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Citibank India LoungeKey Program

FAQs

- **What is the Citibank India LoungeKey Program?**

Citibank India LoungeKey Program is an Airport Lounge benefit program that offers Citibank World Debit Card-holders access to 1000+ participating airport lounges globally (airport lounges in India are excluded from the program).

World Debit Cardholders are eligible for complimentary lounge visits at participating lounges till 31 Dec, 2024.

The permissible complimentary visits depending on the World Debit Card type is as per the following grid:

Citigold Private Client World Debit Card – 20

Citigold World Debit Card – 16

Citi Priority World Debit Card – 8

The total complimentary visits by cardholder/guests on an eligible card should not exceed the count mentioned in the grid above. Cardholder should be present to avail complimentary guest visits.

Please note: Your complimentary access to airport lounges in India will continue to exist, however, this is not a part of the LoungeKey program.

- **Do I need to enroll for a LoungeKey membership?**

With your Citibank World Debit Card, you are now a LoungeKey member! So neither do you need to enroll for a membership nor carry an additional membership card. LoungeKey’s network of partner airport lounges allows entry just by presenting your World Debit Card and introducing yourself as a LoungeKey member.

- **How do I gain access to the airport lounge of my choice?**

At a participating lounge, cardholders should introduce themselves as a LoungeKey member to the lounge receptionist. Their eligible Citibank World debit card will be swiped for an amount of US \$32 per person per visit, which will be released if the cardholder has not exhausted his/her complimentary visits, within 8-10 days. A valid boarding pass or an acceptable form of identification matching the name on the eligible payment card is also required.

- **How many complimentary lounge visits am I entitled to with a Citibank World Debit Card?**

Complimentary visits are allowed depending on the World Debit Card type held by you and is as follows:

Citigold Private Client World Debit Card – 20

Citigold World Debit Card – 16

Citi Priority World Debit Card – 8

The total complimentary visits by cardholder/guests on an eligible card should not exceed the count mentioned in the grid above. Cardholder should be present to avail complimentary guest visits.

- **Where can I find a list of partner lounges?**

You can visit the following websites based on your card type to see the list of partner lounges.

LoungeKey Website:

Citigold Private Client World Debit Card - www.loungekey.com/citiindiaCPC

Citigold World Debit Card - www.loungekey.com/citiindiaCG

Citi Priority World Debit Card - www.loungekey.com/citiindiaCP

You can also easily search for useful lounge information such as location, available amenities, operating hours, guest policies, and more.

- **What are the charges for a lounge visit over the complimentary visits?**

Any cardholder/guest visits over the complimentary ones will be charged at US \$32 per person per visit to the cardholder.

- **How do I track whether I have exhausted my complimentary visits for the year?**

Visit the Citibank LoungeKey website as mentioned above. Create your userID and password to login and track your visit history on the go. Please note that the visits are updated on your LoungeKey account within 3-5 days of your visit. Cardholders are requested to check their lounge visit history by logging on to the LoungeKey website as the airport lounge would not be able to advise whether or not a lounge visit will be complimentary.

- **How can I get in touch with the LoungeKey customer care team?**

LoungeKey agents are available 24 hours a day on the following numbers:

India: Toll-Free 000 800 040 1298

UK –London +44 (0) 208 865 0767

Hong Kong +852 3071 5062