

Lounge Key Customer Experience

Step 1 –

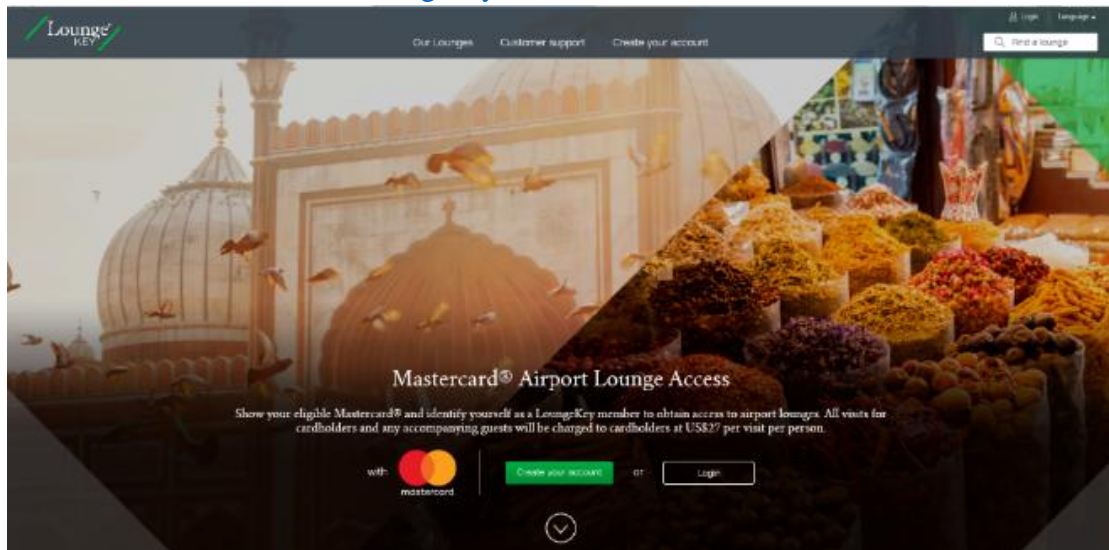
Ensure cardholder has a LoungeKey enabled Mastercard card.

*Cardholder can contact the bank to identify if the card is eligible for the LoungeKey program

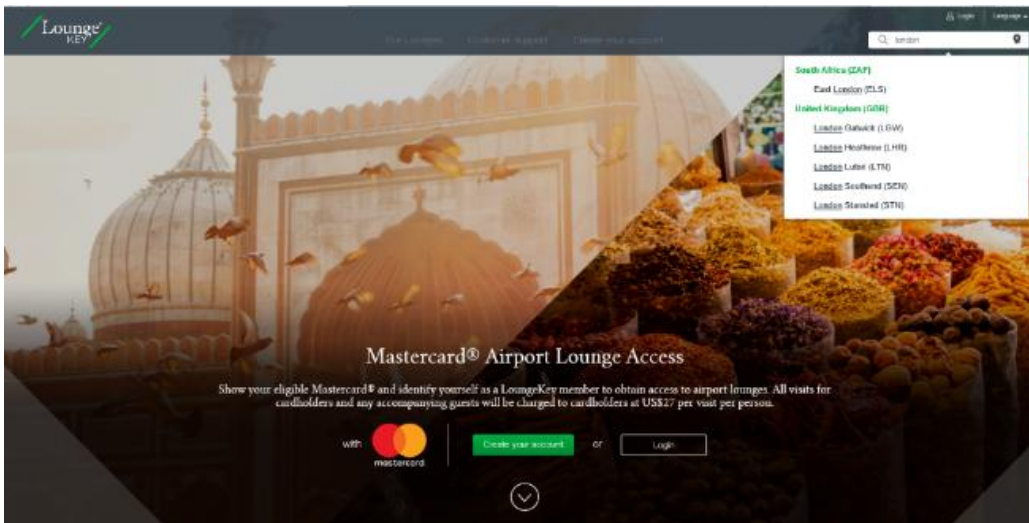
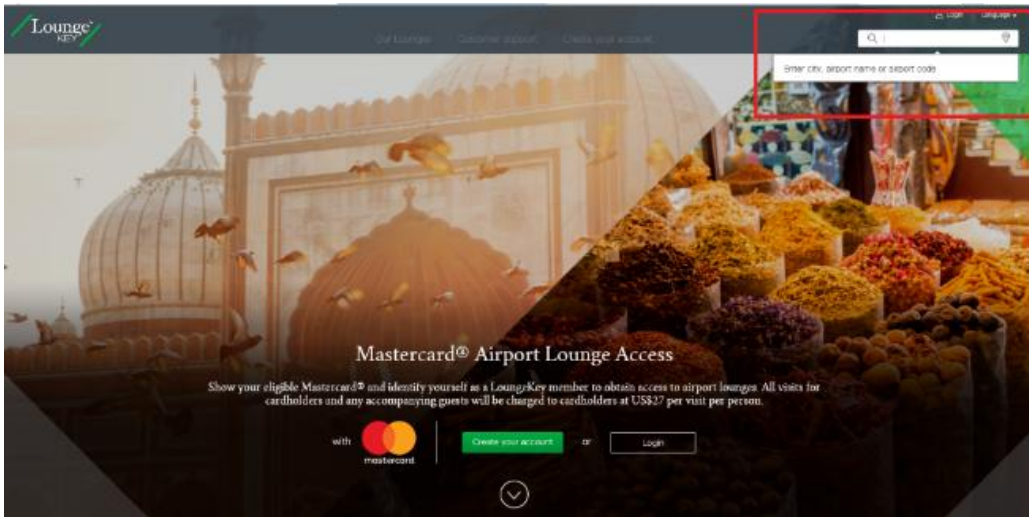
Step 2 –

Identify the participating lounges.

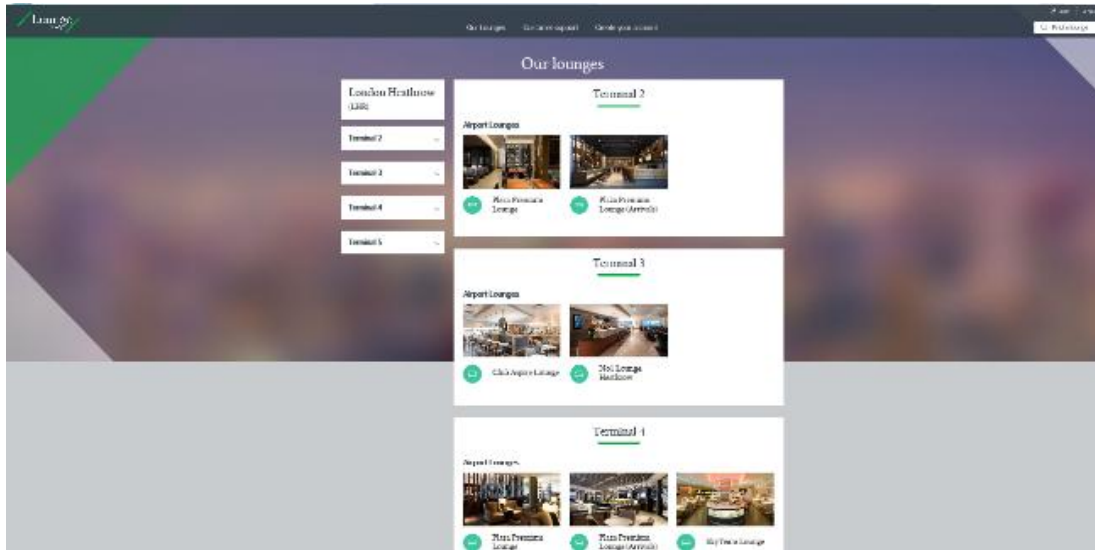
- a. Cardholders can visit www.loungekey.com/mastercardsa



b. Enter the city or airport of choice



c. Identify participating lounges



Step 3 –

Present the LoungeKey enabled Mastercard credit or debit card at the counter

Step 4 –

Present eligible Mastercard and quote “LoungeKey” at the lounge reception.

Step 5 –

Lounge staff will validate the card to check eligibility via the LoungeKey system

Step 6 –

Confirm accompanying guests (if any). Please note the guest visits are charged to the cardholder

Step 7 –

Charges will be proceed by LoungeKey to the card within 3-5 working days and will be posted in the next statement for payment by cardholder.