

### **Lounge Offer Terms & Conditions**

- Enjoy domestic lounge access at select domestic airport lounges in India
- Swipe your IDFC FIRST Bank Debit Card at a participating lounge to avail the complimentary access subject to successful card authentication • Lounge access (**per qtr**) offered to the segments defined in the given table:

FIRST Private	4+4 (Self + Companion)
FIRST Wealth	3+3 (Self + Companion)
FIRST Select	2+2 (Self + Companion)
VISA Signature	2 (Self Only)
VISA Platinum	1 (Self Only)
Mastercard World	1 (Self Only)

- Weblink <https://webaccess.dreamfolks.in> can be accessed by customers for selfchecking of complementary visit quota and generating vouchers for guest(s) travelling with them.
  - A Pre-authorization charge (one time , non-refundable) of Rs.2 would be debited for accessing the portal and viewing the quota.
  - The charge of Rs.2 will be levied again when customer creates a QR code / generates voucher for accessing the lounge
- Visits exceeding the complimentary access quota will be chargeable by the lounge at prevailing rate and billed to the card holder. Access will be provided basis successful debit only.

#### **Additional Terms and Conditions of the Offering:**

1. The program is applicable at select domestic lounges in India, via Dreamfolks to cardholders holding an active IDFC FIRST Bank Debit Card.

2. As a standard process, all usage of the participating airport lounges under the program is conditional upon presentation of Debit Card and a valid air ticket or boarding pass for travel on the same or next day, at the entrance of the Participating Lounges.
3. Access at the lounge would be given upon successful authorization of the debit card on the electronic terminals placed at the lounges. INR 2 will be charged on the card to check the validity of the card and refunded within 24 hrs
4. Debit Card should be enabled for offline transactions (PoS) and account should have a balance of INR 2/- or more.
5. Eligible cardholders will get access to the lounge, food & beverages as applicable under the agreement between Dreamfolks and the lounge. Cardholders are advised to check what services and facilities are covered under Lounge Program at the time of access.
6. Complimentary entry to children under two years is on discretion of the Participating Lounges.  
Cardholders are requested to check the same at the lounge entrance before entry.
7. Program is open only for cardholders carrying an active IDFC FIRST Bank Debit Card.
8. Only 1 entry per cardholder will be permitted in a visit. Additional Guest or Services will attract extra charges as stated above in offer details.
9. The program can be modified, amended, changed or revoked anytime by IDFC FIRST Bank without prior intimation. The program is applicable at select lounges in India; this list of lounges is subject to change from time to time.
10. The access to the lounge will be available on first-come-first-serve basis and is subject to capacity constraints at each Participating Lounge.
11. Cardholders are not bound in any manner to avail the offer. Any participation by the Cardholder shall be voluntary and the terms and conditions of the Lounge Program shall be binding on the cardholders.
12. IDFC FIRST Bank or DreamFolks assume no responsibility if a particular lounge operator shuts down the lounge(s) due to reasons beyond their control. IDFC FIRST Bank/DreamFolks cannot guarantee lounge access, and access is subject to the operational hours of the lounge.
13. Access may be restricted or refused under various circumstances, including when the lounge is at or near full capacity, during flight delays, when the lounge client(s) is not sober or may disturb other users, or for other valid reasons at the discretion of IDFC FIRST Bank/DreamFolks.
14. For queries or any assistance pertaining to the lounge access, customer can contact **DreamFolks @ 18001234109** or write at [helpdesk@dreamfolks.in](mailto:helpdesk@dreamfolks.in) . Customers are requested not to share complete card details during your interaction on the said touchpoints and always quote only the first 8 digits of the card.
15. Terms & Conditions are subject to change
16. All disputes arising out of these Terms and Conditions shall be governed by the laws of India and shall be subject to the exclusive jurisdiction of Mumbai Courts.

