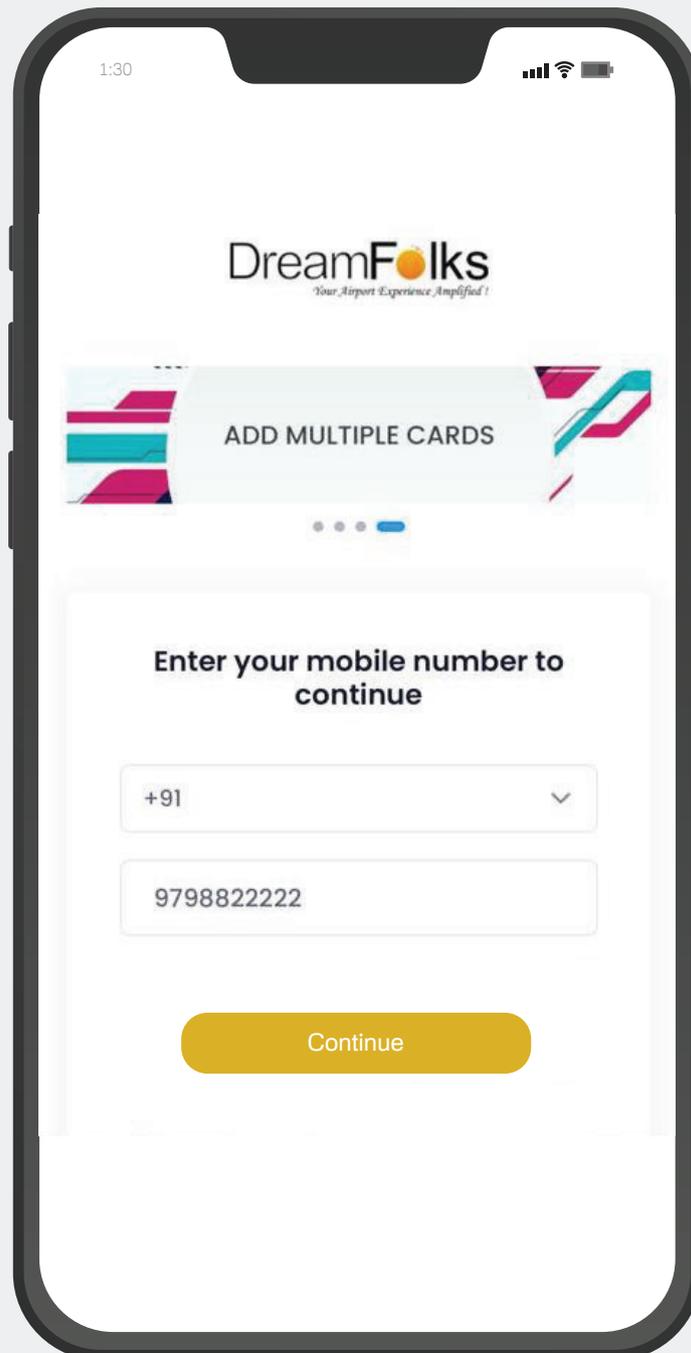


DREAMFOLKS WEB ACCESS SOP (Bank Card)

Step 1

Click on this Web access link: <https://webaccess.dreamfolks.in/>



Step 2

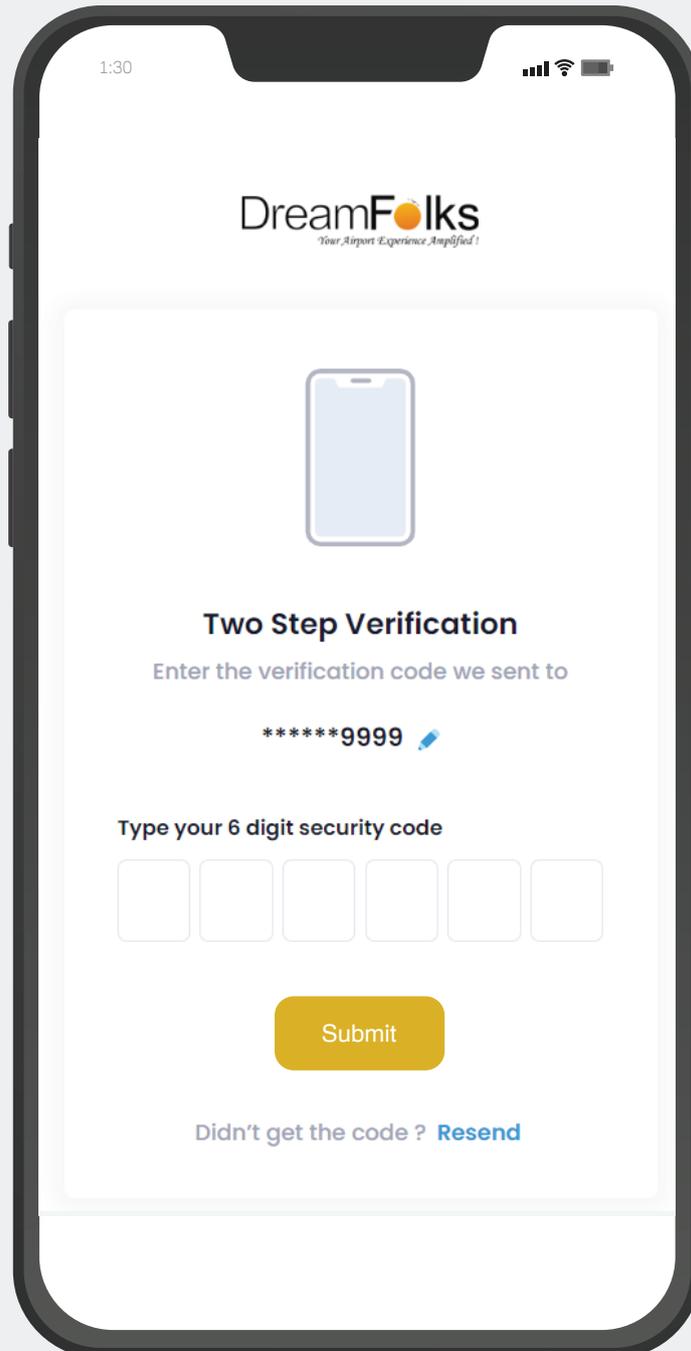
User will be redirected to the Login page, where the user have to enter their mobile number

Step 3

Once the user enters mobile number and click on 'continue'. An OTP will be sent to their entered mobile number.

Step 4

User have to enter that OTP for mobile number verification on OTP page.

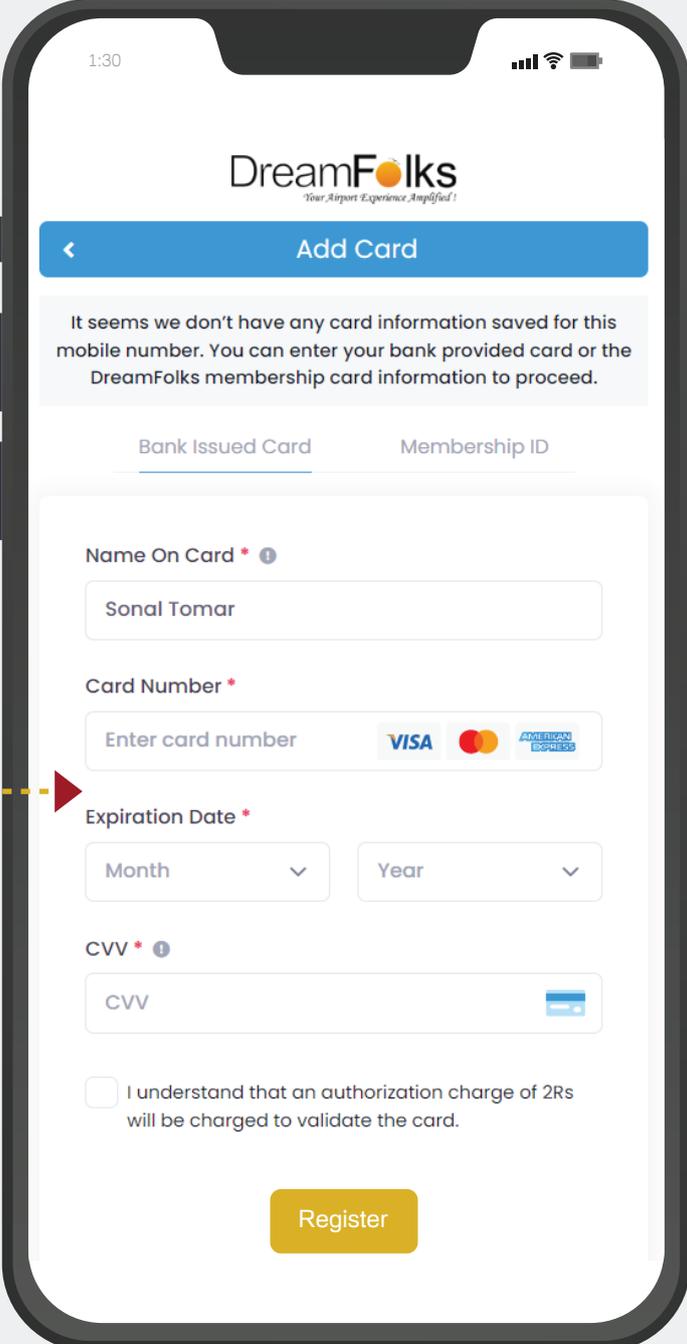


Step 5

The Add card page will appear after the successful OTP verification. On 'Add card' page, user will have to enter their bank card details and click on 'Register'.

- a. Enter the name as it appears on the card
- b. Key in the Card number
- c. Select the expiration date

- d. Key the CVV number.
- e. Check the 2 boxes to proceed further
- f. Click on Register.



1:30

DreamFolks
Your Airport Experience Amplified!

< Add Card

It seems we don't have any card information saved for this mobile number. You can enter your bank provided card or the DreamFolks membership card information to proceed.

Bank Issued Card Membership ID

Name On Card * ⓘ
Sonal Tomar

Card Number *
Enter card number VISA Mastercard AMERICAN EXPRESS

Expiration Date *
Month Year

CVV * ⓘ
CVV

I understand that an authorization charge of 2Rs will be charged to validate the card.

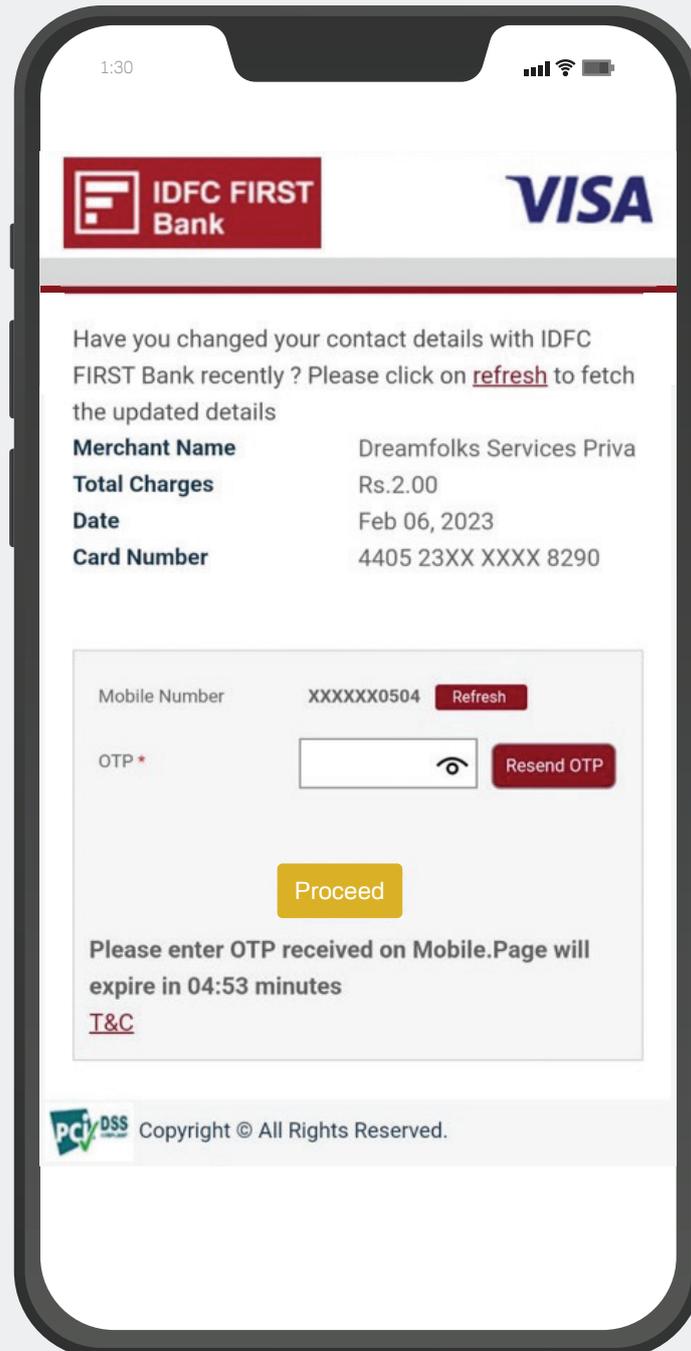
Register

Step 6

If the bank card details are correct, the user will receive an OTP from the bank for verification. Enter that One Time Password shared by your bank.

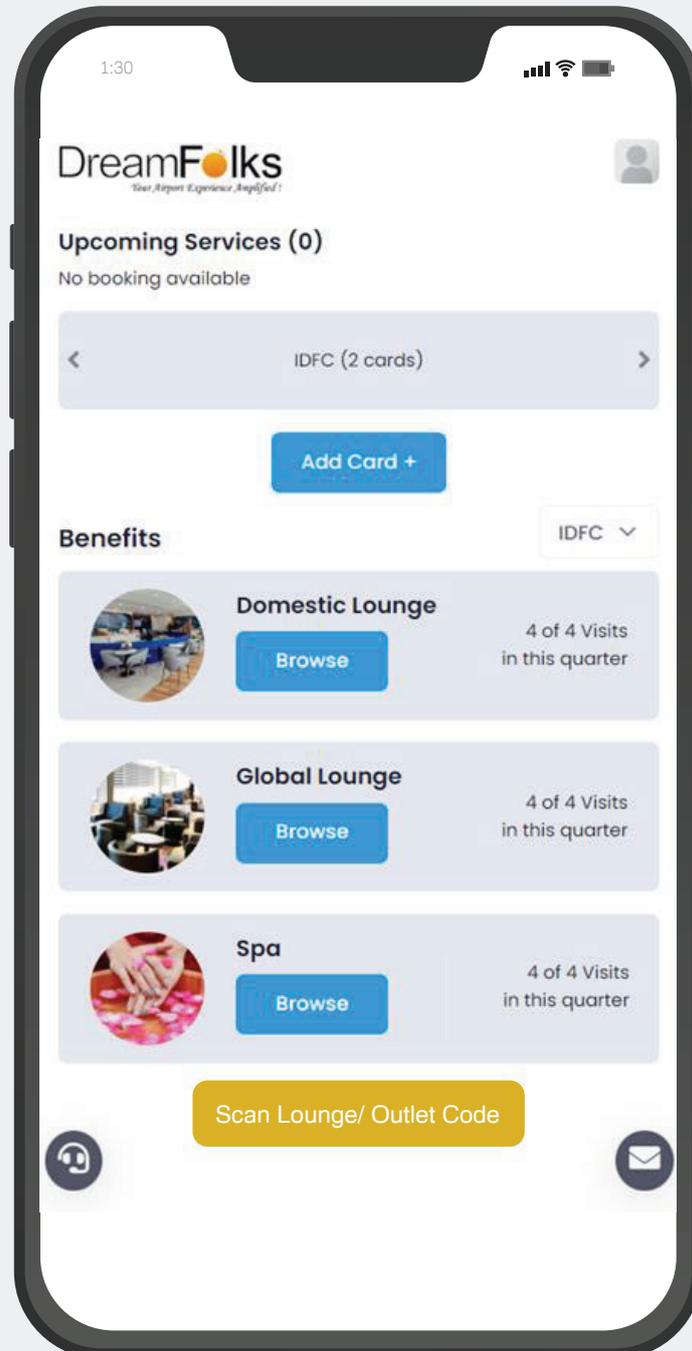
Step 7

Upon successful authentication of the bank card the 'Home page' will appear, where user can check the services/benefits available on their card.



Step 8

Click on the service that you want to Access by clicking on **BROWSE** button.



Step 9

On selection of service, below screen will appear where user can select the required Airport from the drop-down (Showing results for the IGI Airports). Once the airport is selected, the list of lounges at that airport will display. The user will click on the **ACCESS NOW** button to proceed.

Step 10

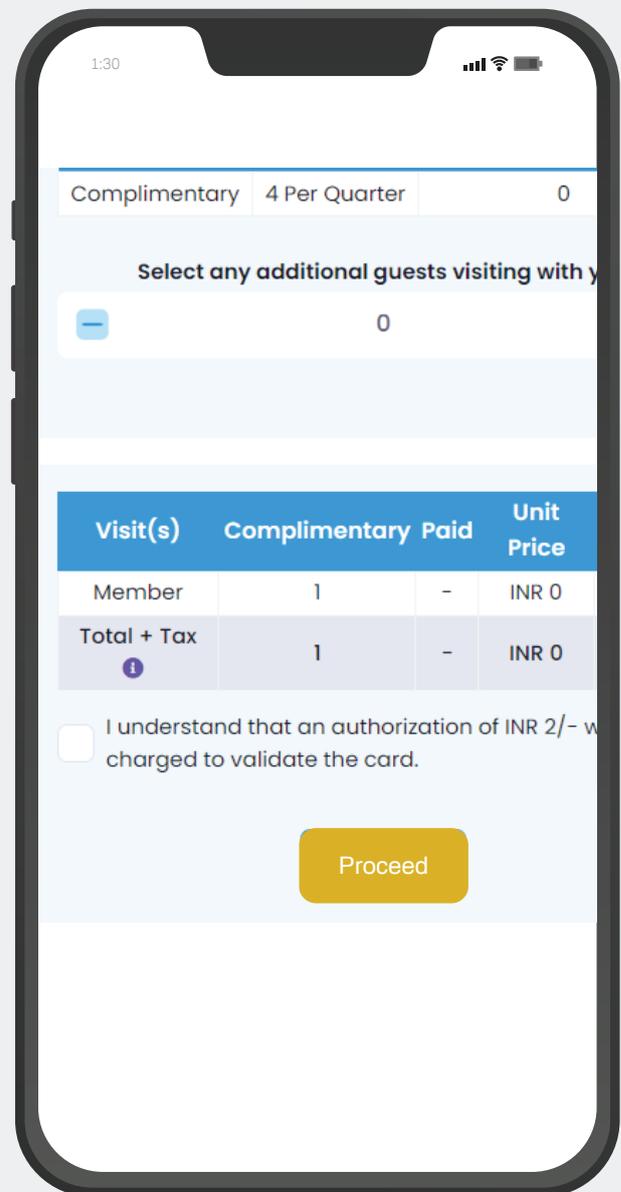
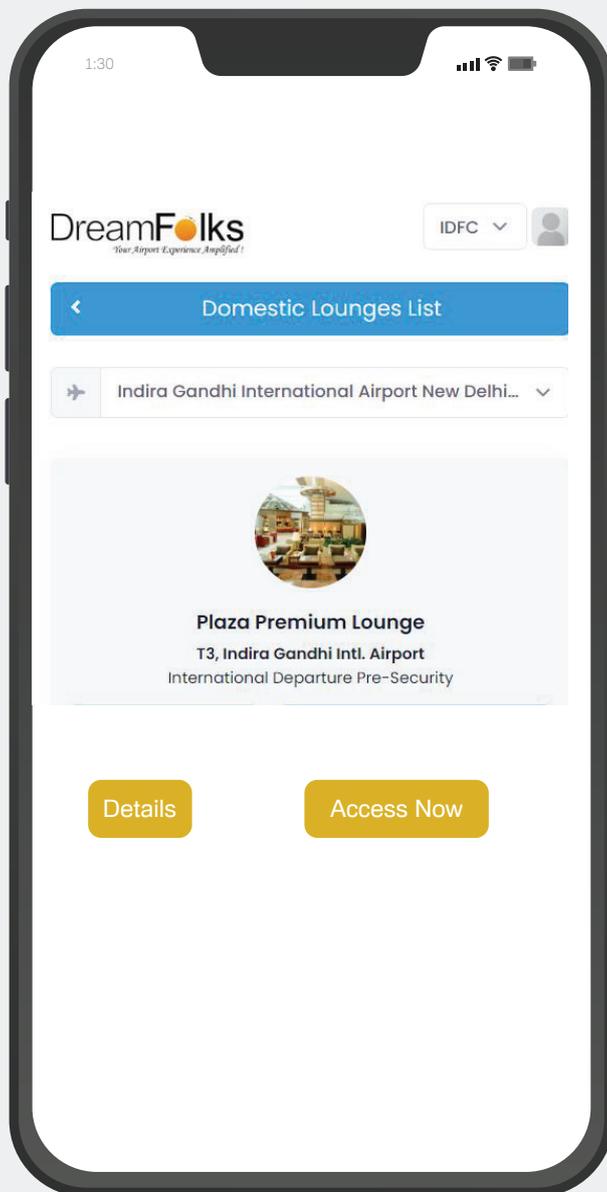
User can select any additional guest with them.

Step 11

For complementary visits ₹2 will be charged to validate the card.

Step 12

For paid visits, appropriate amount will be charged.

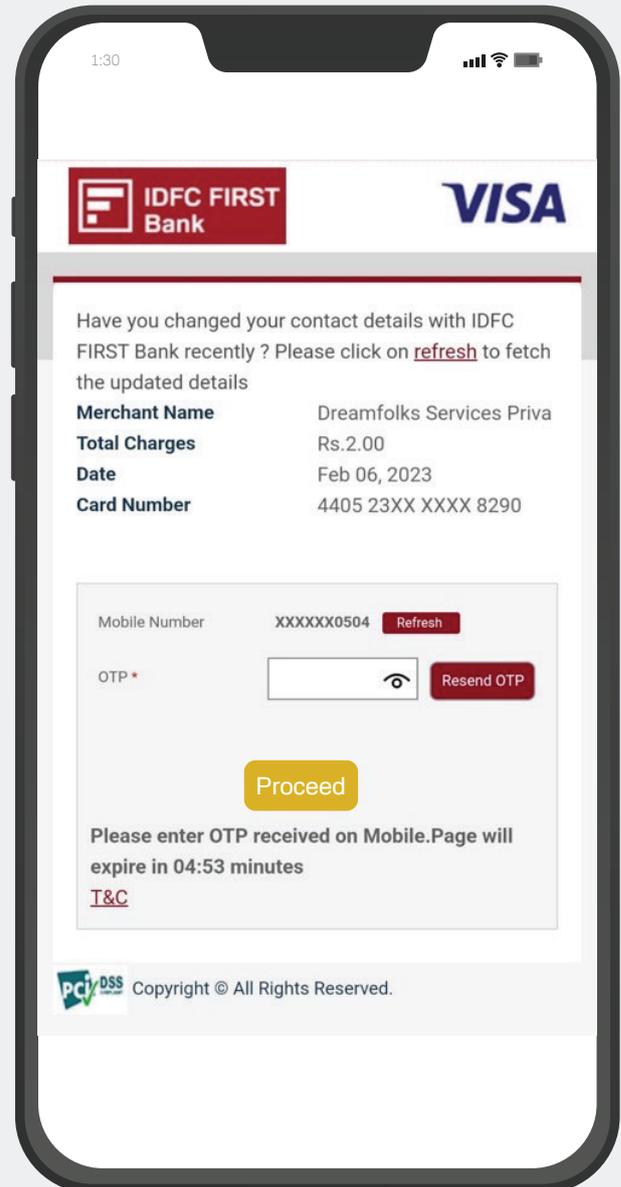
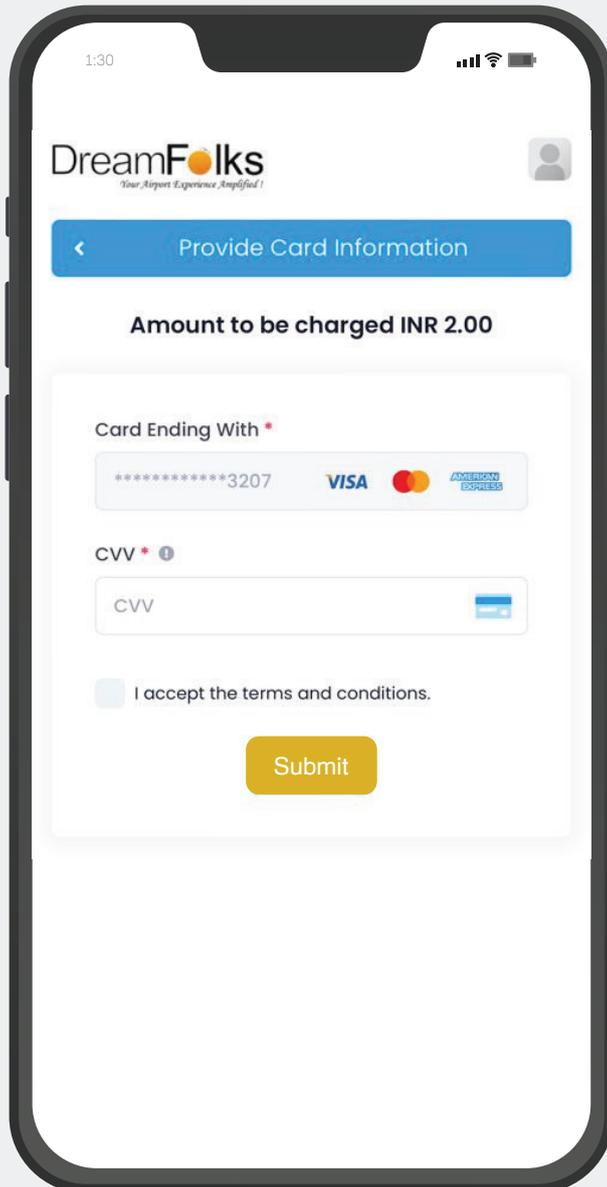


Step 13

Enter your CVV, click on the box below and submit.

Step 14

Enter the One Time Password shared by your bank.

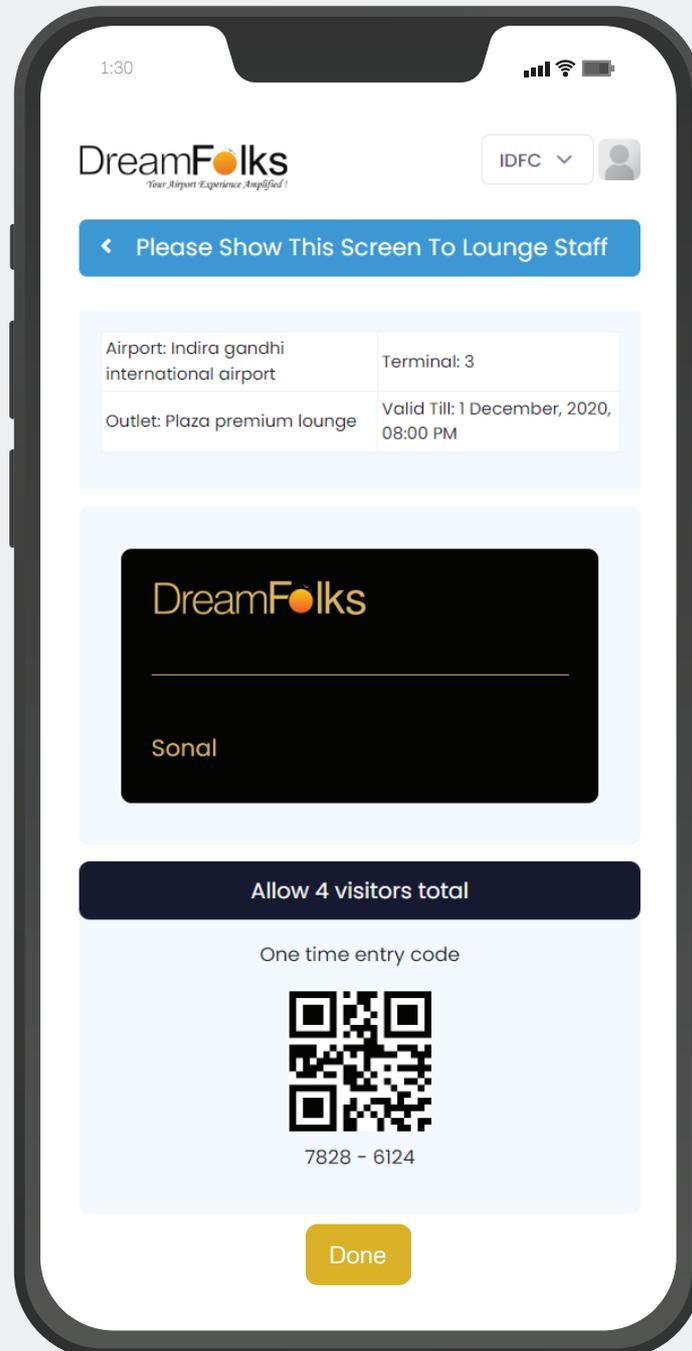


Step 15

On successful authentication of the card the QR/Access code will be displayed.

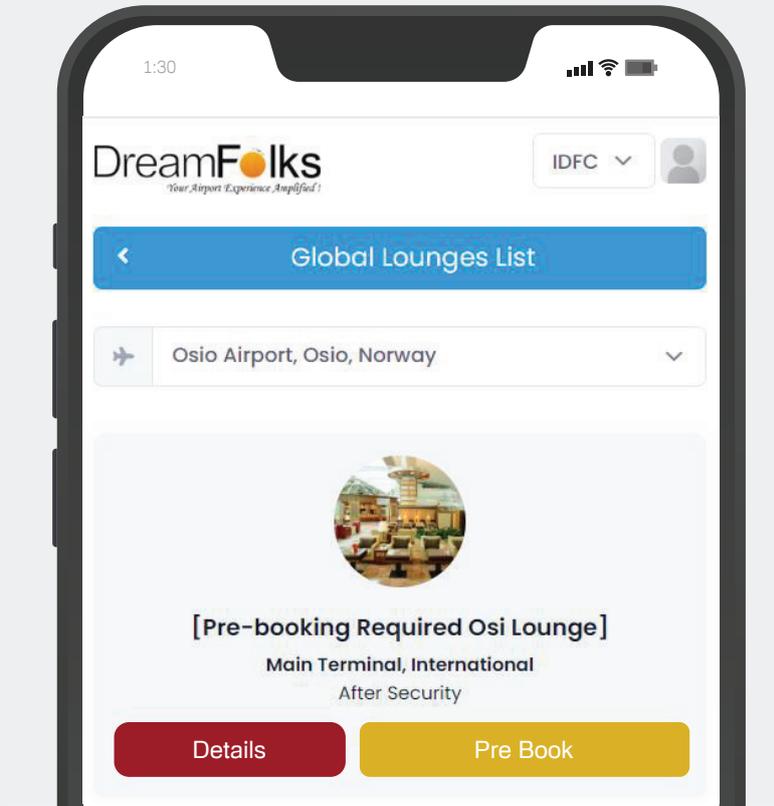
Step 16

Show the QR code to the lounge operator.

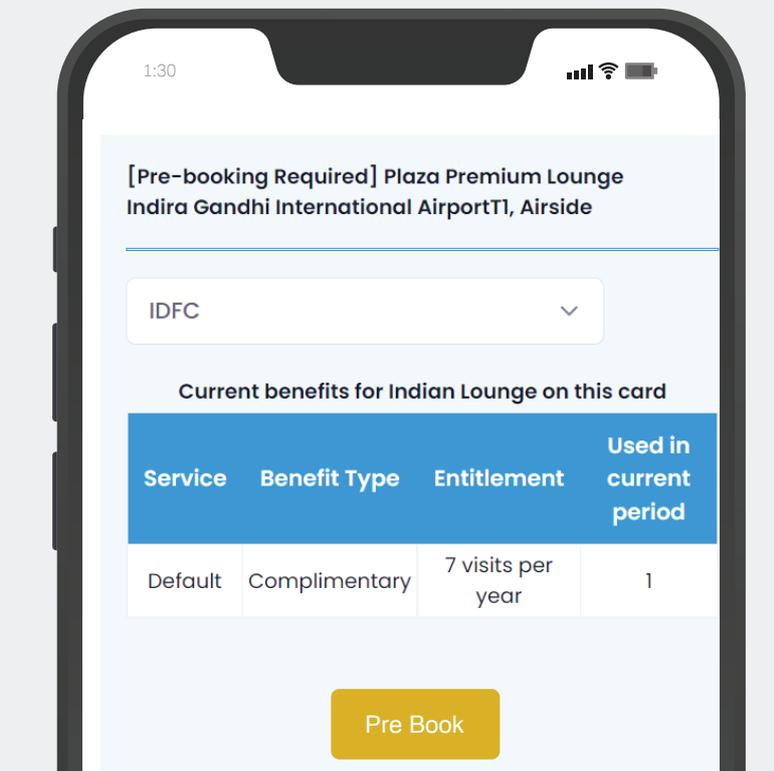


Pre-Booking of the Lounge:

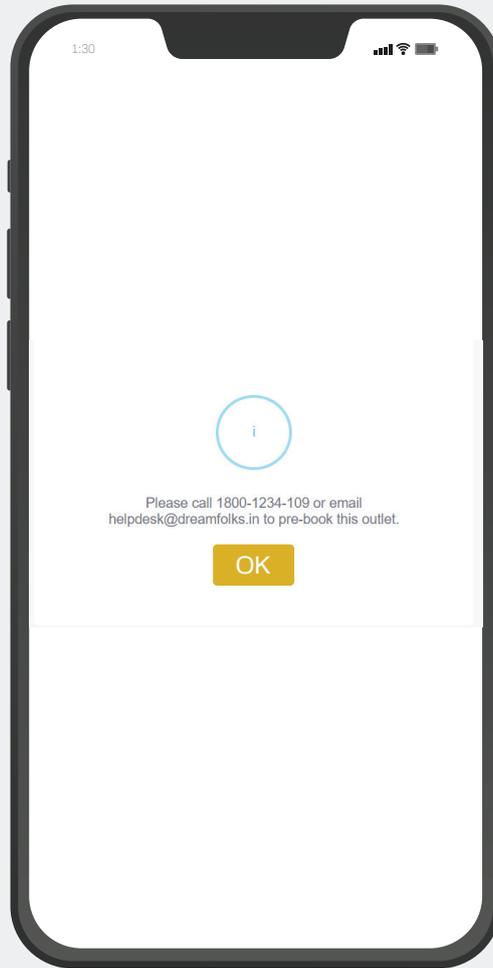
There are certain lounges which require pre booking. The flow of pre booking is as follows:
a. For the lounges where pre booking is required, 'Pre book' button will come.



b. Click on 'Prebook' and you will be redirected to the below page:



c. Customer will see the below screen to take support from DreamFolks.



d. Below mentioned details needs to be shared with DreamFolks for pre booking.

Membership ID	DreamFolks Card number 16 Digit
Name of Customer	Name as on DreamFolks Card
Number of additional quest if any	Number of Accompanied quest with cardholder
Travel Details	Flight Number / PNR
Date and Time of Travel	
Customer E-mail ID	
Customer Contact Number	

Terms and Condition:

- Amendments in Booking – Once pre booking is done, it can-not be amended, cancelled, transferred, or refunded in any manner whatsoever.
- Pre-booking is subject to slot availability. In-case of unavailability, customer will be informed proactively.
- All pre-bookings to be raised to Dreamfolks 26-48 hours prior to preferred time slot.
- Upon successful pre-booking, appropriate complimentary visit/s will be deducted.