

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

- The following are the “Eligible Cardmember” who will enjoy complimentary access to selected Plaza Premium lounges at airport worldwide:

NO OF COMPLIMENTARY ACCESS	CARD TYPE	ELIGIBLE CARDHOLDER
3 times a year	All principal and supplementary cardmembers of Bank Islam Mastercard World Credit Card-i	All principal and supplementary cardmembers
5 times a year	All principal and supplementary cardmembers of Bank Islam Mastercard World Premier Wealth Credit Card-i	All principal and supplementary cardmembers
3 times a year	All principal and supplementary cardmembers of Bank Islam Visa Infinite Credit Card-i	All principal and supplementary cardmembers
10 times a year	All cardmembers of Bank Islam Visa Infinite Business Credit Card-i	All cardmembers
2 times a year	All principal and supplementary cardmembers of Bank Islam Mastercard Inspire Credit Card-i	All principal and supplementary cardmembers
3 times a year	All cardmembers of Bank Islam Sapphire Debit Card-i	All cardmembers

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

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

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

- Eligible Cardmembers 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 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).
- Cardholders are entitled to a 20% discount on the walk-in price after exceeding complimentary access to Plaza Premium Lounge.

6. Can I bring a guest along?

- The privilege is only applicable to Eligible Cardmembers stated above. Charges at the publishing 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 <https://www.plazapremiumlounge.com/en-uk> 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 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 made 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 <https://www.plazapremiumlounge.com/en-uk> 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.

10. Should I book in advance?

- No advance booking is required. Cardholders just need to present the eligible card & boarding pass to enter the lounge.

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 <https://www.plazapremiumlounge.com/en-uk>.

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 <https://www.plazapremiumlounge.com/en-uk>.
- 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.

13. Cardmembers are advised to visit <https://www.plazapremiumlounge.com/en-uk>.

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