

VISA Airport Companion App FAQs

Q: Can I still use my physical card to redeem benefits as before?

A: No, you will not be able to access lounges using your physical Visa card. To enjoy lounge access, please register on the Visa Airport Companion App prior to your visit.

Q: Do I need to enter my Visa card details in the app?

A: Yes, to register on the App, you will need to enter your Visa card details. Should you receive a new card (due to loss, theft, or expiration), you'll need to update the details accordingly.

Q: Can I register at the lounge itself?

A: No, registration must be completed via the app before you can access the lounge. You can register from anywhere with an internet connection. We highly recommend registering prior to arriving at the lounge to ensure a seamless entry experience.

Q: Can I bring a guest to the lounge?

A: Yes, you are welcome to bring guests to the lounges. If you do not have complimentary guest visits, you can still invite guests for an additional fee, which will be charged to your registered Visa card.

Q: Is there a website for this service? What if I don't have a smartphone?

A: Visa Airport Companion App is a fully digital, app-based experience. Unfortunately, without a smartphone, you will be unable to utilize this service.

Q: Can I register more than one Visa card on the App?

A: Yes, you can add multiple eligible Visa cards to your Visa Airport Companion account. Simply navigate to the membership page and select 'Add new membership' to enter the details of your additional card. Once validated, a new membership linked to that card will be created. You can easily switch between memberships by selecting 'Switch membership' on the membership page.

Q: Can I access the lounge if I don't have Wi-Fi or mobile data?

A: Yes, you can enable offline access through your device's biometrics. Upon registration, you will be prompted to enable offline access, however this must be completed while the App is connected to Wi-Fi or mobile data. This feature can also be managed in the 'Account' section under 'Security'. When offline, you will see a prompt on the login page to view your membership without internet. Confirm using your biometrics to proceed.

Q: Is entry to the lounge guaranteed?

A: Lounge access is subject to availability on the day of your travel. If the lounge is at capacity, we recommend checking the app for alternative lounges you may visit.