

Railway Lounge Access Program – AU Bank Credit Cards**List of Lounges at Railway Stations:**

Lounge	City	Address
Executive lounge	New Delhi	Platform No. 16, New Station Building, Ajmeri Gate side, New Delhi Railway Station, New Delhi, 110006
Executive lounge	Jaipur	Platform no. 1, Near 1st Class Waiting Room at Jaipur Jn Railway Station, Rajasthan 303702
Executive lounge	Agra	Platform no. 1 at Agra Cantt, Near Second Class Waiting Room, Agra, Uttar Pradesh 282001
Executive lounge	Ahmedabad	Platform No-1, Ahmedabad Railway Station, Gujarat, 380002
Executive lounge	Kolkata (Sealdah)	First Floor, Near Enquiry office, Sealdah Railway Station, Kolkata - 700014

Steps to get Railway Lounge access

- Cardholder to present his valid/active AU Bank VISA Credit Card and valid train travel ticket at the entrance of participating lounge to avail the benefit.
- Rs.2 transaction would be done by Lounge operator as non-refundable card validation charges.
- Cardholder would be given access to Railway Lounge.
- Any guests along with Cardholder would be charged as per prevailing lounge access rate.

Services offered in Railway Lounges:

- 2 (Two) Hours of entry and stay.
- A/C comfortable sitting arrangements.
- Free of cost tea & coffee.
- 1 buffet meal as per the time of visit - Breakfast / Lunch / Dinner.
 - Buffet Evening snacks in case the cardholder is in between a time frame of Lunch & Dinner, as per discretion of lounge operator.
- Free Wi-Fi.
- Newspaper & magazine.

Any additional service shall be chargeable as per the lounge operator's prevailing rates.

Other Conditions

- Only one Buffet meal as per the time of visit will be provisioned to Eligible card holders.
- Considering Covid and kitchen restrictions currently – there may be some variations to buffet food offering in forms of limited food item accessibility or packaged food.
- Any additional service such as recliners or more shall be chargeable separate as per the operator price for that service.
- The program is applicable at select Lounges in India as listed in the table.
- Bank assumes no responsibility of the merchantability of the services as it is an endeavour only to deliver the best possible.

- Bank assumes no responsibility in case a particular lounge operator shuts down the lounge(s) for any reason.
- The access to the lounge will be available on first come-first-serve basis.
- The program can be modified, amended, changed, or revoked anytime by Bank without prior intimation.
- For queries or any assistance pertaining to the lounge access, Cardholder can contact Bank's Customer Care.
- Post 2 hours, the lounge reserves the right to ask for respective charges from the Cardholder.
- In case the Cardholder has already used his permissible limits or if Cardholder is not eligible for complimentary visit, Cardholder will be liable to pay all applicable charges to the lounge.
- The complimentary access to railway lounge is only permissible to the Cardholder, if the Cardholder is accompanied by guest, guest will be liable to pay applicable charges to the lounge.
- Children below 3 years can enjoy the complimentary lounge access. However, any services or food and beverages consumed, the lounge operator reserves the right to ask for respective charges from the Cardholder.