**Frequently Asked Questions**

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| |  | | --- | |  | | 1. | [What is Executive Lounge ?](http://www.railtourismindia.com/ttrs/railtourism/html/Lounge_FAQS.htm#Q1)  [Book Now](http://www.railtourismindia.com/cgi-bin/dev1.dll/irctc/booking/hotelplanner.do?click=true&screen=fromHome&city=New%20Delhi&productId=irlounge&offset=0) | | 2. | [Where is it located?](http://www.railtourismindia.com/ttrs/railtourism/html/Lounge_FAQS.htm#Q2) | | 3. | [How can we reach Executive Lounge?](http://www.railtourismindia.com/ttrs/railtourism/html/Lounge_FAQS.htm#Q3) | | 4. | [How to book Executive Lounge?](http://www.railtourismindia.com/ttrs/railtourism/html/Lounge_FAQS.htm#Q4) | | 5. | [What are the rates and services offered at Executive Lounge?](http://www.railtourismindia.com/ttrs/railtourism/html/Lounge_FAQS.htm#Q5) | | 6. | [What should we carry while visiting Executive Lounge?](http://www.railtourismindia.com/ttrs/railtourism/html/Lounge_FAQS.htm#Q6) | | 7. | [Who can stay at Executive Lounge?](http://www.railtourismindia.com/ttrs/railtourism/html/Lounge_FAQS.htm#Q7) | | 8. | [Are debit/credit cards accepted?](http://www.railtourismindia.com/ttrs/railtourism/html/Lounge_FAQS.htm#Q7) | | 9. | [Do you have Executive Lounge at any other location?](http://www.railtourismindia.com/ttrs/railtourism/html/Lounge_FAQS.htm#Q7) | | 10. | [How is the time duration calculated?](http://www.railtourismindia.com/ttrs/railtourism/html/Lounge_FAQS.htm#Q7) | | 11. | [What are the rates applicable for children?](http://www.railtourismindia.com/ttrs/railtourism/html/Lounge_FAQS.htm#Q7) | | 12. | [Can we book Executive Lounge for marriages and groups?](http://www.railtourismindia.com/ttrs/railtourism/html/Lounge_FAQS.htm#Q7) | | 13. | [Is the information available on 139?](http://www.railtourismindia.com/ttrs/railtourism/html/Lounge_FAQS.htm#Q7) | | | |
| |  | | --- | | Q1.What is Executive Lounge ? | | **A.** Executive Lounge is one of its class fully air conditionedfacilitywhere railway passengers can stay while waiting for their trains. | | Q2.Where is Executive Lounge located? | | **A.** It is located at concourse of Platform No. 16, New Station Building, Ajmeri Gate side, New Delhi Railway Station. | | Q3.How can we reach Executive Lounge? | | **A.**Executive Lounge can be reached from Ajmeri gate side entry as well as Paharganj Side entry of New Delhi Railway station. Passenger shall have to come to concourse platform-16 in Station building on Ajmeri gate side. | |  | | Q4.How can one book Executive Lounge? | | **A.**Seats in Executive Lounge can be booked in advance online only. Online booking of Executive Lounge is available on following websites: a. www.irctc.co.in b. www.railtourismindia.com c. www.irctc.com | |  | | [TOP](http://www.railtourismindia.com/ttrs/railtourism/html/Lounge_FAQS.htm) | | Q5.What are the rates and services offered at Executive Lounge? | | **A.**The rates of Executive Lounge are as under, a. Entry fee for initial 3 hours: Rs.350/- per person inclusive of all taxes. Services included in the entry fee: 1. Meals 2. Wi-Fi 3. Soft beverages (tea, coffee, juices) 4. Recliners 5. Newspaper and magazine reading 6. Train information display and announcement 7. TV 8. Toilets and urinals b. For extra hour or part thereof after initial 3 hours: Rs. 150/- per person. All the above services. c. Wash and Change: Rs. 175/- per person inclusive of taxes. This includes bath kit comprising of laundered towel, soap, shampoo, body lotion, shower cap, bathroom& changing room facility. d. Business Centre: 1. Internet usage (10-30 min)-Rs. 30/- 2. Internet usage (30-60 min)-Rs. 50/- 3. Print- Rs. 5/- per page 4. Photocopy- Rs. 5/- per page 5 Scanning- Rs. 5/- per page e. Convenience Store: Items like confectionery, books, magazines and journey solutions are available on M.R.P. | | [TOP](http://www.railtourismindia.com/ttrs/railtourism/html/Lounge_FAQS.htm) | | Q6.What should we carry while visiting Executive Lounge? | | **A.**One photo identity proof issued by Govt. like PAN card, Voter ID, Passport, Aadhar card, Driving License etc and valid train ticket either reserved or unreserved. | | Q7.Who can stay at Executive Lounge? | | **A.**Any bonafide Railway passenger can stay at Executive Lounge. | | Q8.Are debit/credit cards accepted at Executive Lounge? | | **A.**All visa/master/maestro debit/credit cards are accepted at Executive Lounge. | | Q9.At which Railway stations do we have Executive Lounge other than New Delhi Railway Station? | | **A.**At present, Executive Lounge is being operated at New Delhi Railway Station only. | | Q10.How is the time duration of stay in the Executive Lounge measured/calculated? | | **A.**Access to the lounge is controlled by smart card which is issued to each passenger at the time of check-in. Passengers are required to swipe the smart card at the entry door to enter/exit from the Lounge. Once the card is swiped, the time is recorded & the time of stay starts. Entry and exit time is automatically calculated in the system. | | Q11.What are the rates applicable for children? | | **A.**Charges for children up to 3 feet of height are complimentary. Anyone above 3 feet height shall be considered person and chargesas applicable shall be charged. | | Q12.. Can we stay at Executive Lounge while travelling for marriages or in groups? | | **A.**Any Railway passenger may use the lounge services, otherwise eligible, and families travelling in groups or for marriages may also come to lounge. However, it is suggested that in such cases to check availability in advance at executive lounge. | | Q13.Is the Lounge information available on 139? | | **A.**The information of Executive Lounge is available on 139. One may SMS "Lounge" to 139 & revert SMS shall be sent from 139. | |  |  |