



Frequently Asked Questions on HSBC Visa Infinite Credit Card LoungeKey Access

1. Is the access free?

Yes, it is complimentary for HSBC Visa Infinite main and supplementary credit cardholders. However, do note that LoungeKey will perform a pre-authorisation amount to validate your card. The entry is still complimentary, and this amount will not be charged to your card.

2. What is LoungeKey?

LoungeKey is an airport lounge product brought to you by Collinson Group.

3. How do I access LoungeKey lounges?

Simply present your HSBC Visa Infinite Credit Card, boarding pass and mention "LoungeKey" at participating lounges to gain complimentary access.

When accessing the lounge on your own:

LoungeKey will perform a pre-authorisation amount to validate your card. This amount will not be charged to your card. The 'Total number of users' reflected on the card terminal is 1. A pre-authorisation amount is a temporary hold of your credit balance, and no funds will be charged to the card.

When accessing the lounge with guests:

Guest charges at USD 35 per guest per visit applies, including children and infants unless otherwise stated by the lounge. Do ensure the 'Total number of users' reflected on the card terminal is correct.

For example, if the 'Total number of users' on the card terminal is 3, total of USD70 will be charged (i.e. for 2 guests with cardholder). Guest charges are subject to change at the lounge operator's discretion.

For HSBC Visa Infinite supplementary credit cardholders, they will need to present their HSBC Visa Infinite Credit Card, boarding pass and sign themselves into the lounge in order to gain complimentary access.

4. How can my supplementary card member gain access to LoungeKey lounges?

Your supplementary credit cardholder (s) must present their own HSBC Visa Infinite supplementary Credit Card at LoungeKey participating lounges to gain complimentary access.

Each cardholder must sign themselves in for complimentary access.

5. Can I take children and infant in for free?

There is different child policy for different lounges. For more information regarding the policy within a particular lounge, please visit the lounge finder [here](#).

If lounge allow free entry, please ensure that they are not reflected as guest on the card terminal when you sign for entry.

For example, if you are traveling with your one child or infant and the entry is complimentary covered under the Child policy of the lounge, the 'Total number of users' on the card terminal is 1 and the lounge access is complimentary.



LoungeKey Account Creation

6. What is a LoungeKey account?

This account allows you to check lounge coverage through the lounge finder function, track entry visits and guest charges and allows you to enjoy additional discounts at selected retailers in different airport lounges.

To enjoy these additional perks, you need login to your account and generate the discount QR codes to be presented at point of payment.

7. How do I set up a LoungeKey account?

Visit [here](#) and create an account in 3 easy steps. After confirmation, a welcome email will be sent to the email address input during account creation.

8. Will this affect my complimentary benefits if I do not have the account?

Account creation is only required if you would like to enjoy the additional perks at the selected retailers. To gain access, simply present your HSBC Visa Infinite Credit Card at LoungeKey participating lounges.

Information is updated as of 1 October 2023.