge visits in my membership?

You can use the membership visit at all participating lounges. Please see the app for the exact list of lounges.

What is the validity date for my complimentary visit / newly added lounge visits?

Your lounge visits have the same validity date as your membership unless otherwise stated as per the issuer.

Can unused newly added lounge visits be refunded?

No, any complimentary or added visit cannot be refunded.

Can I bring guests or children to the airport lounge?

Please check with your issuer for more details about the rules of bringing guests to access the lounge.

Lounges General Terms and Conditions:

1. General:

a. 'Lounge Facilities' means the provision of a waiting area in airside/landside area of the airport with seating and refreshment facilities including

b. Food and beverages;

c. Use of computers to access internet;

- d. Selection of local / international magazines and newspapers;
- e. Wifi
- f. Mobile / laptop battery recharging facilities;
- g. Flight information

Note: The above facilities may vary as per the locations.

2. Lounge Facilities:

- a. The lounge will use its reasonable endeavours to ensure a suitable environment is maintained in the lounge facilities including but not limited to keeping the area where lounge facilities are provided clean and tidy, ensuring staff are on hand to respond to any queries and ensuring the removal from the lounge area of any persons whose behaviour is unsuitable.
- b. The lounge will have the right to refuse a customer entry to the lounge facilities for any statutory or regulatory airport policy reasons including but not limited to health and safety policies or fire regulations.

3. Lounge Policy:

- a. Access to the lounge would be given upon successful authorisation of the E-codes / QR codes on the electronic terminals placed at the lounges.
- b. Access to the lounge will be available on first-come-first-serve basis.
- c. Participating airport lounges may reserve the right to enforce a maximum stay policy (usually 2 hours) to prevent overcrowding. This is at the discretion of the individual lounge operator who may impose a charge for extended stays.
- d. All accompanying children (where permitted) will be subject to the full fee unless otherwise stated. Children below <2> years are permitted along with an eligible customer. The child policy will vary from lounge to lounge.
- e. Participating airport lounges have no contractual obligation to announce flights nor to remind customers of their flight boarding times and eligible customers are solely responsible for abiding by boarding times stated on their flight tickets. The lounge will not be liable under any circumstances for the failure of any eligible customer to board their flights (for any reason).
- f. Eligible customers should make prior enquiries before ordering any separate services / privileges or meals / food items apart from the general free services / privileges or meals / food items offered and will be responsible for paying any charges for additional consumption directly to the participating airport lounge.

g. Alcoholic beverages will not be a part of the offer at the lounges situated at domestic departure / terminals.

h. DreamFolks cannot guarantee that lounge access and lounges will only be accessible during the operational hours. Access will be at the complete discretion of the lounge Operator. Access may be restricted or refused if (among other things): (i) the lounge is at or near full capacity; (ii) there are flight delays; (iii) the customer fails to present the relevant lounge entry app with valid visits (iv) the customer is not sober or is likely to upset other users in the lounge; or (v) there are other reasonable and valid reasons unknown to DreamFolks.

The scheme applies to those airport lounges participating in it and access to the benefits and facilities is at all times subject to availability. DreamFolks reserves the right to include and withdraw airport lounges from the scheme entirely at its discretion and without notice. DreamFolks cannot accept any liability in the event that an airport lounge is full or already reserved / allocated. The current lounge list will be displayed on the app.

4. Customer obligations:

a. The customer agrees to adhere to any no smoking policies in operation in any of the lounge facilities.

b. The customer can access the lounge for <2> hours prior to the departure.

c. To make a complaint, the customer can contact DreamFolks at:

India: <18001234109> or e-mail: helpdesk@dreamfolks.in