

FREQUENTLY ASKED QUESTIONS

ABOUT THE SERVICE

What is DreamFolks Flight Delay Program?

DreamFolks Flight Delay Program is a unique service that offers complimentary airport lounge access in the event of a flight delay for more than 2 hours.

How does it work?

You register your flight on DreamFolks Flight Delay portal before travelling. If the airline announces a delay that meets or exceeds 2 hours, you will receive a Dragon Pass lounge voucher that provides access to a lounge at the airport where flight is delayed. After verification you will receive a Dragon Pass lounge voucher on your registered email id and contact number which provides access to a lounge at the airport where you are delayed. Dragon Pass gives you access to a network of over 1100+ airport lounges worldwide.

Does this service cost me anything?

No, this is a complimentary service to ease any disruption to our cardholders' travel plans.

Can more than one person receive the complimentary airport lounge access?

No, the service is available to the main passenger (cardholder) only

How is a delay calculated?

Delays are based on reporting from airlines and airports. DreamFolks portal will check all delays and the lounge vouchers are only triggered once a delay reaches or exceeds the two-hour delay time.

The minimum two-hour delay can be announced in one go or cumulative from a series of shorter delays.

DreamFolks portal is built to track almost all major commercial airline flights, but there are limitations against airlines/airports that do not report data regularly. Charter airlines are not supported.

Registering your flight

How many DreamFolks flight delay vouchers am I entitled to?

Eligible cardholders can enjoy 2 DreamFolks lounge vouchers in a year.

Which flights can I register?

You can register any flight from an airport where a Dragon Pass lounge is available, and if the airline accurately reports the delay. If you try to register a flight that does not meet these conditions, you

will not receive Dragon Pass lounge voucher. Each flight of a journey with multiple connections requires its own registration.

When can I register my flight?

You can register at any time once a flight has been scheduled (typically up to 364 days in advance).

Is registration only available via the website?

Currently registration is only offered via the website, which is accessible via desktop or mobile.

Why would my registration fail?

Registration will fail if any of these things happen:

- There are no lounges which are part of the Dragon Pass network available at the airport you are departing from
- Flight data is not available for the airline/flight.

What personal information will be captured and stored during registration?

During registration the following information will be captured and stored in secure servers:

- Cardholder's name
- Cardholder's email address
- Cardholder's mobile number
- Flight number
- Flight departure location, date and time
- Flight arrival location, date and time

Why can't I find my flight?

DreamFolks Flight Delay portal is built to track almost all major commercial airline flights, but there are limitations against charter airlines or airlines/airports that do not report data regularly.

What name format should I use to register my flight?

Please use the same name format you used to book your flight. This is required to ensure the name on your lounge voucher matches the name on your boarding pass. These will be validated at the point of entry to the lounge.

Who is eligible to use the service?

DreamFolks Flight Delay voucher is provided to selected cardholders. The benefit is available to the main passenger (cardholder) only.

[Cancelling registrations](#)

Can I cancel a registration?

No you cannot cancel a registration. You will have to re-register on the DreamFolks Flight Delay portal.

I have deleted the registration confirmation email, how do I regenerate my voucher?

You will have to re-register on the DreamFolks Flight Delay portal

[Airport Experience & Lounge Voucher](#)

What if the delay at the airport does not match the information provided by the airlines?

The lounge voucher can only be issued if the airline accurately reports the delay. If this does not occur, the delay is not captured to trigger the system to issue the lounge voucher.

Under what delay circumstances are lounge voucher not provided?

There is no restriction on permissible circumstances for a delay. Lounge voucher will be provided as long as a flight is formally reported by the airline as being delayed by two hours or more within a 24-hour period. Flights that are cancelled or rescheduled for the next day (24 hours after the flight's scheduled departure time) will not be deemed as delayed and will be handled by the airline directly via their own compensation process.

If a flight is cancelled or rescheduled for the next day, can a customer still utilise the benefit?

Lounge voucher will be provided as long as a flight is recognised as being delayed by two hours or more in the system within a 24-hour period. Flights that are cancelled or rescheduled to the next day (24 hours after the flight's scheduled departure time) will not be deemed as delayed and will be handled by the airline directly via their own compensation process.

Why would I not receive an airport lounge voucher, even when I'm entitled to?

This might happen if the system cannot trigger the lounge voucher at the time of the delay. This could be due to network or other system problems. But once we have rectified the error, you will be issued with a lounge voucher that you can use for a future visit, valid for six months.

Are children allowed in the lounge?

Each individual lounge has its own policies on the admission of children. To check the policies of a specific lounge, please visit <https://platform.dragonpassuk.com/>

How will I receive my lounge voucher?

When you are entitled to an airport lounge voucher, the system will send you an SMS notification along with an email with a PDF file attached. Each PDF contains a Dragon Pass voucher with a unique QR code that provides access to the participating lounges at your airport.

In addition, an SMS with the Dragon Pass voucher will be sent to your registered mobile number.

How do I find the lounge at the airport?

The email containing the lounge voucher will contain instructions for locating the available lounges in the airport. There is also a link to the Dragon Pass lounge finder website on the voucher itself, which you can click to look up lounge details such as location and access conditions of the lounges.

How do I gain access to the lounge at the airport?

You will have to provide the Dragon Pass voucher received on the email and SMS. You may also be required to present your boarding pass and passport for verification.

How can I find out about lounge policies and services?

Each individual lounge has its own policies and services. To find out more about a lounge, please visit <https://platform.dragonpassuk.com/>

Do I need to register for a child?

Each individual lounge has its own policies on the admission of children. Please check the policies of the lounges at the airport you are flying from to determine whether you should register for your child. You can refer to lounge information online at <https://platform.dragonpassuk.com/>.

What happens if my lounge voucher doesn't work or is invalid?

Please contact the customer service team via the available options found on the Contact Us page on the DreamFolks website.

Can my lounge voucher be re-sent if I accidentally delete the email/attachment?

A deleted email cannot be resent, but you will still be able to access the lounge voucher in the SMS also sent to you.

Can more than one person enter a lounge on the same lounge voucher?

Each individual registered passenger is issued with an individual lounge voucher, which holds encoded information directly related to him/her. This lounge voucher is for his/her use and is strictly non-transferable.

Why was I denied entry to a lounge?

You might be denied entry to a lounge, even with the lounge voucher, if any of the following happens:

- The lounge is closed when the delay occurs. In this case, please approach one of the alternative listed lounges if available.

- The lounge is already at full capacity. In this case, please approach alternative lounges if available.
- The passenger name on the boarding pass does not match the name on the lounge voucher. Unfortunately, in this case, no alternative offer will be available.
- You does not meet the lounge terms and conditions (such as minimum age or dress code). In this case, please approach alternative lounges if available.

For how long will my lounge voucher be valid?

Once issued to a passenger, each lounge voucher will be valid for 12-hours.

Customer communications

What should I do if I don't receive my confirmation email?

Please contact the customer service team via the available options found on the Contact Us page on the DreamFolks Website.

Can I change my email address after registration has been submitted?

Once you submit a registration you cannot change any of the details. Instead, please re-register.

What do I need to access my lounge voucher?

Your lounge voucher will be delivered to your registered email and mobile number.

To access your lounge voucher via email, you will need a mobile device that is able to download and open PDF attachments and/or able to receive SMS messages.

Please ensure that you have your roaming/data service turned on in order to receive your notifications.

Limitations & feedback

Why doesn't DreamFolks Flight Delay support all flights worldwide?

Not all flights provide timely and accurate flight tracking data which is necessary for DreamFolks Flight Delay portal to capture a delay and trigger the system to issue the lounge voucher. Additionally, not all airports have an available lounge in the Dragon Pass network.

As such, Flight Delay voucher restricts registration for airlines/airports that do not provide reliable tracking data and airports that do not have an available lounge. This is done to ensure the best possible experience for cardholders.

Why can't I register a flight?

Registration will fail if any of these things happen:

- There are no lounges that are part of the LoungeKey™ network available at your airport

- Flight data is not available for the airline/flight.

Why didn't I receive my lounge voucher when my flight was delayed?

The airline must report the information correctly to DreamFolks Flight Delay portal. If they do not accurately report the delay, then Flight Delay voucher cannot track the delay or issue lounge voucher.

I am entitled to a lounge voucher, but I haven't received it. Can I still be issued one?

Please contact the customer service team via the available options found on the Contact Us page on the DreamFolks website. It may not be possible to issue you one immediately, but another may be provided for future use.

Why didn't I receive my lounge voucher when my flight was cancelled?

Airlines have processes for flight cancellations. These are not reported as delays, and therefore are not covered by the DreamFolks Flight Delay portal service. Please approach your airline directly in such situations.

How do I provide feedback or complaints?

Please contact the customer service team via the available options found on the Contact Us page on the DreamFolks website.

Phone Number: 1800 1234 109

Email: info@dreamfolks.in