

Cardholder FAQs



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شعار البنك الأول هو علامة تجارية مسجلة باسم البنك السعودي البريطاني. وطبقاً لأحكام المادة 192 من نظام الشركات، فإن أي إشارة إلى البنك الأول كطرف متعاقد معه في هذه الوثيقة سوف تفسر بعد الاندماج كإشارة إلى البنك السعودي البريطاني س.ت رقم 1010025779 كطرف متعاقد معه.

What is LoungeKey?

LoungeKey is an Airport Lounge program that allows entry simply by showing your Alawwal Bank Preferred Banking or Private Banking Debit Card.

How do I enroll in LoungeKey?

You will automatically be enrolled by Alawwal Bank in case you are Preferred or Private Banking customer and hold a valid Platinum Debit Card.

Where are the LoungeKey lounges located?

There are approximately 500 lounges in the LoungeKey network. A list of participating lounges can be found at www.LoungeKey.com/alawwalbank.

Is there a mobile app available?

Yes, LoungeKey has a mobile app available for both Androids and iPhones. Simply search your app store for LoungeKey. By signing up on the website, your app will be able to find lounge locations and information about the facilities.

How do I gain entry into the lounge?

When you enter a LoungeKey lounge, inform the lounge receptionist that your Debit Card is in the LoungeKey Airport Lounge program and present your card to the staff. They will swipe the card to confirm your eligibility to access the lounge. You will then be asked to confirm the visit information (date, location, and number of visitors), and sign the card reader to certify the lounge visit. If requested, a receipt will be provided to you. Note that you are responsible to confirm all of the details of the transaction at time of entry, for example, number of guests you are bringing with you into the lounge.

What is the charge to enter the lounge?

You are eligible for 20 complimentary visits per year. The US\$32 charge per visit is applicable for any additional visits by you other than the 20 complimentary visits per year. The charge for all guest visits is \$32 per person for each visit.

Can I bring guests? Is there a limit to the number of guests allowed?

Each lounge has their own terms and conditions. Typically there is not a limit on the number of guests; however, each lounge has the right to limit guests based on occupancy and their own policy. Cardholders can find the guest policy for participating LoungeKey lounges on the website. For your guests visits you will have to pay \$32 per person for each visit.

Will I need to key in my PIN if my card requires a PIN for a transaction?

As you are not being charged for the visit at the time of entry, your PIN will not be required. Your PIN will only be required if you are paying for a guest.

Is there a LoungeKey service center I can call for assistance?

LoungeKey has English speaking customer support representatives, 24 hours a day, 7 days a week. The customer support number is +44 (0) 208 865 0767. Additionally, information can be found online at www.loungekey.com/alawwalbank.

What services are provided in the service center?

The representatives can verify eligibility, and can provide locations and amenities of the lounges.

What information do I have to provide to the service center?

You will have to provide your full 16-digit Alawwal Bank Debit Card number to access this service.

If I have a comment or concern, who do I call?

You should contact Alawwal Bank directly to register any comments or complaints.