Updated on 10th Jul'26

W.e.f. 10th June 2025, Domestic Lounge Access Program for Tata Neu HDFC Bank Credit Card is revised.

Lounge access on Tata Neu HDFC Bank Credit Card is based on your credit card spends from 10-Jun-2025.

Variant	Criteria	Benefit
Tata Neu Plus HDFC Bank Credit Card	Spend Rs 50,000 or more in a calendar quarter (Jan-Mar | Apr-June | Jul-Sept | Oct-Dec)	Get 1 Domestic Lounge Access voucher
Tata Neu Infinity HDFC Bank Credit Card	Spend Rs 50,000 or more in a calendar quarter (Jan-Mar | Apr-June | Jul-Sept | Oct-Dec)	Get 2 Domestic Lounge Access voucher

Important Notes: -

- If your card is upgraded, lost, or reissued spends done on only new card will be considered. Spends done on previous card will not be considered for qualification.
- The Net spends (Debits / Purchases minus Credit / reversals), will be considered as per the posting date (settlement date).
- Reversal of transactions of previous calendar quarter will be treated as per following example: -
    - In case the transaction was done in period Jan-Mar, but the reversal of the same transaction comes in period Apr-Jun (another quarter), then the reversal will be considered and deducted in period Apr-Jun spends calculation and so-on.
    - For example, If Card A achieves 50k (Spend Target 50k) in the first quarter (Jan-Mar) and benefit is posted for the quarter. If any reversal happens of 20k then that amount will be added to next quarter cycle (Apr-Jun) hence customer has to spend 70k in the next quarter cycle (Apr-Jun) to achieve the spends benefit.
- In case of EMI transactions, only the Principal Amount Billed with Monthly EMI will be considered.
    - For example, if EMI transaction is of Rs 50,000 with tenure of 10 months and Monthly Principal Amount is Rs 5,000, then only Rs 5,000 (whenever billed as monthly EMI principal amount) will be considered for qualification.

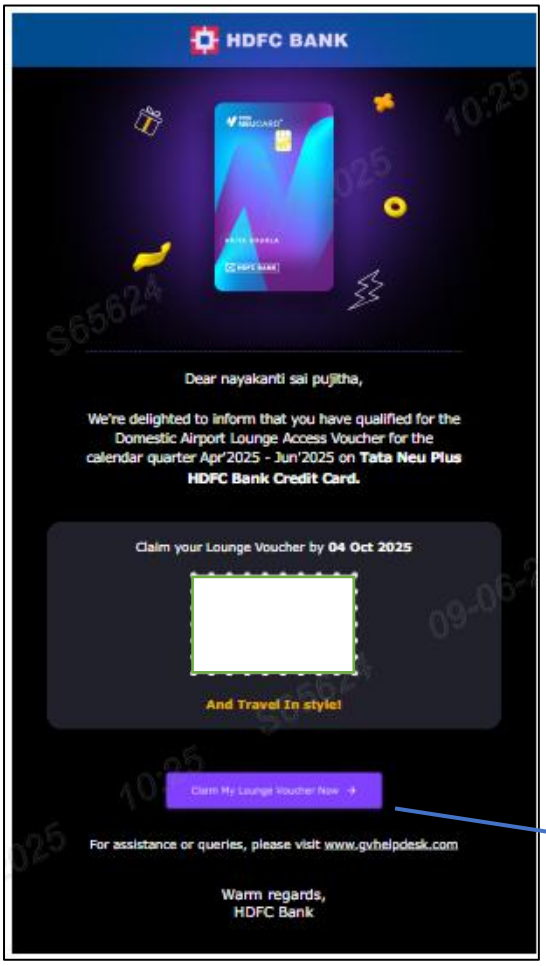
1. Complimentary lounge access on direct swipe-off is discontinued effective midnight of 11-Jun-2025 23:59:59 hrs. With the discontinuation of complementary visits, Customer can still avail lounge directly using the Credit card on Chargeable basis as per the rates applicable and communicated by the lounge staff.
2. On meeting the spends criteria of Rs 50,000 or more in a calendar quarter, you'll receive a SMS and email (on your registered Mob & email id) within 30 working days, with link to claim the lounge voucher. All communications pertaining to the eligibility for rewards and the details regarding membership claims shall be managed and sent by GyFTR.
3. Customers are required to claim the voucher within 120 days of the receiving the qualification communication. The date within which the voucher needs to be claimed is available for customers reference in the SMS and Email shared.
4. The Lounge voucher after claiming can be used only in the eligible lounge list as updated on the product page.

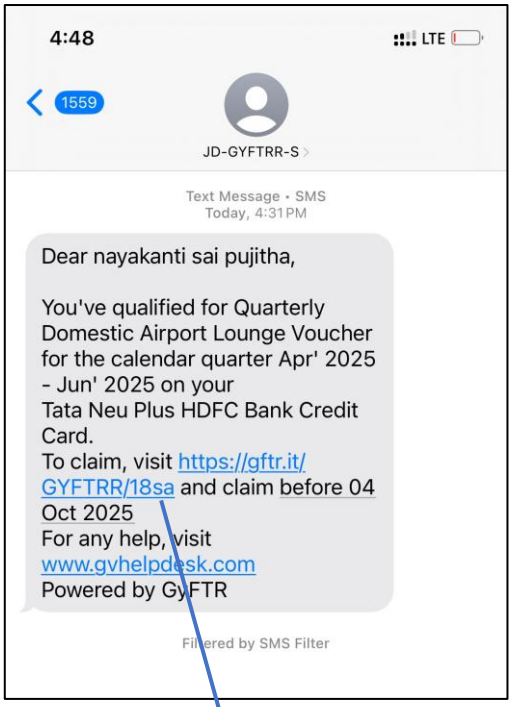
5. In case you are facing issue with the respect to the Lounge Voucher, do the following: -

To claim the voucher upon qualification	Login:www.gyftr.com/myrewards/tataneuhdfcbankcreditcards/
To re-issue the Voucher already claimed	Visit-Please call at 1800-1033-313
In case of any issue faced with the voucher available with you	**Contact- loungesupport@hoi.in/18005718990**

STEPS TO CLAIM THE DOMESTIC LOUNGE ACCESS VOUCHER

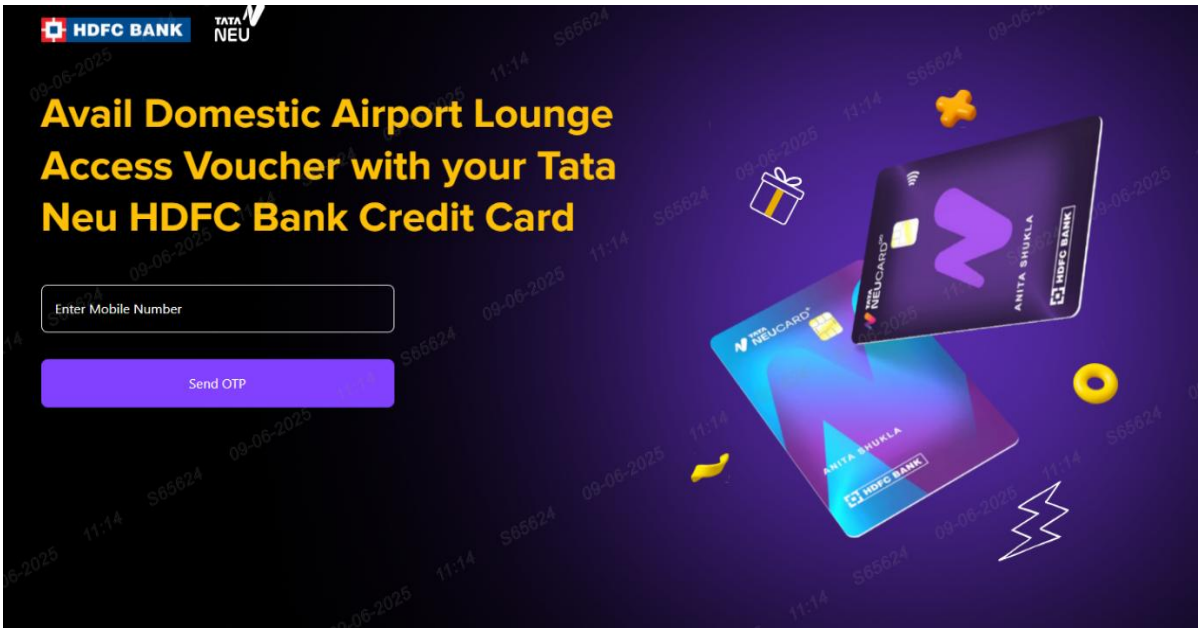
1.Upon receiving the qualification Email/ SMS for Quarterly Domestic Lounge Access Voucher from **hdfcbanktataneucreditcard@gyftr.com**. To claim the Lounge Voucher, you can click on the link, which will redirect to voucher claim page.



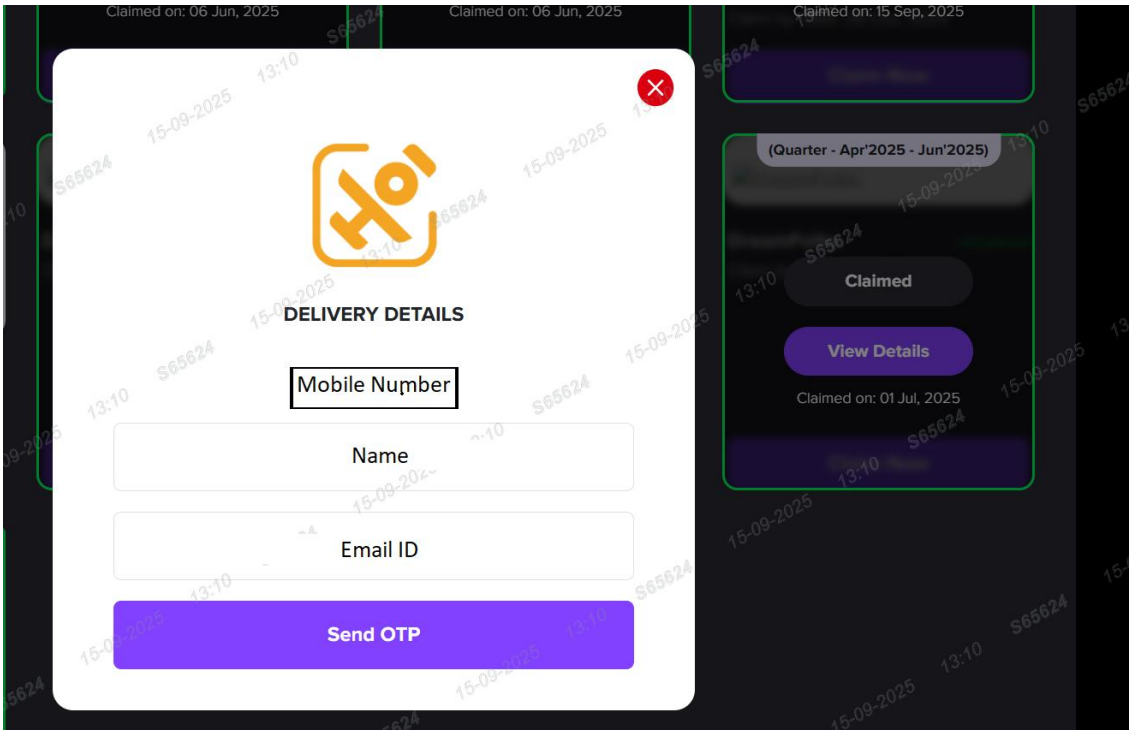


You can click on this link to visit Domestic Lounge Voucher Claim Page.

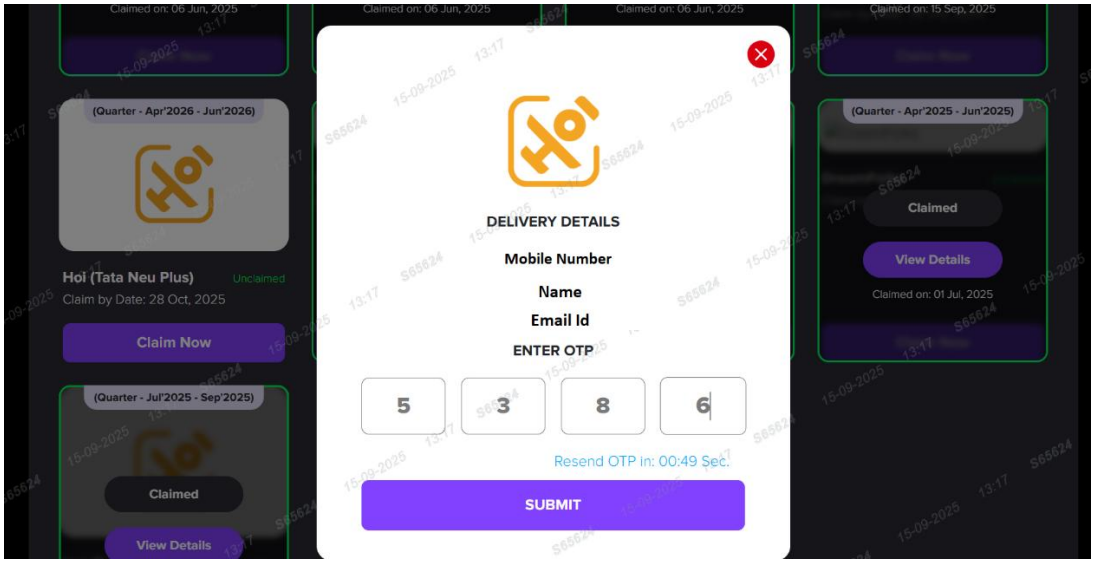
2.On the Domestic Lounge Access Voucher claim page, you need to login through registered mobile number and validate OTP. Please Note- You need to login using the mobile number on which the eligibility communication was triggered. In case, you have changed the mobile number post eligibility communication you will be still required to login using the old mobile number.

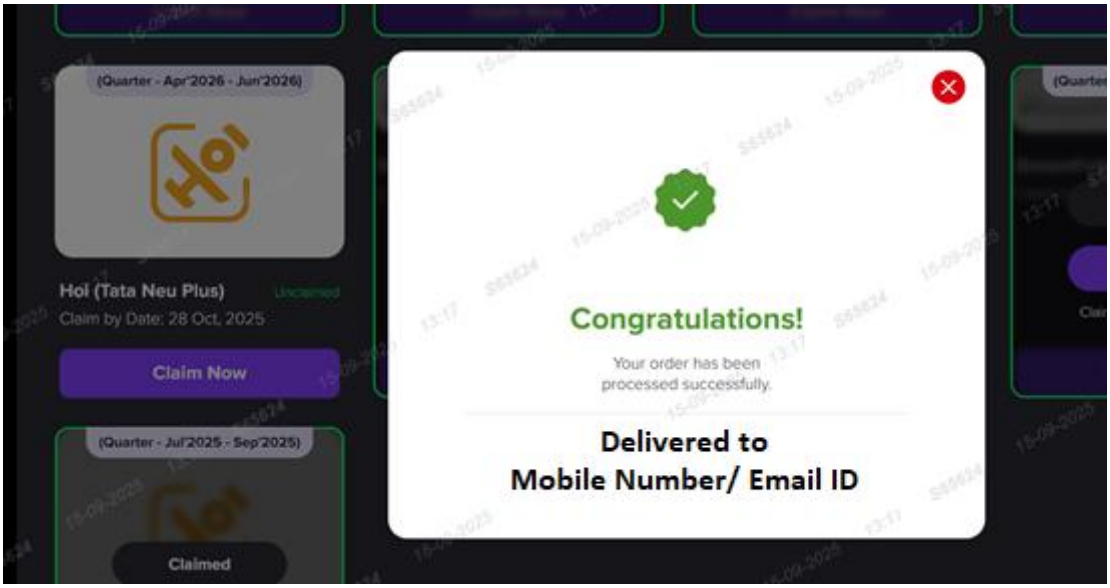


3. Once the OTP is validated, you will be able to check Lounge Access Voucher details on claim page. To claim the lounge access voucher, click on **Claim Now** tab and validate OTP which will be sent on registered mobile number.



Note- Please check Customer Name and Email Id as the lounge access voucher can only be used by the person whose name is stated in delivery details. In case of any change, you can edit the same over here, which will be reflected in Lounge Access Voucher.

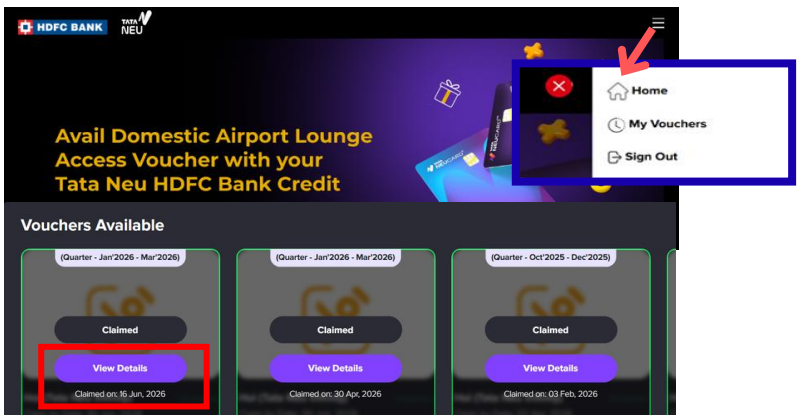




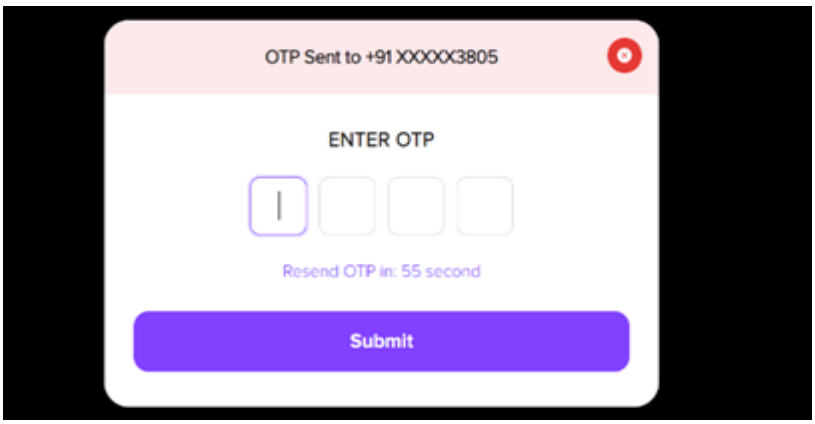
4.Upon claiming the voucher successfully, you will be receiving Voucher Delivery Email and SMS with voucher code and QR code. Voucher Code/ QR to be shared with the lounge operator at eligible domestic.

5.If in case, customer wants to re-issue details of already claimed vouchers-

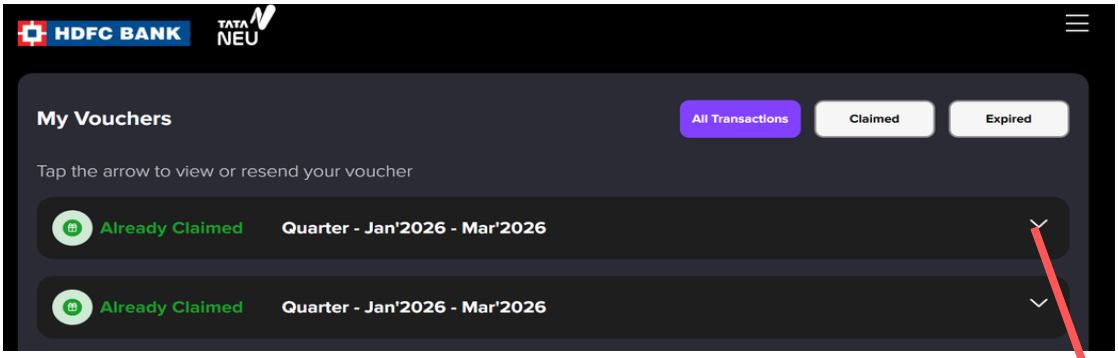
a. Select the relevant calendar quarter and click on “View Details” to view or resend voucher details.
(OR) Navigate to “My Vouchers” section to view all available voucher details



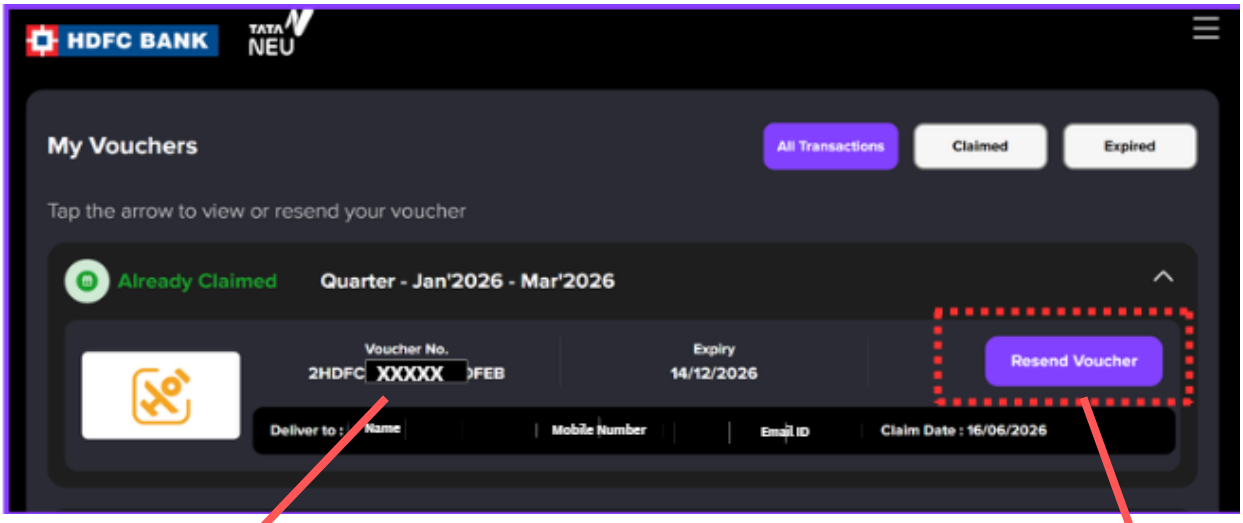
b. Enter 4 digits OTP sent to bank registered mobile number



c. Customer can view full voucher code details along with expiry which can be directly shared with lounge operator at eligible domestic lounge. Customer can also resend the voucher details to mobile number and email id available under “Deliver To” section.



Tap on the arrow to view or resend your voucher details



Full voucher number details

Click on Resend voucher tab to retrigger voucher details