

FAQ

We have created a list of frequently asked questions about the Escale Roland Garros Lounge. If you cannot find the answer to your question, please email salon@reunion.aeroport.fr

View our full FAQ here. [Passenger assistance | La Réunion Roland Garros Airport](#)

What is the Escale Roland Garros Lounge?

The Escale Roland Garros Lounge is La Réunion Roland Garros Airport's own lounge. It is a relaxation area located in the departure lounge. It allows travellers to enjoy a calm and comfortable environment before their flight.

Access includes a selection of local food and drinks, high-speed Wi-Fi, and relaxation and work areas.

Who can access the Airport Lounge?

The lounge is open to all passengers departing from La Réunion Roland Garros Airport who have a valid booking, subject to availability, regardless of the airline they are travelling with or their cabin class, including economy class.

Where is the Escale Roland Garros Lounge located?

The lounge is located after check-in and security, in the departure lounge, just after the Aélia Duty Free shop, to the right of the tills.

[View the lounge access map](#) (link)

What are the opening hours?

The Escale Roland Garros Lounge is open 7 days a week, from 16:00 to 22:00, depending on the flight schedule. Access is offered in time slots of up to 3 hours.

[Additional morning time slots from March 2027](#)

How do I book the lounge?

To book access to the Escale Roland Garros Lounge, visit our online booking platform and choose your preferred date and time.

You will then need to enter your travel details (flight date, selected time slot and number of passengers) and complete payment.

Once your booking is confirmed, you will receive a confirmation email containing your lounge access ticket. On the day of departure, simply present this ticket on your smartphone or as a printed copy at the lounge reception to gain access.

Does my booking guarantee a place?

Yes. Booking in advance guarantees you access to the lounge.

How far in advance can I book?

You can book up to one year in advance and right up until you arrive at the lounge, subject to availability.

What should I do if I have not received my booking confirmation?

If you have not received your booking confirmation email, first check your junk or spam folder. If it is not there, go to the "Manage my booking" section and select the option to resend the email. If you are still having problems, please contact us at salon@reunion.aeroport.fr

How long can I stay in the lounge?

Access is valid for a maximum of 3 hours, depending on the available time slots.

Can I arrive early?

A 15-minute grace period is allowed.

Beyond this grace period, access may still be possible but will depend on remaining availability and the discretion of the reception staff.

How do I access the lounge on the day of departure?

Simply present your booking confirmation, either on your smartphone or printed, at the lounge reception.

Your booking reference will be used to verify your access.

What is the lounge capacity?

The lounge has a maximum capacity of 26 people per 3-hour time slot.

To ensure a pleasant environment for all travellers, access is subject to remaining availability.

Are children allowed?

Yes.

- Children under 2 are admitted free of charge.

All minors must be accompanied and remain the responsibility of the accompanying adult.

Can I change my booking?

Yes, up to 24 hours before your booked time slot.

Changes are subject to availability for the new time slot selected.

Can I cancel my booking?

Yes.

Any cancellation made more than 24 hours before the scheduled entry time will receive a 100% refund.

If I cancel less than 24 hours before my lounge access, will I be refunded?

No.

Once the 24-hour deadline has passed, the booking can no longer be cancelled and no refund will be issued.

What happens if I do not arrive at the lounge?

Unused bookings are non-refundable, regardless of the reason.

Is the lounge price always the same?

No.

Prices may vary depending on:

- The time of year
- Whether the lounge is booked with parking
- The time of booking
- Current promotional offers

The price displayed at the time of booking is the price that will apply.

How do I get my invoice?

Your invoice is available in the confirmation email sent after your booking.

What should I do if I have a special request or complaint?

For any query relating to a booking or exceptional refund, please contact salon@reunion.aeroport.fr

Why is there no availability for the dates I am trying to book?

If you cannot find availability for your selected dates, the lounge is either full or the booking requirements have not been met.

Can I buy multiple lounge places in a single booking?

Yes. You can purchase multiple lounge places in a single booking, subject to availability.

Can I book lounge access if I am in transit?

Yes, subject to availability.

Are alcoholic drinks included?

Yes.

Does the lounge have showers?

No. However, showers are available in the departure lounge.

Does the lounge have toilets?

Toilets are located just outside the lounge.

Are animals allowed?

Pets are permitted, provided the transport requirements are strictly followed:

- Remain in carrier: Your pet (dog or cat) must remain inside its closed crate or carrier throughout your time in the lounge.
- Animal size: Only animals travelling in the cabin (generally under 8 kg, depending on the airline) may access the lounge with you. Animals travelling in the hold are not permitted in the departure area.
- Assistance dogs: Guide and assistance dogs are permitted outside their carrier, but must remain on a lead at their owner's feet.