



Access to Domestic Lounge (Balaka Lounge at HSIA operated by Intercontinental Dhaka) with Dhaka Bank Credit Cards – Frequently asked questions (FAQ)

Domestic Lounge (Balaka Lounge at HSIA operated by Intercontinental Dhaka)		
SL	Question	Feedback
1	Which cards have access to Balaka Lounge?	Dhaka Bank Limited Visa Signature & Platinum Credit and Mastercard Titanium Cardholders have the privilege to access Balaka Lounge.
2	How many visits are free or complimentary?	<p>Visa Signature Credit Card -4 visits free for the cardholder in a year with 3 guests (spouse plus two children under 12 years of age)</p> <p>Visa Platinum Credit Card -4 visits free for the cardholder in a year.</p> <p>Mastercard Titanium Credit Card -4 visits free for the cardholder in a year.</p> <p>Note: Cardholder refers to Primary and Supplementary.</p>
3	I have supplementary cards issued against my primary card. Does the supplementary cardholder get additional visits?	No. The above offer is bundled with both the primary and supplementary cardholder.
4	What happens after my complimentary visit quota is filled up?	<p>Visa Signature Credit Card -Children above 12 years and for any additional guest the cardholder takes into the lounge, Tk.2, 000 will be charged per visit.</p> <p>Visa Platinum Credit Card -Any guest the cardholder takes into the lounge will be charged at Tk.2, 000 per visit.</p> <p>Mastercard Titanium Credit Card -Any guest the cardholder takes into the lounge will be charged at Tk.2, 000 per visit</p>
5	Where are the additional visits billed?	The additional visits will be reflected/charged in the cardholder's monthly statement.
6	I am a Signature Credit Cardholder. I have visited 4 times alone, what happens on my 5 th alone visit?	For the additional visit, Tk.2, 000 will be charged in the cardholder's monthly credit card statement.
7	I am a Signature Credit Cardholder I have visited 4 times alone, what happens on my 5 th visit with my spouse and 2 children less than 12 years?	For the additional 5 th visit only the cardholder will be charged Tk.2, 000. The rest 3 will be free as per the offer.
8	I am a Signature Credit Cardholder. I have visited 4 times with my spouse and 2 of my children who are below 12 years. What happens on my 5 th visit with the same companions?	For the 5 th visit, 4 visits at Tk.2, 000 (Total of Tk.8, 000) will be charged in the cardholder's monthly statement.
9	I am a Signature Credit Cardholder. I have visited the lounge with my spouse and 3 children who are below 12 years of age. Will the 3 rd child be billed?	Yes.Tk.2, 000 will be charged in the cardholder's monthly credit card statement.
10	Is endorsement necessary?	Yes, endorsement by Dhaka Bank Limited is necessary.

Note: No upfront bill will be charged at the premises of Balaka Lounge. The additional visits (if any) of a Visa Signature/Platinum and Mastercard Titanium cardholder at Balaka Lounge charged at Tk.2,000 (inclusive of VAT) will be reflected on the cardholders monthly credit card statement.