

AIRPORT LOUNGE

COMPREHENSIVE GUIDE

Knowledge Base Documentation

Generated: October 27, 2025

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1. INTRODUCTION TO AIRPORT LOUNGES

Airport lounges are exclusive spaces designed to provide premium passengers with comfort, convenience, and enhanced services while waiting for their flights. These facilities serve as tranquil retreats from the bustling terminal environment.

Types of Airport Lounges

Airline Lounges: Operated by specific airlines for premium passengers. **Alliance Lounges:** Managed by airline alliances. **Independent Lounges:** Third-party facilities. **Credit Card Lounges:** Operated by financial institutions.

2. LOUNGE ACCESS POLICIES

Access is governed by specific policies ensuring exclusive nature while providing clear eligibility guidelines.

Primary Access Methods

Star Alliance Gold Status: Gold members get access on same-day departure. **Premium Cabin:** First/Business Class passengers receive complimentary access. **Memberships:** Annual/lifetime members enjoy privileges. **Day Passes:** One-time access available for purchase.

Important Restrictions

Same-Day Rule: Must have confirmed same-day departure. **United Domestic Exception:** US domestic United flights don't qualify unless Gold status. **Cancelled Flights:** Access terminated unless rebooked same day.

3. STAR ALLIANCE GOLD BENEFITS

Star Alliance Gold provides valuable benefits across all 26 member airlines worldwide.

Gold Status Recognition

Recognized airlines include: United (Premier Gold/Platinum/1K), Lufthansa (Senator/HON), British Airways (Gold), Swiss (Senator), Air Canada (35K/50K/75K), Singapore Airlines (PPS Club), Thai Airways (Gold/Platinum), Turkish Airlines (Elite Plus), and all other Star Alliance equivalents.

Lounge Access Privileges

Complimentary Access: On any Star Alliance airline regardless of cabin. **Guest Privileges:** One guest allowed on same flight. **Extended Hours:** Up to 3 hours before departure. **Priority Services:** Priority check-in and dedicated areas.

4. PREMIUM CABIN ACCESS RULES

Premium cabin passengers enjoy exclusive lounge access with specific eligibility rules.

First Class Access

International First: Full access to premium facilities. **Domestic Limitations:** United domestic First does NOT qualify unless separate Gold status. **Premium Services:** Expedited check-in, premium dining, spa services.

Business Class Access

Eligibility: All confirmed Business Class on Star Alliance airlines. **International/Domestic:** Both qualify except specific restrictions. **Connections:** Access during same-day layovers.

5. LOUNGE AMENITIES AND SERVICES

Comprehensive amenities designed for comfort and productivity.

Seating and Comfort

Diverse seating: armchairs, work pods, dining tables, quiet zones, runway views, family areas. Premium sections for First/Business class with VIP rooms for highest-tier members.

Technology and Connectivity

Complimentary high-speed Wi-Fi, business internet for video conferencing, universal power outlets, USB ports, wireless charging, device lending, international adapters.

Reading and Entertainment

International newspapers/magazines, business journals, digital access, large-screen TVs, individual entertainment, headphone lending service.

6. DINING AND BEVERAGE OPTIONS

Exceptional culinary experiences reflecting international standards and local flavors.

Breakfast Service (6:00-10:30 AM)

Fresh pastries, seasonal fruits, premium yogurts, cheeses, cold cuts, cereals, fresh juices, premium coffee, specialty teas. Hot options: made-to-order eggs, regional specialties, bacon/sausages, pancakes/waffles on weekends.

Lunch and Light Meals (11:00 AM-3:00 PM)

Daily rotating international menu, fresh salad bar, artisanal sandwiches, soup station, regional specialties. Healthy options clearly marked: vegetarian, vegan, gluten-free, low-sodium, diabetic-friendly.

Premium Beverages

Coffee: Specialty beans, professional espresso, cappuccino, latte, cold brew, non-dairy alternatives. Tea: Premium loose-leaf, English Breakfast, Earl Grey, green teas, herbal selections. Wine: Curated selection from world vineyards. Spirits: Top-shelf whiskey, vodka, gin, rum, classic cocktails.

7. BUSINESS AND WORK FACILITIES

Modern business facilities supporting productivity during travel.

Work Areas

Private workstations with ergonomic seating, multiple monitors available, dedicated quiet zones, soundproof phone booths, conference rooms with video capabilities, printing/scanning/fax services.

Technology Support

High-speed internet optimized for business, cloud access, VPN support, technical assistance, equipment loans including adapters and cables, presentation facilities.

8. WELLNESS AND RELAXATION SERVICES

Comprehensive wellness amenities for traveler rejuvenation.

Spa and Personal Care

Professional massage services, facial treatments, nail care, hair styling, shower facilities with premium amenities, relaxation areas with recliners, meditation spaces.

Health and Fitness

Fitness equipment including cardio machines and weights, yoga/stretching areas, personal trainer consultations, health monitoring stations, recovery zones with specialized seating.

9. GUEST POLICIES AND RESTRICTIONS

Clear guidelines governing guest access and lounge conduct.

Guest Access Rules

Star Alliance Gold: One guest on same flight. First/Business Class: Guest policies vary by airline and route. Paid access: Additional guests at posted rates. Children: Ages 2-12 may qualify for reduced rates.

Capacity Management

During peak periods, access may be limited. Priority given to premium passengers and highest-tier members. Advance reservations recommended during busy travel seasons.

10. OPERATING HOURS AND LOCATIONS

Convenient locations with extended operating hours to serve travelers.

Standard Operating Hours

Daily: 5:00 AM - 11:00 PM (varies by location). Extended hours during peak seasons. Holiday schedules may differ. 24-hour access at select international hubs.

Location Information

Terminal locations clearly marked with wayfinding signage. Accessible via elevator and escalator. Near departure gates for convenience. Detailed maps available at information desks.

11. SPECIAL SERVICES

Additional services enhancing the premium travel experience.

Concierge Services

Flight rebooking assistance, ground transportation arrangements, restaurant reservations, local area recommendations, emergency travel support, travel insurance information.

Family Services

Child-friendly areas with appropriate seating and activities, baby changing facilities, bottle warming services, children's entertainment options, family restrooms.

12. DRESS CODE AND ETIQUETTE

Maintaining appropriate standards for a premium environment.

Dress Requirements

Smart casual attire required. Business attire welcomed. No beach wear, athletic wear, or overly casual clothing. Footwear required at all times. Cultural and religious dress respected.

Behavioral Guidelines

Respectful noise levels maintained. Mobile phone conversations in designated areas. No smoking throughout facility. Consumption of personal alcohol prohibited.

13. WI-FI AND TECHNOLOGY

Comprehensive technology infrastructure supporting modern connectivity needs.

Internet Connectivity

Complimentary high-speed Wi-Fi throughout facility. Multiple network options for reliability. Business-grade connectivity for video conferencing. Guest network and secure business network available.

Device and Media Support

Universal charging stations, wireless charging pads, international power adapters, device cleaning stations, large-screen displays with flight information, entertainment systems.

14. ACCESSIBILITY FEATURES

Comprehensive accessibility ensuring inclusive access for all travelers.

Physical Accessibility

Wheelchair accessible entrances and pathways, accessible restrooms with support rails, adjustable-height counters, accessible seating areas, elevator access to all levels.

Assistance Services

Staff trained in accessibility assistance, visual and hearing impairment support, mobility device accommodation, service animal policies, companion care assistance available upon request.

15. FREQUENTLY ASKED QUESTIONS

Access Questions

Q: Can I access with domestic United First Class? A: No, unless you have Star Alliance Gold status. Q: How early can I enter? A: Up to 3 hours before departure. Q: Can I bring guests? A: Gold members: 1 guest; varies for premium cabin passengers.

Service Questions

Q: Is food and drink complimentary? A: Yes, all food and beverages included. Q: Are showers available? A: Yes, with premium amenities. Q: Can I make business calls? A: Yes, in designated phone areas or private booths.

Policy Questions

Q: What if my flight is cancelled? A: Access terminated unless rebooked same day. Q: Is there a dress code? A: Smart casual required, no beach/athletic wear. Q: Can I store luggage? A: Yes, secure storage available for personal items.

Contact Information

For additional questions: Lounge reception desk, airline customer service, or Star Alliance member services. Emergency assistance available 24/7 through lounge staff.