

1. What is the Visa Airport Companion Europe app?

The Visa Airport Companion Europe app is the first of its kind digital solution to provide a unique and seamless airport experience for Visa cardholders. The program provides dining and retail discounts at key airports as well as Pay-As-You-Go lounge access.

2. Who is eligible for the programs?

Anyone with a Visa card issued by a financial institution in Poland are eligible to join the program. If you would like more information of what the requirements are to join the program, please contact your issuer.

3. When can I register for the program?

The program is open for cardholders to register between 1st June 2019 and 30th Sept 2020 inclusive.

4. How long is my membership valid for?

Your membership will be valid until 30th September 2020.

5. How do I enjoy discounts at the participating dining / retail outlets?

Simply browse the airports and the participating dining / retail outlets, select the outlet of your choice and click on “Redeem”. Present discount bar code and the digital membership card to the staff prior to requesting your bill / making payment. The applicable discount rate is as indicated on the app and varies depending on the participating dining outlet. Payment must be made with a valid Visa card.

6. Can I enjoy the discounts along with any other promotions or offers?

The discounts may not be used with any other promotions or offers that the participating retail and dining outlets may have.

7. Can I use the discount on alcohol and tobacco in the participating retail and dining outlets?

No, the discount will not be applicable to alcohol and tobacco products.

8. How can I find the participating dining / retail outlets?

A list of participating dining / retail outlets are available in this app, where you can find the details of the offers for each dining outlet.

9. Are there any specific terms and conditions governing this dining program?

Each dining / retail outlet reserves the right to operate under their own specific terms and conditions. These may relate to menu availability, dress code, total party size and food/drink exclusions. Details of the offer are always displayed in the app.

10. How often can I use the dining / retail discounts?

You can use the retail and dining discounts as often as you like within the validity period of the program.

11. Can I use the discount to pay for my family and friends?

Yes, your family and friends can enjoy the discounts too as long as you are travelling together and payment for the bills is made via your Visa card.

12. How do I access the airport lounges?

Present your digital membership card to the lounge staff for a simple verification. Upon successful verification, you can proceed to enjoy the lounge service. At the point of entry, a lounge visit will be deducted from the number of available visits you have. Your up-to-date number of available visits is displayed on the program membership card in the app (Menu: Membership).

13. I do not have visits available, what do I do?

You must purchase visits prior to visiting a lounge. You can do this with a Visa card via the Airport Companion app by selecting 'My membership' then click 'Add visit(s)'. One visit is valid for one person per lounge access. You must be logged in to purchase visits. One visit costs €29.50.

14. What is the validity date for the lounge visits I purchase?

Your lounge visits will be valid for as long as your membership is valid until 30th September 2020.

15. Can I bring guests to the airport lounge?

Yes, you can bring a guest to the airport lounge. To do this you must first purchase a visit for yourself and one for your guest. One visit is valid for one person per lounge access. Children under 2 years old are admitted for free. Some lounges may grant free access also to older children – details of each lounge offer can be found in the application.

16. Which lounges can I visit?

You can find all participating lounges in the program listed in the Airport Companion Europe App.

17. Who do I contact if I want to speak to someone?

In the event of any issues at the point of redemption, our DragonPass support line can be called on +44 (0)161 929 8844 Monday-Thursday (08:45-17:15) and Friday (08:45-16:30). Alternatively you may email us at support@dragonpassuk.com. All communication from the DragonPass customer service team will be in English.