

Executive Railway Lounge Programme

Q.1. What is the new feature of Executive Railway Lounge on my RBL Bank Credit Card?

Under this programme, customer will get access to complimentary Executive Lounge on select Railway Stations and access will be applicable only for primary cardholders.

Q.2. How do I avail the Executive Lounge access on my RBL Bank Credit Card?

- a) Eligible cardholders must present their valid, unexpired eligible cards and Valid train travel ticket at the entrance to the participating lounges to avail the benefit.
- b) Rs 2/- will be charged from the customer's account to validate the card for complimentary lounge access.

Q.3. How many complimentary Executive railway Lounge access/accesses are available on my RBL Bank Credit Card?

Customer is eligible for complimentary executive railway lounge access as per their RBL Bank Credit Card benefits.

Q.4. In which railway stations is the Executive Lounge access available?

To view list of eligible Executive Lounges, click [here](#).

Q.5. What facilities do I get in the Executive Lounge?

The complimentary access to Executive Lounges will include the below facilities:

- Two Hours of Executive Lounge stay
- A/C comfortable sitting arrangements
- Access to washrooms / changing room
- 1 Buffet meal/ Breakfast, Lunch or Dinner as per the time of visit.
- Unlimited tea & coffee
- Free Wi-Fi
- Charging points
- Newspaper and Magazine

* Any additional service such as recliners or more shall be chargeable separate as per the operator price for that service.

Q.6. Is the Executive Lounge access available for additional guests?

Additional guests are allowed on chargeable basis only.



Terms & Conditions

- The access to the lounge will be available on a first come first serve basis.
- Bypass queue facility is applicable wherever available.
- If voucher/QR code is not used, the complimentary service will get retained post completion of voucher/QR code validity.
- Participating Lounges reserves the right to enforce a maximum stay policy (usually 2 or 3 hours). This is at the discretion of the individual lounge operator who may impose a charge for extended stays.
- Before extending Lounges access, lounge will verify valid travel ticket & name would be verified from any govt ID. In case of name mismatch, lounge team may deny access.
- The entitled benefits for the card members (Bank/DF Membership) are non-transferable.
- The provision of free alcoholic drinks (wherever local law permits) is at the discretion of each Participating Lounge operator and in some cases may be limited. Eligible customers should make prior inquiries before ordering any separate alcoholic drinks apart from the general free flow offered and will be responsible for paying any charges for additional consumption directly to the participating lounge.
- Lounge staff will be responsible for checking customer's eligibility to extend the lounge access and will record the usage via DreamFolks provided System.
- Each lounge follows its food offerings and child policy, Eligible customers should make prior inquiries with the lounge before entry.
- Lounge has the right to terminate the lounge visit early or to refuse entry to any Customer who is intoxicated or behaving in a disorderly fashion or is otherwise in violation of the lounge conditions and for any statutory, regulatory, or airport/railways policy reasons including but not limited to health and safety policies or fire safety regulations.
- Once the free visits are not available, the visit gets charged as per the walk-in price of the lounge or the charges applicable on web-access portal/EDC machine (whichever medium customer is trying to purchase it from).
- By booking/availing the Service, it is deemed that the Service Receiver and/ or Customer has, before availing the Service read, understood, and agreed to be bound by, without limitation and/ or qualification, all terms and conditions associated with the Service.