

1. Who is entitled for the free access to Plaza Premium Lounge?

- The following are the “Eligible Customers” who will enjoy complimentary access to selected Plaza Premium lounges in Malaysia and Singapore for up to 3 times a year until 31 December 2023, one time per day:
 - a. All principal and supplementary cardholders of Bank Islam Mastercard World Credit Card-i.
 - b. All principal and supplementary cardholders of Bank Islam Visa Infinite Credit Card-i.
 - c. All cardholders of Bank Islam Visa Infinite Business Credit Card-i.
 - d. All cardholders of Bank Islam Sapphire Debit Card-i.

2. What is my entitlement if I have more than one card?

- You will be entitled to enjoy 3 complimentary access per card to Plaza Premium Lounge per year until 31 December 2023, one time per day.

3. How can I enjoy the free access to Plaza Premium Lounge?

- Eligible Customers are simply required to present his/her Bank Islam Credit Card-i to enjoy complimentary access to Plaza Premium Lounge.

4. Can I use one Bank Islam Mastercard World or one Bank Islam Visa Infinite for 2 complimentary entries for 2 persons at the same time for the Plaza Premium Lounge access?

- No. you are only allowed to use one Bank Islam Mastercard World Credit Card-i or one Bank Islam Visa Infinite Credit Card-i per person, per visit, per day.
- Only cardholders are entitled to use the complimentary access. The card cannot be used by any other person besides the cardholder.

5. What happens if I have used the facilities for more than 3 times?

- You will be informed at the front desk once you have exceeded your complimentary accesses to Plaza Premium Lounge for each card (if any).
- Cardholders are entitled to a 20% discount from the walk-in price after exceeding complimentary accesses to Plaza Premium Lounge.

6. Can I bring a guest along?

- The privilege is only applicable to Eligible Customers stated above. Charges at publish rate will be imposed on non-cardholder. You may purchase a lounge use package at a 20% discount from the published rate with your Bank Islam Credit Card-i.
- For individual lounge service menu, please refer to www.plaza-network.com by choosing the lounge name on the location list.

7. Is there any age limit for the Plaza Premium Lounge access?

- There is no age limit for the Plaza Premium Lounge access and admission is free for children aged below 2 years old. Any accompanying guest (aged 2 or above) shall be entitled to a 20% discount off the listed price for the entrance fee and the payment shall be settled by Cardholder on the spot.

8. How long can I stay at the Plaza Premium Lounge per visit?

- You can enjoy a complimentary lounge access of maximum 3 hours per visit. Facilities may differ for each outlet. Please check www.plaza-network.com for details.

9. Can I stay in the lounge longer than 3 hours per visit?

- Please check with Plaza Premium lounge staff for the availability when you check in to the lounge.

PLAZA PREMIUM LOUNGE - Frequently Asked Questions (FAQ)

10. Should I book in advance?

- No advance booking is required. However, cardholders are advised to check with the respective Plaza Premium outlet as their services are subject to availability. Kindly contact the outlet that you wish to visit to alert the reception staff of your arrival. For contact details of each outlet, kindly visit www.plaza-network.com

11. At which outlet am I eligible to enjoy this privilege?

KL International Airport

Name	Plaza Premium Lounge (International Departures, Satellite Terminal)	Name	Flight Club
Location	Mezzanine Floor, Level 2, Satellite Terminal, KL International Airport (near Gates C11 - C17)	Location	East Zone, Level 2, Mezzanine Floor, Satellite Building (head for Gate C21-C27, take lift No.3), Kuala Lumpur International Airport (KLIA).
Operating Hours	24 hours daily	Operating Hours	24 hours daily
Entitlement	3-hours usage, Seating area, food & beverages, Internet access, international newspapers and magazines, international TV channels, flight information display system, left luggage, shower	Entitlement	3- hours usage, designated buffet , Seating area , Internet access, international newspapers and magazines, international TV channels, flight information display system

Terminal KLIA 2, KL International Airport

Name	Plaza Premium Lounge (International Departures, Terminal KLIA2)	Name	Aerotel
Location	Level 2, International Departure, Terminal klia2, KL International Airport (near Gate L8)	Location	Level 2M, gateway@klia2, Terminal klia2
Operating Hours	0400 - 0000 daily	Operating Hours	24 hours daily
Entitlement	3-hours usage, Seating area, food & beverages, Internet access, international newspapers and magazines, international TV channels, flight information display system	Entitlement	3-hours usage, Seating area, food & beverages, selected, Internet access, international newspapers and magazines, international TV channels, flight information display system.

Name	Plaza Premium Lounge / Wellness Spa	Name	Plaza Premium Lounge (Next to Aerotel KL, gateway@klia2)
Location	S6-3-A03, Level 3, International Departure, Terminal klia2, KL International Airport	Location	Level 2M, gateway@klia2, Terminal klia2 (next to Aerotel Kuala Lumpur)
Operating Hours	0400 - 0000 daily	Operating Hours	24 hours daily
Entitlement	3-hours usage, Seating area, food & beverages, selected, Internet access, international newspapers and magazines, international TV channels, flight information display system, shower.	Entitlement	3-hours usage, Seating area, food & beverages, Internet access, international newspapers and magazines, international TV channels, flight information display system.

Kota Kinabalu International Airport

Name	Plaza Premium Lounge (International Departures)	Name	Plaza Premium Lounge (Domestic Departures)
Location	Level 3, International Departure, Kota Kinabalu International Airport (near Gate B3)	Location	Level 2, Domestic Departure, Kota Kinabalu International Airport (near Gate A10)
Operating Hours	0630 - 0130 daily	Operating Hours	0530 - 2200 daily
Entitlement	3-hours usage, Seating area, food & beverages, Internet access, international newspapers and magazines, international TV channels, flight information display system, shower.	Entitlement	3-hours usage, Seating area, food & beverages, Internet access, international newspapers and magazines, international TV channels, flight information display system, shower.

PLAZA PREMIUM LOUNGE - Frequently Asked Questions (FAQ)

Penang International Airport

<i>Name</i>	<i>Plaza Premium Lounge (International Departures)</i>
<i>Location</i>	Mezzanine Floor, International Departure, Penang International Airport (near Gate A3)
<i>Operating Hours</i>	0600 - 2330 daily
<i>Entitlement</i>	3-hours usage, Seating area, food & beverages, Internet access, international newspapers and magazines, international TV channels, flight information display system

<i>Name</i>	<i>Plaza Premium Lounge (Domestic Departures)</i>
<i>Location</i>	Level 2, Domestic Departure, Penang International Airport (near Gate A1A)
<i>Operating Hours</i>	0500 - 2330 daily
<i>Entitlement</i>	3-hours usage, Seating area, food & beverages, Internet access, international newspapers and magazines, international TV channels, flight information display system, shower.

Kuching International Airport

<i>Name</i>	<i>Plaza Premium Lounge (Domestic Departures)</i>
<i>Location</i>	Level 2, Domestic Departure, Kuching International Airport (near Gate 6)
<i>Operating Hours</i>	0600 - 2230 daily
<i>Entitlement</i>	3-hours usage, Seating area, food & beverages, Internet access, international newspapers and magazines, international TV channels, flight information display system

Langkawi International Airport

<i>Name</i>	<i>Plaza Premium Lounge (Departure Hall, Outside Secured Area)</i>
<i>Location</i>	Level 1, Departure Hall, Langkawi International Airport (outside airport secured area, directly opposite the Domestic/International Departure Gate).
<i>Operating Hours</i>	0500-2330 daily
<i>Entitlement</i>	3-hours usage, Seating area, food & beverages, Internet access, international newspapers and magazines, international TV channels, flight information display system, shower

Singapore Changi Airport (SIN)

<i>Name</i>	<i>Plaza Premium Lounge (International Departures, Terminal 1)</i>
<i>Location</i>	Level 3, Departure/Transit Lounge West, Terminal 1, Singapore Changi Airport
<i>Operating Hours</i>	24 hours daily
<i>Entitlement</i>	3-hours lounge use, Seating area, food & beverages, Wi-Fi, international newspapers and magazines, international TV channels, Flight Information Display System, shower

<i>Name</i>	<i>Blossom - SATS & Plaza Premium Lounge (International Departures, Terminal 4)</i>
<i>Location</i>	Level 2 Mezzanine, Departure/Transit Lounge, Terminal 4, Singapore Changi Airport
<i>Operating Hours</i>	24 hours daily
<i>Entitlement</i>	3-hours Lounge, Seating area, food & beverage, internet access, international newspapers and magazines, international TV channels, flight information, shower.

12. Where can I find out more information about Plaza Premium Lounge?

- You may log on to www.plaza-network.com

Disclaimer

- Terms and Conditions set by Plaza Premium Lounge Sdn Bhd (806621-X) governing the use of their facilities and Bank Islam's terms and conditions governing the use of Bank Islam Credit Card-i shall continue to apply in addition to the terms and conditions of this promotion.
- Bank Islam shall not be responsible or liable for any claims, loss or damage whatsoever, resulting from or in connection with this promotion.
- Muslim cardholders are advised to observe the Shariah principles while enjoying this promotion.
- Customers are advised to visit www.plaza-network.com

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