STANDARD BANK AIRPORT LOUNGE ETIQUETTE

Welcome to the Standard Bank Lounge

Our lounges are designed to provide a comfortable, relaxing, and enjoyable space for all travellers. To help us maintain this environment, we kindly ask all guests to observe the following guidelines:

Respect for others

- Please be considerate of fellow guests and lounge staff at all times.
- Aggressive, abusive, discriminatory, threatening, or materially disruptive behaviour including harassment, intimidation, fighting, intentionally obstructing walkways, or repeatedly disturbing other guests after a warning, will not be tolerated.
- Follow reasonable and lawful instructions provided by lounge employees and airport security personnel relating to safety, security, lounge operations, or compliance with this Code of Conduct.

Noise and mobile devices

- Keep conversations, calls, and virtual meetings at a volume that does not disturb other guests. Lounge staff may ask you to lower your volume where necessary.
- Please use headphones when listening to music, watching videos, or participating in virtual meetings.

Children

- Children are welcome and must remain under the supervision of a parent or guardian at all times.
- Please ensure children do not run, shout, or disturb other guests.

Food and beverage

- Enjoy the food and beverages available for consumption within the lounge. Please do not take food and beverages out of the lounge.
- To ensure availability for all guests, please take only what you intend to consume when in the lounge.

- Excessive alcohol consumption is not permitted. Alcohol service may be limited or declined where a guest appears intoxicated, behaves unsafely or disruptively, or where service would breach applicable law, airport rules, or licensing requirements.

Personal belongings

- Guests are responsible for their personal belongings.
- Please keep luggage and personal items clear of walkways and seating areas intended for other guests.
- Where luggage storage or temporary holding facilities are provided, such facilities are offered as a convenience only. Standard Bank and lounge operators accept no responsibility for loss of, theft of, or damage to stored items, except where liability cannot be excluded under applicable law.

Lounge facilities

- Help us keep shared facilities clean and available for everyone.
- Where facilities are in high demand, usage may be subject to reasonable time limits.
- Guests may be held responsible for damage caused intentionally, recklessly, or through misuse of lounge facilities and equipment.

Dress and conduct

- Clothing displaying offensive language, images, or messaging may result in refusal of entry or service.
- Footwear must be worn at all times.
- Please respect the privacy of fellow guests by not photographing or filming anyone without their permission.

Safe and comfortable environment

- Smoking, vaping, and the use of any prohibited substances are not permitted within the lounge.
- Any behaviour that compromises the comfort, safety, or wellbeing of other guests or staff may result in access being withdrawn.
- Access may be refused or withdrawn where necessary to protect the safety, comfort, security or wellbeing of guests, staff, airport personnel or lounge operations.

Travel responsibility

- Guests remain responsible for monitoring their flight information, boarding times, and gate changes.
- Lounge announcements may not always be made for departing flights.

Our commitment

We are committed to providing a welcoming and enjoyable lounge experience for all clients. Thank you for your cooperation and for helping us maintain a premium environment for everyone.