MASTERCARD TRAVEL PASS

May 2023

Customer Journey (App – Registration & Other Functionalities)





Downloading Mastercard Travel Pass App on iOS



Search for Mastercard Travel Pass via search bar at the top. The app can be downloaded by clicking the 'Get' button next to the app.



Mastercard Travel Pass

open, click on the search

button on the task bar at

the bottom.



Once the app has been downloaded, the app can be opened straight away by clicking the 'open' button.



Downloading Mastercard Travel Pass App on Android



Open the Google Play Store and search for Mastercard Travel Pass via search bar at the top.

The app can be downloaded by clicking the 'Install' button.



Mastercard Travel Pass



Once the app has been installed, customer can click 'open' to open the app.



Sign Up Journey

The registration journey will allow DragonPass to conduct an authorization check for card validation and determine program eligibility and entitlement. Personal details will be saved excluding the card PAN. On completion of registration, the customer will be presented with their membership details including their entitlements and visit costs for lounges.

10:15 IIII 46 IIII 46 IIIII 46 IIII 46 IIIII 46 IIIII 46 IIIIIIIIII IIIII 46 IIIIIIIIIIIII IIIIIIIIIIIIIIIIIIIII	Registration C Back 1/3 Verification Please fill in your Mastercard details so we can check your eligibility for the program. Mastercard Card Number (16 Digits)* Name On Mastercard	Registration C Back 2/3 Details Please enter your name as shown in your passport. First Name Last Name Email Address
Don't have an account? Sign Up Powered by DRAGONPASS	Enter Card Number, Exp Date and CVC	Confirm Email Address Continue

autorisation check is done against the customers card and the next step will only take place once the issuer approves the \$0 authorization.

Name, Email Address



Mastercard Travel Pass



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'My Visits' on the homepage of app.

Sign Up – Error Message

09:41 C =	09:41
Registration	
< Back	< Back
1/3 Verification	1/3 Verificat
Please fill in your Mastercard	Please fill
details so we can check your	details so
eligibility for the program.	eligibility
Mastercard Card Number (16 Digits)*	Mastercard Co
©	
Please enter the full 16 digits of your Mastercard	This field is rea
cord number.	Name On Mas
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Expiry Date (MM/YY)*	Expiry Date (
	This field is rea
	cvc* 🕐
Country of Card Issuance	This field is rea
\sim	Country of Co
Continue	This field is rea
For your convenience, your card will be automatically	
saved in app for future usage after registration is complete. You won't be changed without your	
permission.	For your conv
	saved in app

If wrong card details are entered which are not eligible.

09:41		.ıl ≎ ∎
	Registration	
K Back		
1/3 Verification	I	
Please fill in	your Mastercar	ď
details so we	e can check you	r
eligibility for	the program.	
Mastercard Card N	Number (16 Digits)*	
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Country of Card Is	isuance	
		\sim
This field is require	ed.	
	Continue	
For your convenier	nce, your card will be a	utomatically
saved in app for	tuture usage after reg	istration is

Error messages show if fields have not been filled in correctly.







Log In Journey





Mastercard Travel Pass



Home Page.



Forgot Password Journey







Forgot Password Journey



Enter new password.



New password set.





Biometrics – Face ID



Once a cardholder is registered, the app will suggest setting up and enabling biometrics. Cardholder will have this option to enable biometrics for future log in. App will capture the CH facial details.

Biometrics will be enabled and can be disabled via the accounts page in the app.



Biometrics – Touch ID



Biometrics will not only be used for logging into the App, but it can also be used to verify any payments made within the app. It will be used as an additional layer of verification by the cardholder.



MASTERCARD

TRAVEL PASS

OTHER FUNCTIONALITIES





Card Details



My Visits page. Registered card details can be viewed by clicking on 'view details' in the 'Card in Use' section.





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Card Details	
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est Issuer	
clusive Mastercard Card	
d No. 979 Replace Card	
mbership No. 00 0091	
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pint account, primary and y cardholders will need to ately and show separate ard to the lounge staff.	
er can still access lounges	
can the charifier of y	~

'View Details' to see the specifics of your DragonPass membership.



Replace Card



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Replace Card

If your card is lost, stolen or expired, you can replace your card here with your new card details.



Consent to delete old card.



Mastercard Travel Pass

Card replaced.



Add a membership if you have another eligible card







View All Memberships, Change Membership



Click View All Memberships.



Default card will show with a tick And will say 'selected'



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Membership selected the CH wishes to change to will show highlighted. Select 'Switch Membership to change.



Entitlement variations



CH gets unlimited visits for core lounges, 5 free visits for other lounges (after the 5 visits are used, they will be charged \$32 per visit) and guests are \$32 per guest per visit. There is no entitlement. CH and guests are pay as you go and will be charged \$32 per visit.

CH entitlement can b with guests.



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hared CH is entitled to 6 free visits and can have 1 free guest enter per visit. Any additional guests will be charged \$32 per guest.



Entitlement variations



CH gets unlimited visits which are fully funded by the issuer. There is a note in the notes section to inform the CH to contact their issuing bank to check any lounge visit costs.





Profile and Order History



Press Account on navigation bar. Click Order History.



View history of activity.



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Singapore Changi Airport (Singapore, Singapore	SIN)
Cardholder	Guest
1	1
Total	US \$32
Order Number	
91281234147890	
Booking Date	
18 Jun 2019	
DragonPass Membershi	ip No.
7787 8222 8373 8888	8
Mastercard Card No.	
**** **** **** 1234	
A receipt has been sent t	n your registered empil

Click onto item to view detail.



Change Password



Change Password.

Enter current and new password.



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Password changed.



FAQs

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C	Change Passwo	rd	A					eligibility and fo and operated b Who is eligible
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Mastercard Travel Pass



and operated by DragonPass Ltd. Who is eligible for the Program?

into the app and show their re



the app through Frequently Asked Questions .

Contact Us, About and Terms & Conditions



Account page.

Contact Us.



Mastercard Travel Pass

Terms and Conditions

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DRAGONPASS

DragonPass Terms and Conditions

1. GENERAL

- Welcome to DragonPass International Ltd ("DragonPass") Terms & conditions ("Terms & Conditions") page.
- 1.2. The Services (as defined below) are provided by DragonPass International Ltd, located at 173a Ashley Road, Hale, Altrincham, Cheshire, WA15 9SD, UK.
- 1.3. When you read these Terms & Services, please note that the terms "you", "your" and "User(s)" refer to the person (s) named on the Card(s). The terms "we", "our", "us" and "DragonPass " refer to DragonPass International Ltd and its successors and assigns. If you are the individual requesting us to issue the Card(s) to you, you will be known as the "DragonPass Member" and you will have an account with us called the "Card Account".
- 1.4. By using our Services, you are agreeing to these terms. Please review them before using our

2. PROGRAM DETAILS

- 2.1. "Mastercard", a payment technology company, has granted DragonPass International the right to develop an app 'Mastercard Travel Pass' for the benefit of Mastercard premium cardholder's to enjoy airportbenefits such as lounges.
- 2.2. The 'Mastercard Travel Pass' app is available in certain markets on selected products as a core benefit and /or available in countries /products where the Issuing bank or 'Issuer' has entered into an agreement with Mastercard to offer Mastercard airport benefits such as lounge benefits, dining discounts, etc to their cardholders.
- 2.3. This program can be availed by all cardholder's holding a premium Mastercard card and/or those cardholder's whose Issuing banks have entered into an agreement with Mastercard to offer Mastercard benefits to their cardholders. To check eligibility, cardholder's needs to check with their Issuing bank.
- 2.4. Based on the Mastercard card and the country of issuance, certain fees and charges may apply to the cardholder. These charges may be changed by Mastercard at any time.
- 2.5. Mastercard benefits are available for the Cardholder only. Guests are not included (except Mastercard World Elite card where cardholder can take 1 guest per visit into the airport lounges
- 2.6. Primary and Supplementary cardholders need to individually register on Mastercard Travel Pass app and show their individual DragonPass membership ID each at the lounge to gain access and avoid guest charges.
- 2.7. Cardholder is responsible to check all terms, app messages, receipts, and charges (electronic and/or physical) for accuracy before accepting as fees may be charged.
- 2.8. Additional guest charges (if any) will be applied to the primary and/or secondary cardholder (and where not possible to the Issuing bank).
- 2.9. Any queries or complaints need to be sent to the Issuing bank who will forward this to Mastercard for resolution.

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3. DEFINITION

3.1. In this Terms & Conditions:-

3.1.1.DragonPass Membership Card means any membership card bearing the name DragonPass and/or the service mark of DragonPass issued by us pursuant to this Terms & Conditions and any substitution, replacements, or renewals thereof.

Terms & Conditions.



Log Out



Usage History Membership \times Are your sure want to log out? Log Out Cancel **Terms and Conditions** () ::: **Privacy Policy** B Contact \leftarrow Log Out = 0 G

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ca****@dragonpassuk.com @

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Account page.

Log out







