

## IRCTC Executive Lounge Programme

Q.1. What is the new feature of IRCTC Executive Lounge on my IRCTC RBL Bank Credit Card?

Under the IRCTC Executive Lounge programme, Customer will get access to complimentary IRCTC Executive Lounge on select Railway Stations on IRCTC RBL Bank credit card and access will be applicable only for cardholders.

Q.2. How do I avail the IRCTC Executive Lounge access on my IRCTC RBL Bank Credit Card?

1) Eligible cardholders must present their valid, unexpired eligible cards and Valid train travel ticket at the entrance to the participating lounges to avail the benefit.

2) Rs 2/- will be charged from the customer's account to validate the card for complimentary lounge access.

Q.3. How many IRCTC Executive Lounge access/accesses are available on my IRCTC RBL Bank Credit Card?

Customer is eligible to access 8 complimentary IRCTC Executive Lounge access in a year with a maximum of 2 visit per quarter.

Q.4. In which railway stations is the IRCTC Executive Lounge access available?

IRCTC Executive Lounge access is currently available at:

S.No.	Outlet Id	Outlet Name	City	Terminal	Operational Status
1	424481887276	Refreshing Lounge	Asansol	Platform 5	Operational
2	104249189089	Beverage Lounge	Asansol	Platform 5	Operational
3	299684090463	Premium Lounge	Asansol	Platform 2	Operational
4	986175225885	Executive Lounge	Chennai	Platform 6 -7	Operational
5	334317740641	IRCTC Lounge	Delhi	Platform 5	Operational
6	146842826958	Premium Lounge	Durgapur	Platform 1	Operational
7	717371822392	IRCTC Executive Lounge	Jaipur	Platform 1	Operational
8	723776662804	IRCTC Executive Lounge	Kolkata	Platform 8	Operational
9	962130057027	IRCTC Executive Lounge	Madurai	Platform 1	Operational
10	422156536880	IRCTC Executive Lounge	New Delhi	Platform 16	Operational
11	397213435070	IRCTC Executive Lounge	New Delhi	Platform 1	Operational
12	114753146806	IRCTC Executive Lounge	Varanasi	Platform 1	Operational

Q.5. What facilities do I get in the IRCTC Executive Lounge?

The complimentary access to IRCTC Executive Lounges will include the below facilities:

- Two Hours of IRCTC Executive Lounge stay
- A/C comfortable sitting arrangements
- Access to washrooms / changing room
- 1 Buffet meal/ Breakfast, Lunch or Dinner as per the time of visit.
- Unlimited tea & coffee
- Free Wi-Fi
- Charging points
- Newspaper and Magazine

\* Any additional service such as recliners or more shall be chargeable separate as per the operator price for that service.

Q.6. Is the Railway Lounge access available for additional guests?

Additional guests are allowed on chargeable basis only.

## Terms & Conditions

- The access to the lounge will be available on a first come first serve basis.
- Bypass queue facility is applicable wherever available.
- If voucher/QR code is not used, the complimentary service will get retained post completion of voucher/QR code validity.
- Participating Lounges reserves the right to enforce a maximum stay policy (usually 2 or 3 hours). This is at the discretion of the individual lounge operator who may impose a charge for extended stays.
- Before extending Lounges access, lounge will verify valid travel ticket & name would be verified from any govt ID. In case of name mismatch, lounge team may deny access.
- The entitled benefits for the card members (Bank/DF Membership) are non-transferable.
- The provision of free alcoholic drinks (wherever local law permits) is at the discretion of each Participating Lounge operator and in some cases may be limited. Eligible customers should make prior inquiries before ordering any separate alcoholic drinks apart from the general free flow offered and will be responsible for paying any charges for additional consumption directly to the participating lounge.
- Lounge staff will be responsible for checking customer's eligibility to extend the lounge access and will record the usage via DreamFolks provided System.
- Each lounge follows its food offerings and child policy, Eligible customers should make prior inquiries with the lounge before entry.
- Lounge has the right to terminate the lounge visit early or to refuse entry to any Customer who is intoxicated or behaving in a disorderly fashion or is otherwise in violation of the lounge

conditions and for any statutory, regulatory, or airport/railways policy reasons including but not limited to health and safety policies or fire safety regulations.

- Once the free visits are not available, the visit gets charged as per the walk-in price of the lounge or the charges applicable on web-access portal/EDC machine (whichever medium customer is trying to purchase it from).
- By booking/availing the Service, it is deemed that the Service Receiver and/ or Customer has, before availing the Service read, understood, and agreed to be bound by, without limitation and/ or qualification, all terms and conditions associated with the Service.