

PLAZA PREMIUM LOUNGE - Frequently Asked Questions (FAQ)

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 at airport worldwide from 1 January 2024 until 31 December 2025:

NO OF COMPLIMENTARY ACCESS	ELIGIBLE CARDHOLDER	CARD TYPE
3X times a year	All principal and supplementary cardholders	Bank Islam Mastercard World Credit Card-i
3X times a year	All principal and supplementary cardholders	Bank Islam Visa Infinite Credit Card-i
10X times a year	All cardholders	Bank Islam Visa Infinite Business Credit Card-i
3X times a year	All cardholders	Bank Islam Sapphire Debit Card-i

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

- The entitlement is for each card. If you are Bank Islam Mastercard World & Visa Infinite Credit Card-i cardholder, you are entitled for 3 times complementary access for each card.

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 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.
- 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 more than 3 times?

- You will be informed at the front desk once you have exceeded your complimentary access to Plaza Premium Lounge for each card (if any).

6. Can I bring a guest along?

- The privilege is only applicable to Eligible Customers stated above. Charges at the published rate will be imposed on non-cardholders. 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 complimentary lounge access for a maximum of 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 availability when you check in to the lounge.

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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?

- You can now enjoy complementary access to Plaza Premium Lounge at airports worldwide.
- Click [Here](#) to download list of lounges under Plaza Premium Lounge.

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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