

Mastercard® Airport Experiences provided by LoungeKey™

Web & App

Oct 2017

MCAE Website & App

- Website type: Standard Website for ALL Issuers
- Website: <https://airport.mastercard.com/>
- iOS app:
 - <https://itunes.apple.com/app/mastercard-airport-experiences/id1218321651>
- Android app:
 - <https://play.google.com/store/apps/details?id=com.loungekey.mastercard.android>
- Points to note
 - The screenshots of the website and mobile app are in English.
 - The screenshots of the app are from iOS. Screenshots for the Android app are almost identical.

Mastercard Airport Experiences Website

How to register your card for Mastercard Airport Experiences from the **Web**

1

Visit airport.mastercard.com



2

Click "Create your account" to start





3

Once account has successfully been created, login to explore features such as find lounge and offers, generate lounge and offer QR codes, view visit history and more



Home – Pre Registration



Log In

Language

Create your account

Program Overview

Help


Find Lounges & Offers

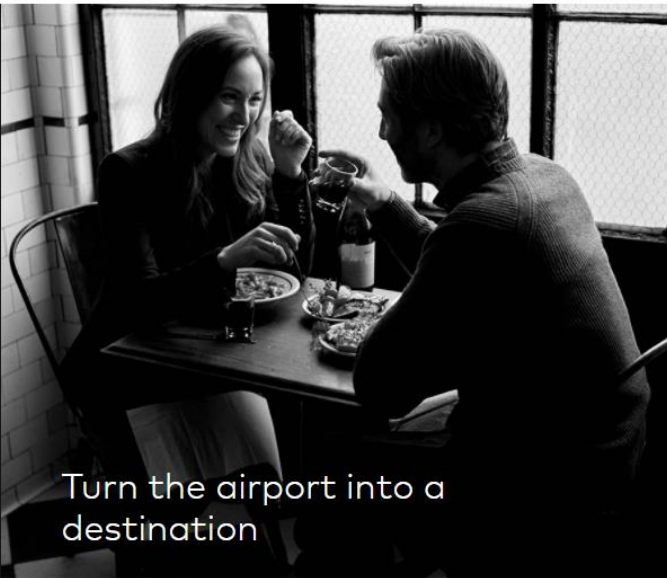
Mastercard
Airport
Experiences

Provided by LoungeKey

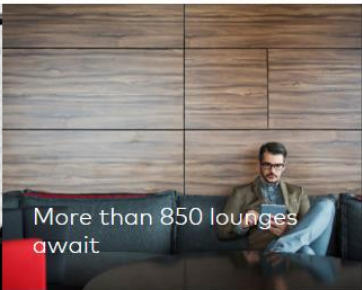
Create Your Account

Log In






Turn the airport into a destination



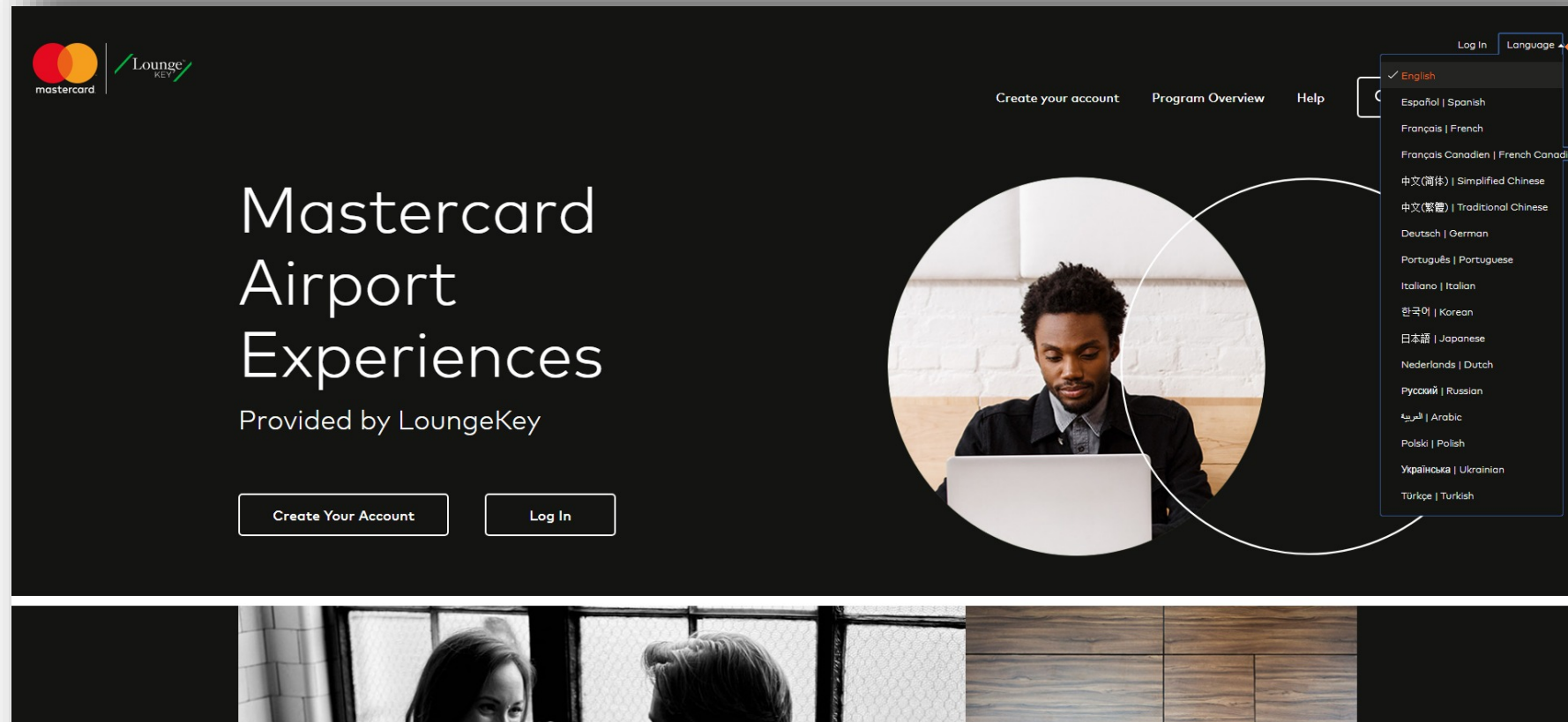
More than 850 lounges await



Locate dining, shopping, and spa offers

Home – Pre Registration

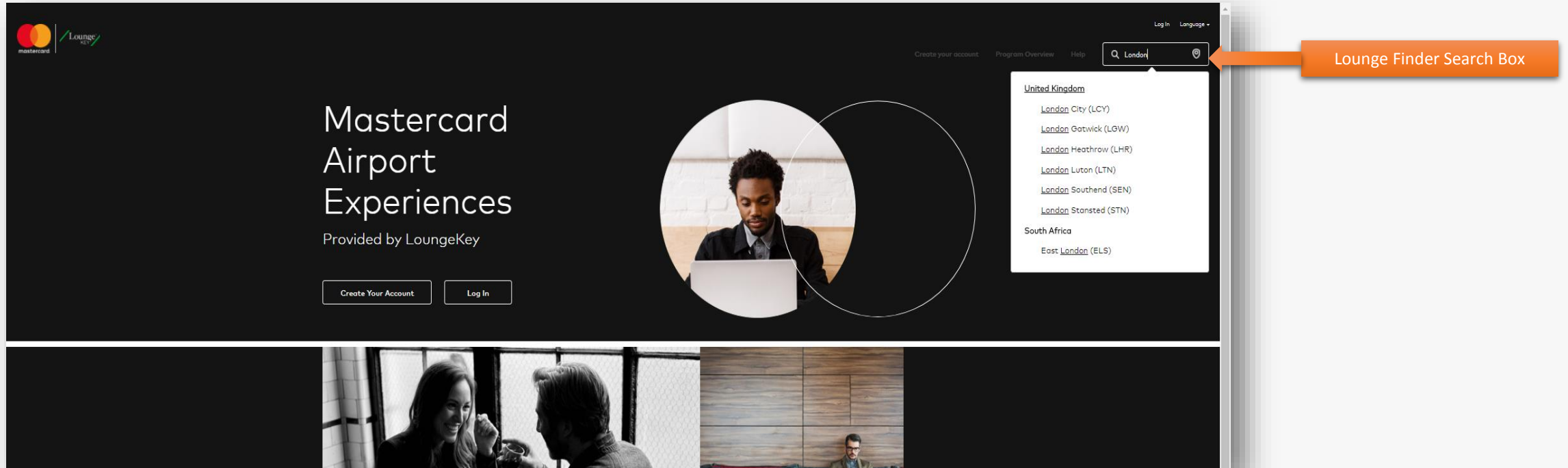
The customer can perform functions of Lounge finding without having to register on the website.



Language drop-down with 17 Languages (incl. English)

Home – Pre Registration

The customer can perform functions of Lounge finding without having to register on the website.



The screenshot displays the Mastercard Airport Experiences website. The header features the Mastercard logo and the LoungeKey logo. A search bar in the top right corner is labeled "Lounge Finder Search Box" and contains the text "London". A dropdown menu is open, showing a list of airports under the heading "United Kingdom". The airports listed are London City (LCY), London Gatwick (LGW), London Heathrow (LHR), London Luton (LTN), London Southend (SEN), and London Stansted (STN). Below this, under the heading "South Africa", is the option East London (ELS). The main content area features the text "Mastercard Airport Experiences" and "Provided by LoungeKey", along with buttons for "Create Your Account" and "Log In". A circular image of a man working on a laptop is also visible. The bottom of the page shows a collage of three images: a couple smiling, a man sitting at a desk, and a man sitting on a bench.

Mastercard Airport Experiences
Provided by LoungeKey

Create Your Account Log In

United Kingdom

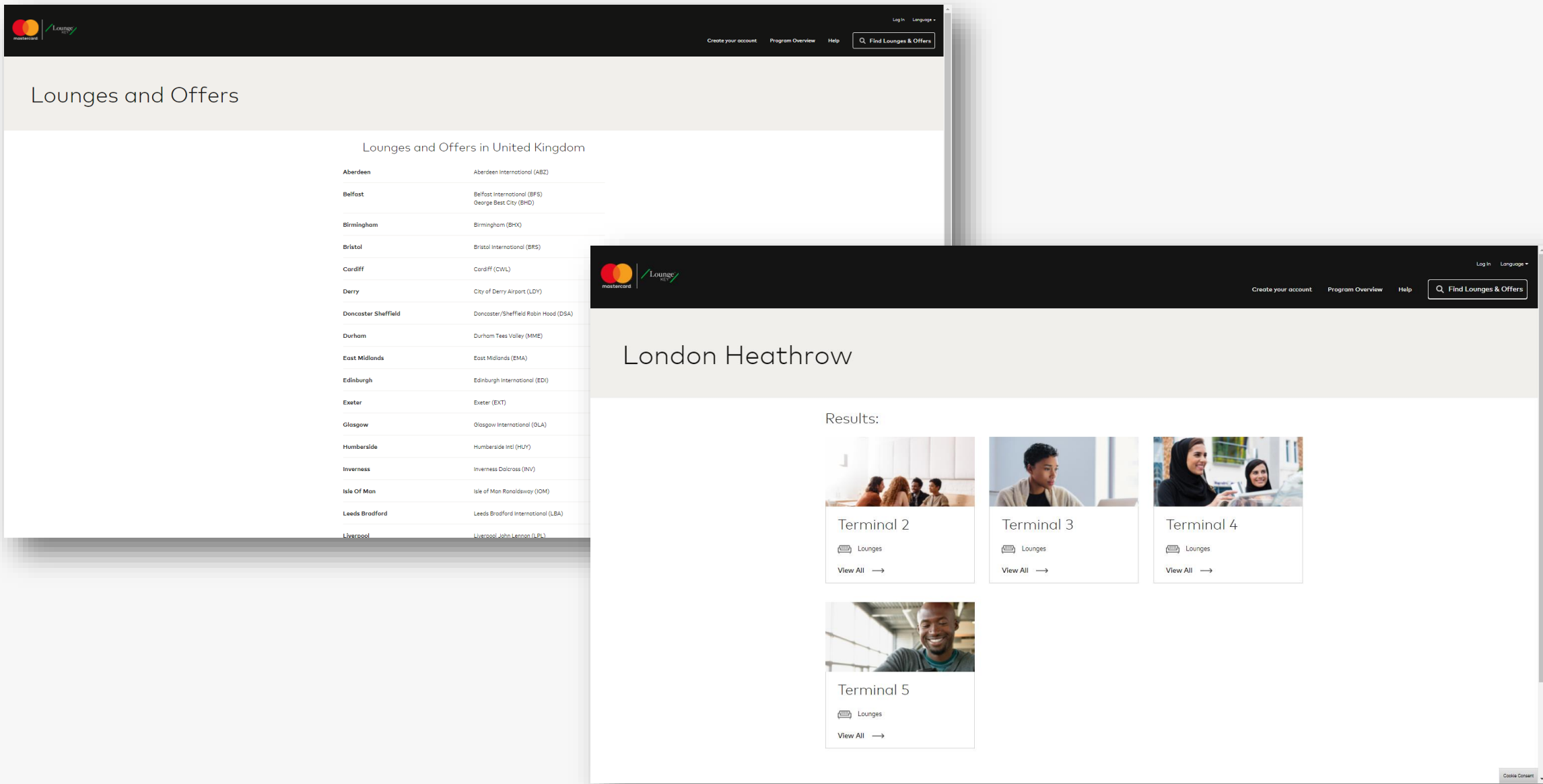
- [London City \(LCY\)](#)
- [London Gatwick \(LGW\)](#)
- [London Heathrow \(LHR\)](#)
- [London Luton \(LTN\)](#)
- [London Southend \(SEN\)](#)
- [London Stansted \(STN\)](#)

South Africa

- [East London \(ELS\)](#)

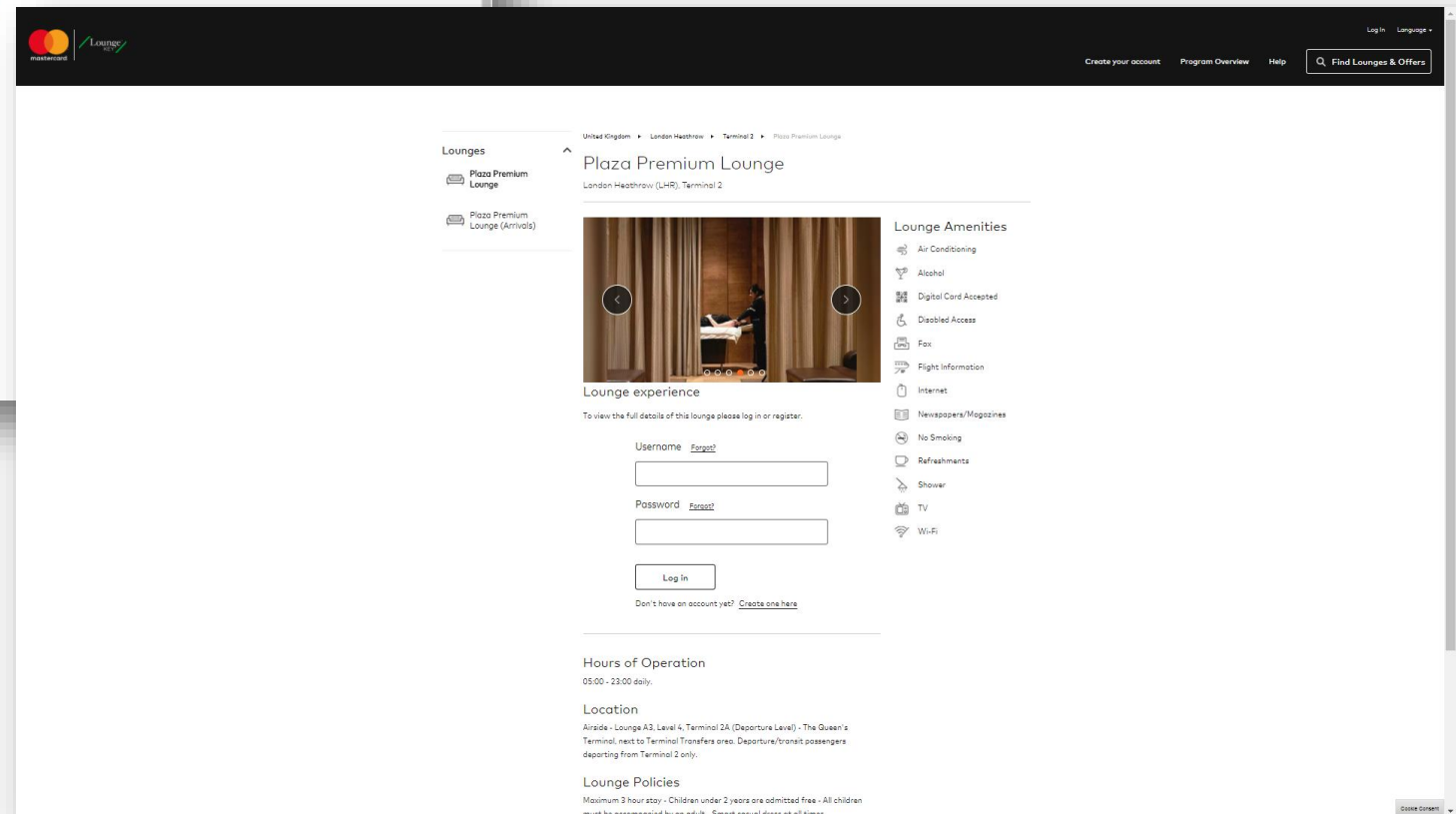
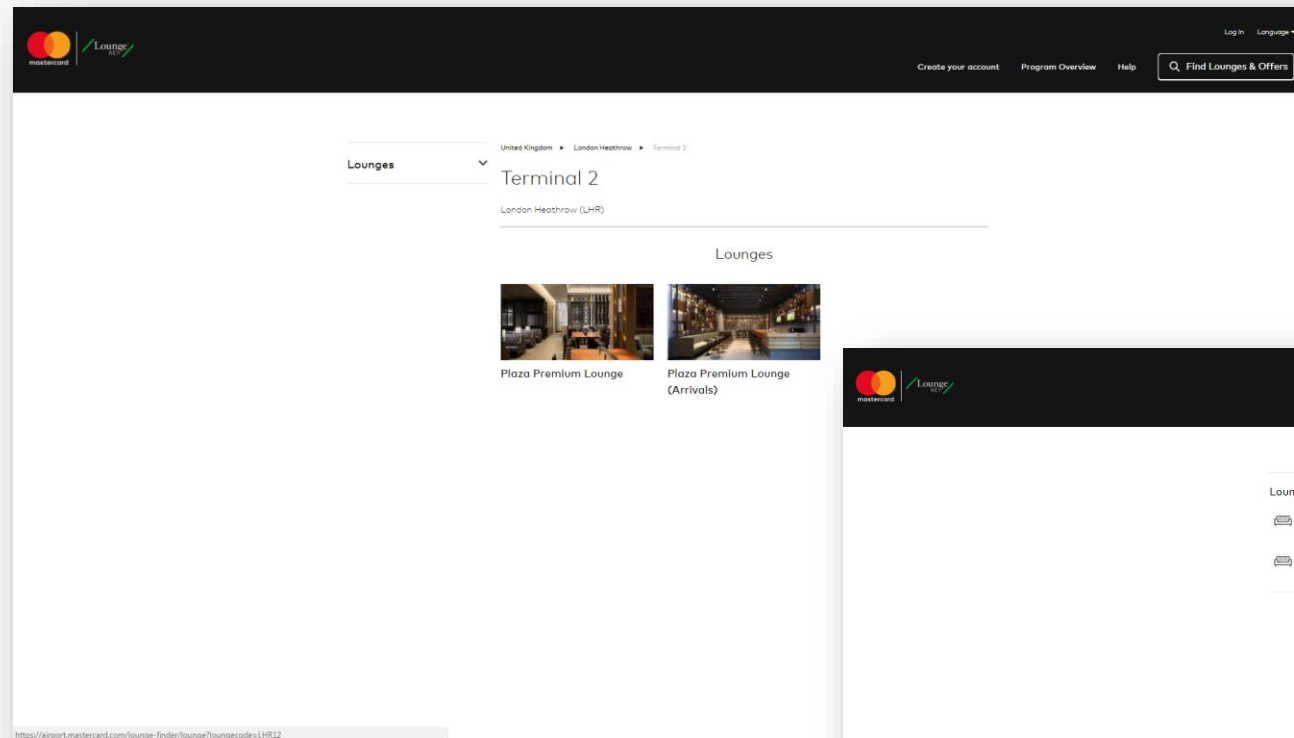
Lounge & Offer Finder

The customer can perform functions of Lounge / Offer finding without having to register on the website.



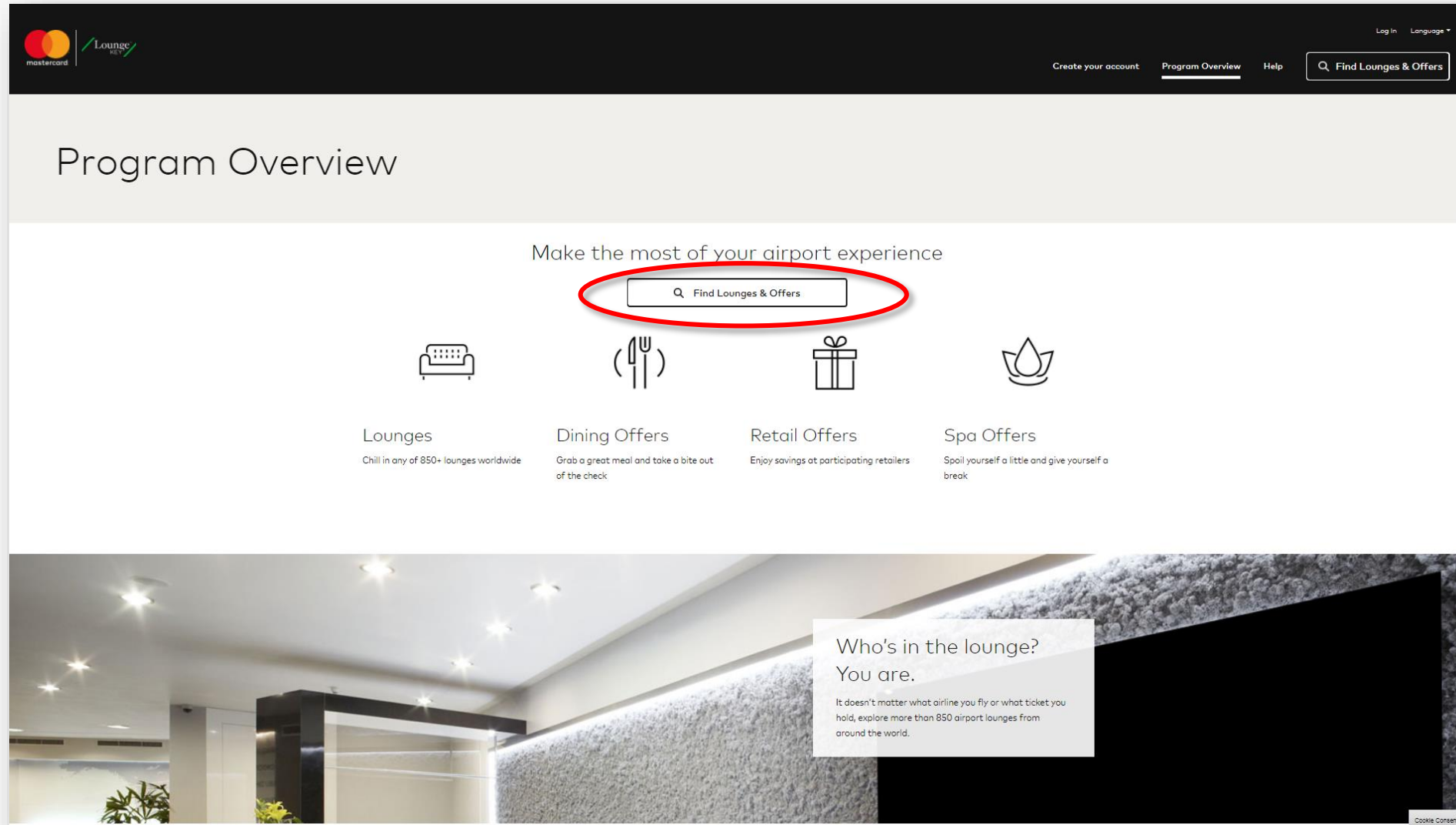
Lounge & Offer Finder

The customer can perform functions of Lounge / Offer finding without having to register on the website.





Program Overview Page

The customer can perform functions of Lounge / Offer finding without having to register on the website.



Account Registration




Log InLanguage

Create your accountProgram OverviewHelpFind Lounges & Offers

Create your account

1 Enter your card information

Card details * mandatory fields

 **Important Information:**
To verify your eligibility, after registration you may see a temporary charge of **\$1.00 (USD)** in your payment card transaction history. This is solely a "pending" transaction and your card will NOT be charged. After your eligibility is verified, the pending amount will be removed (usually within 10 business days).



By providing your payment card information you consent to the use of such information by LoungeKey and your issuing bank for verification purposes and in connection with the services in accordance with our [Terms of Use](#), [Conditions of Use](#) and [Privacy Policy](#).

Your 16-digit Mastercard number *

required

BMO MASTERCARD CARDHOLDERS: Your Mastercard Airport Experiences benefit will be available for registration beginning August 8, 2018. Please note you will be unable to register until that time.

Captcha *

YWAJ54 


For security purposes, retype the characters from the picture above.

Verify

PAN Authentication & Pre-authorization

Create your account

1 Enter your card information

Card details * mandatory fields



By providing your payment card information you consent to the use of such information by LoungeKey and your issuing bank for verification purposes and in connection with the services in accordance with our [Terms of Use](#), [Conditions of Use](#) and [Privacy Notice](#). Please note that for card verification purposes, you may see a temporary charge in your transaction history. This charge will appear as "pending" and will be removed after we have verified your card.

Your 16-digit Mastercard number *

5555555555666859

Expiry Date *

9

2020

Verify

2 Enter personal information

Enter Personal Information

Create your account

1 Enter your card information

2 Enter personal information

This form is securely encrypted and is only used to setup your account.

Personal Details. * mandatory fields

Title *

First Name *

Last Name *

Primary phone number *



This is a mobile number

Please include your country code

Secondary phone number



This is a mobile number

Please include your country code

Country of residence *

Enter Personal Information - Continued

Account Details. * mandatory fields

Username *

achan1012

(you cannot change your username)

Password *

●●●●●●●●●●

Confirm Password *

●●●●●●●●●●

Email address *

angela.chan@collinsongroup.com

Confirm Email address *

angela.chan@collinsongroup.com

Security question *

What is your mother's maiden name? ▼

Answer *

collinson

Preferences. * mandatory fields

Default language *

English ▼

Please select the language you would like to receive any email communications from us in



By checking this box, I acknowledge and agree to the disclosure of my email address and name to Mastercard to receive email marketing communications about Mastercard products and services that may be of interest to me, in accordance with the [Privacy Notice](#).



By checking this box, I acknowledge that I have read and agree to the [Terms of Use](#), [Conditions of Use](#), [Privacy Notice](#) and [Cookie Notice](#). *

Save & Continue

3 Confirmation

[Contact Us](#)

[Privacy Policy](#)

[Conditions of Use](#)

[Terms of use](#)

[Cookie Policy](#)

[Mastercard](#)

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Successful Registration



Welcome collinson collinson (Mastercard number ending 6859) Logout My Favorites Language ▾

[My Account](#) [Program Overview](#) [Help](#)

[Find Lounges & Offers](#)

Create your account

1 Enter your card information

2 Enter personal information

3 Confirmation



Congratulations, you have successfully completed the registration process. You will now have access to Mastercard Airport Experiences.

[Go to my account](#)




On the go? Download the app to locate lounges and offers.

View airport lounges, offers and visit history.



[Cookie Consent](#)

Customer Log In / Log Out



Lounge
REWARDS

[Create your account](#)[Program Overview](#)[Help](#)


Log In

Username [Forgot?](#)

Password [Forgot?](#)

Log In


Don't have an account? [Register here](#)



Lounge
REWARDS

[Create your account](#)[Program Overview](#)

Logged Out

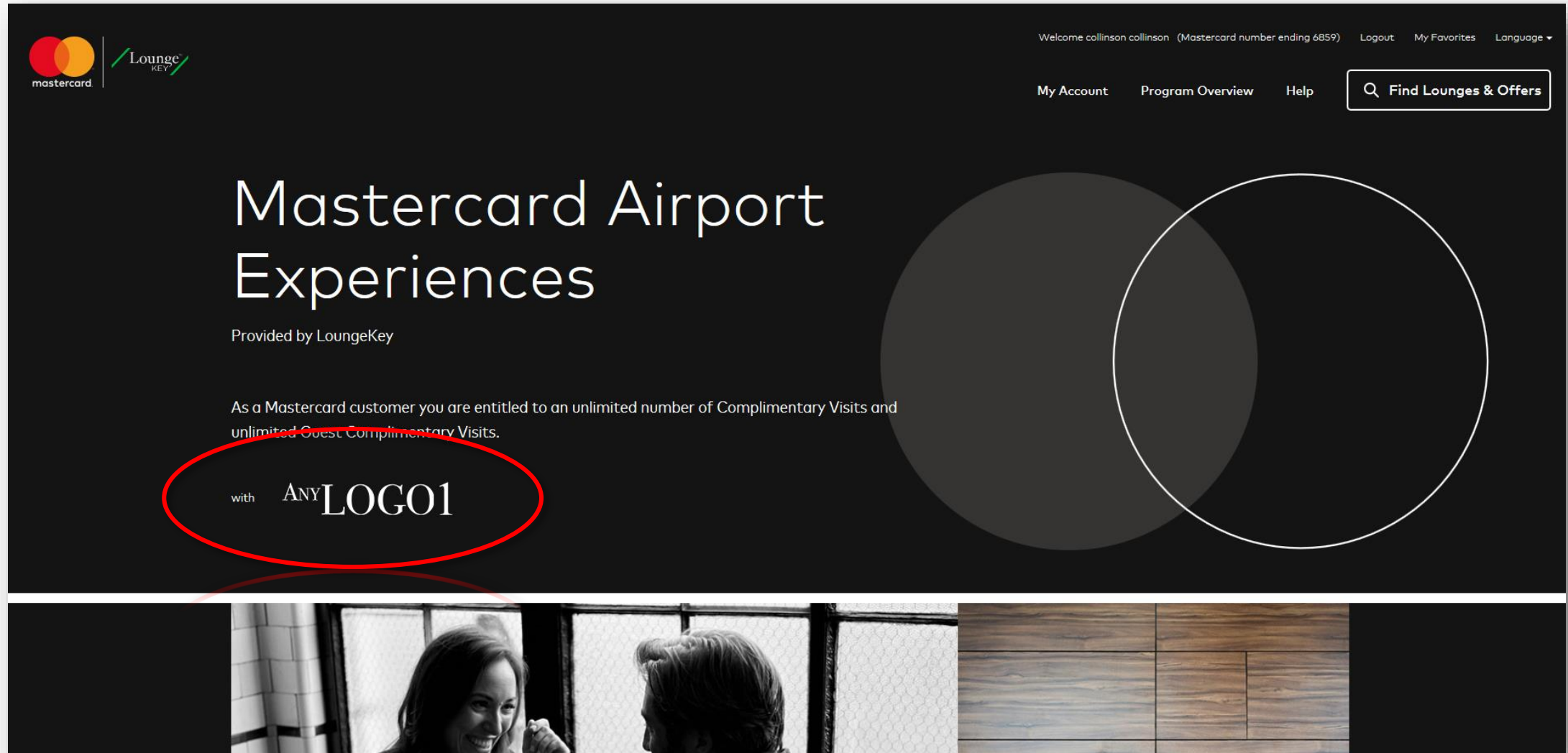


You have been logged out of this site.

Log In

[Back to homepage](#)

Issuer Logo placement (upon customer log in)



Customer Information – My Account

Welcome collinson collinson (Mastercard number ending 6859)[Logout](#)[My Favorites](#)[Language](#)

[My Account](#)[Program Overview](#)[Help](#)

Find Lounges & Offers

MY INFORMATION

COMPLIMENTARY VISITS


PROFILE


HISTORY

ACTIVE OFFER CODES

MY FAVORITES

Lounge Access



Provided by


To access an airport lounge, please present this QR code or simply present your eligible Mastercard branded card to the lounge attendant.

Name on card

collinson collinson

Lounge Access Number

14014717014182

Card on File

*****6859

Card Expiration Date


30/09/2020

Date Card Added

05/07/2017


Welcome to lounge life.

Calm. Connected.
An escape from the hassle and hustle.
You could get used to this.
And with your Mastercard, you will.




Lounges

Chill in any of 850+ lounges worldwide




Dining Offers

Grab a great meal and take a bite out



Retail Offers

Enjoy savings at participating retailers

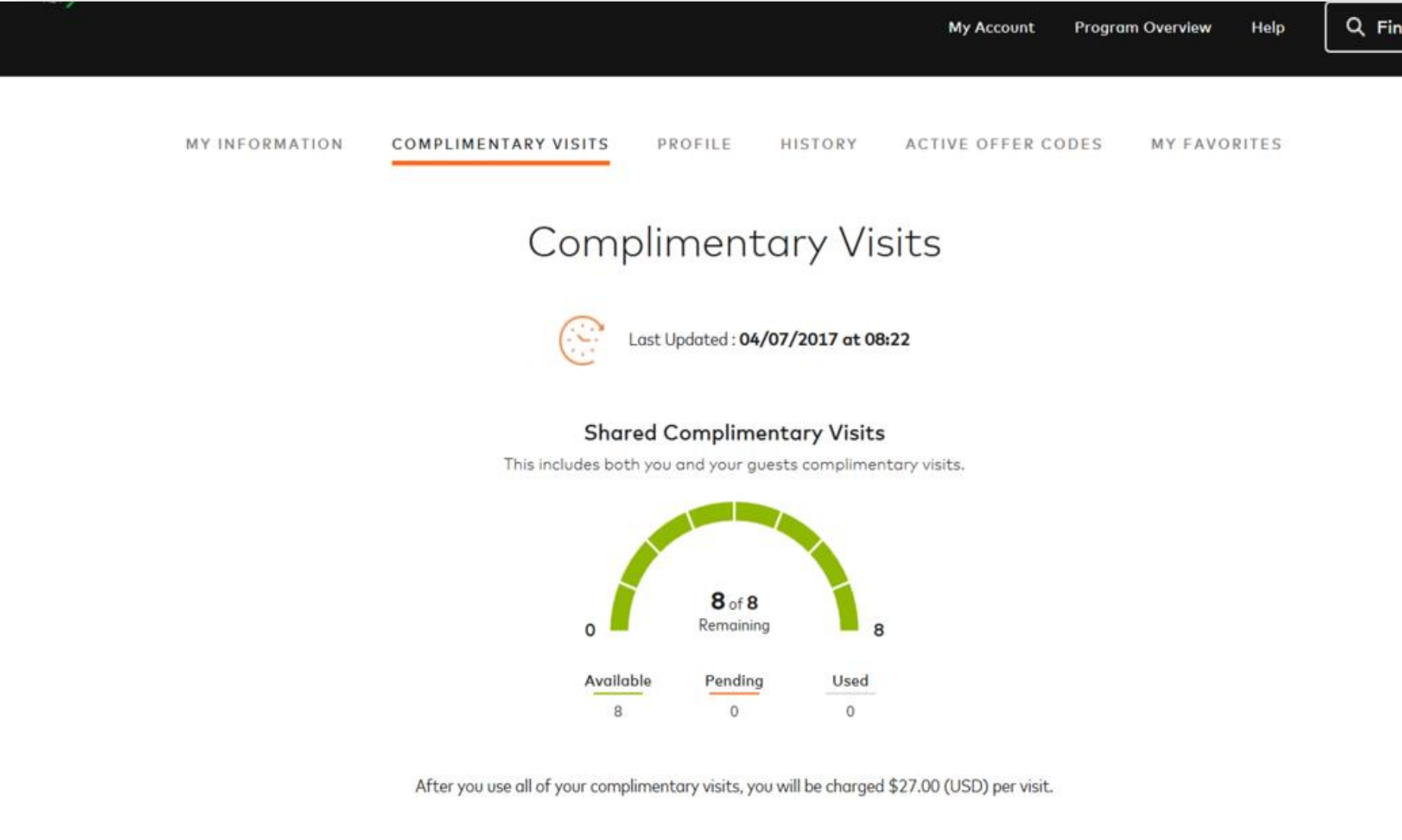


Spa Offers

Spoil yourself a little and give yourself a

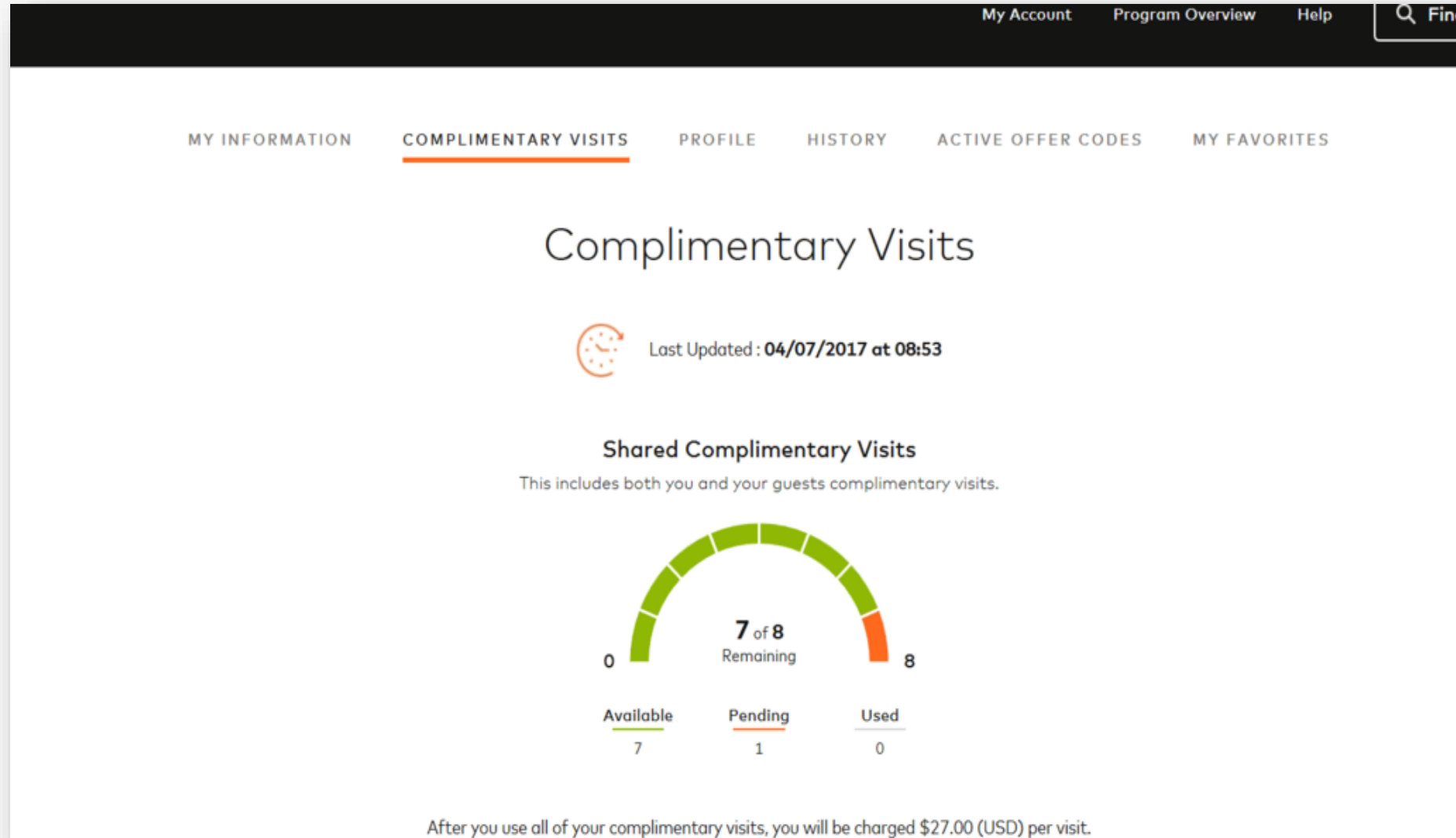
Cookie Consent

Visit Summary - for Complimentary Visits only



Visit Summary - for Complimentary Visits only

- Visit becomes "pending" at the time of visit
- Visit becomes "used" in 3-5 days after the visit



Customer Profile Update

MY INFORMATION COMPLIMENTARY VISITS **PROFILE** HISTORY ACTIVE OFFER CODES MY FAVORITES

Profile

Personal details description field - add extra information per section.

Personal Details * mandatory fields

Cancel

Save

Title *

Ms



First Name *

collinson

Last Name *

collinson

Primary phone number *

+85290966866



This is a mobile number

Please include your country code, e.g. UK is +44

Secondary phone number

Please include your country code, e.g. UK is +44

Country of residence *

Hong Kong SAR



Update Card on File

-Card details on website has to be Updated if:

- Card is replaced with a different card number due to Lost/Stolen
- When card is renewed with same card number upon card expiry

Account details

Username

achan1012

Password

xxxxxxxxxx [Edit](#)

Email address

angela.chan@collinsongroup.com [Edit](#)

Security question

What is your mother's maiden name? [Edit](#)

Card on File * mandatory fields

Cancel

Save

Name On Card *

collinson collinson

Card Number *

CVC Number *

Card Expiry *

Month ▼

Year ▼

Preferences

Edit

Card number Validation

Card is checked for validity and error message displayed if Invalid

There was an error, please try again

Card on File * mandatory fields

Cancel

Save

Name On Card *

collinson collinson

Card Number *

555555555566856

CVC Number *

770

Card Expiry *

9

2020

Preferences * mandatory fields

Cancel

Save

Default language *

English

Please select the language you would like to receive any email communications from us in

☐

By checking this box, I acknowledge and agree to the disclosure of my email address and name to Mastercard to receive email marketing communications about Mastercard products and

Account Details Update

User Name is not editable.

Account details * mandatory fields

Username achan1012

Password xxxxxxxxxxxx

Enter current password *

Enter a new password *

Password must be a minimum of 8 characters and contain both letters and numbers

Re-enter password *

Cancel

Save

Email address angela.chan@collinsongroup.com [Edit](#)

Security question What is your mother's maiden name? [Edit](#)

Account Details Update – Error Message

Password must meet the password criteria, otherwise error message is displayed

Account details * mandatory fields

Username achan1012

Password xxxxxxxxxxxx

Enter current password *

Enter a new password *



Password must be a minimum of 8 characters
and contain both letters and numbers

Password must be a minimum of 8 characters and contain
both letters and numbers

Re-enter password *



Cancel

Save

Email address angela.chan@collinsongroup.com [Edit](#)

Visits History

No visits found till customer has made visits.



Welcome collinson collinson (Mastercard number ending 6859) [Logout](#) [My Favorites](#) [Language](#) ▼

[My Account](#) [Program Overview](#) [Help](#)

MY INFORMATION

COMPLIMENTARY VISITS

PROFILE

HISTORY

ACTIVE OFFER CODES

MY FAVORITES

History

Please note, due to varying lounge processing times, there may be a delay in updating your lounge visit history.
Lounge visits are only displayed for the previous 18 months.
No visits found.










Visit History - Sample Visit History

**For reference only. Shows the information displayed after customer makes visits.

- Visits take 3-5 days to reflect here posts the actual transaction.
- Visits are displayed only for the last 18 months.

History


Please note, due to varying lounge processing times, there may be a delay in updating your lounge visit history.
Lounge visits are only displayed for the previous 18 months.


| Redemption Date | Facility Code | Total Customer & Guest Visits | Number of Guests | Inclusive Visits Used | Visits Paid for by You | Total Cost | Reference Number | Date Processed | More Details |
|-----------------|--|-------------------------------|------------------|-----------------------|------------------------|------------|-----------------------|----------------|---|
| 13/04/2017 |  <u>TESTL</u> | 2 | 1 | 1 | 1 | USD 27.00 | <u>testl170413...</u> | 17/04/2017 |  |
| 13/04/2017 |  <u>TESTL</u> | 1 | 0 | 1 | 0 | 0.00 | <u>testl170413...</u> | 17/04/2017 | |
| 13/04/2017 |  <u>TESTL</u> | 4 | 3 | 1 | 3 | USD 81.00 | <u>testl170413...</u> | 17/04/2017 |  |
| 13/04/2017 |  <u>TESTL</u> | 3 | 2 | 1 | 2 | USD 54.00 | <u>testl170413...</u> | 17/04/2017 |  |
| 13/04/2017 |  <u>621</u> | 1 | 0 | 0 | 1 | USD 27.00 | <u>8RWJNJSV...</u> | 20/04/2017 |  |

[Download Lounge Visit Receipt](#)

Adding to Favorites

Lounges


 Grain Store Cafe & Bar


 No1 Lounge, Gatwick

United Kingdom ▶ London Gatwick ▶ South Terminal ▶ Grain Store Cafe & Bar


Grain Store Cafe & Bar


London Gatwick (LGW), South Terminal


 Add to Favorites



Lounge Amenities

 Air Conditioning

 Alcohol

 Digital Card Accepted

Lounge Visits


Unlimited Complimentary Visits for you and your guests


Lounge Access

United Kingdom ▶ London Gatwick ▶ South Terminal ▶ Grain Store Cafe & Bar


Grain Store Cafe & Bar


London Gatwick (LGW), South Terminal


 Remove Favorite





Lounge Amenities


 Air Conditioning


 Alcohol


 Digital Card Accepted

 Flight Information

 Internet

 No Smoking

 Refreshments


 Wi-Fi

Lounge Visits

Unlimited Complimentary Visits for you and your guests

Lounge Access

'My Favorites' Tab



Lounge
KEY

Welcome collinson collinson (Mastercard number ending 6859)

Logout

My Favorites

Language

My Account

Program Overview

Help

Find Lounges & Offers

MY INFORMATION

COMPLIMENTARY VISITS

PROFILE

HISTORY

ACTIVE OFFER CODES

MY FAVORITES




My Favorites

Show

All


Sort by

Most Recent

| Name | Facility Code | Type | Status | Location | Remove |
|--|--|--------|-----------|----------------------------------|--------|
| Pizza Express |  33 | Offer | Available | HKG Terminal 1, West Hall | × |
| Kate Spade |  18 | Offer | Available | HKG Terminal 1, West Hall | × |
| Grain Store Cafe & Bar |  LGW13D | Lounge | Available | London Gatwick South Terminal | × |

Cookie Consent

Benefits Beyond Lounges



Lounge
KEY

Welcome collinson collinson (Mastercard number ending 6859)[Logout](#)[My Favorites](#)[Language](#)

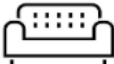
[My Account](#)[Program Overview](#)[Help](#)

Find Lounges & Offers

Program Overview


Make the most of your airport experience

Find Lounges & Offers




Lounges

Chill in any of 850+ lounges worldwide




Dining Offers

Grab a great meal and take a bite out of the check



Retail Offers

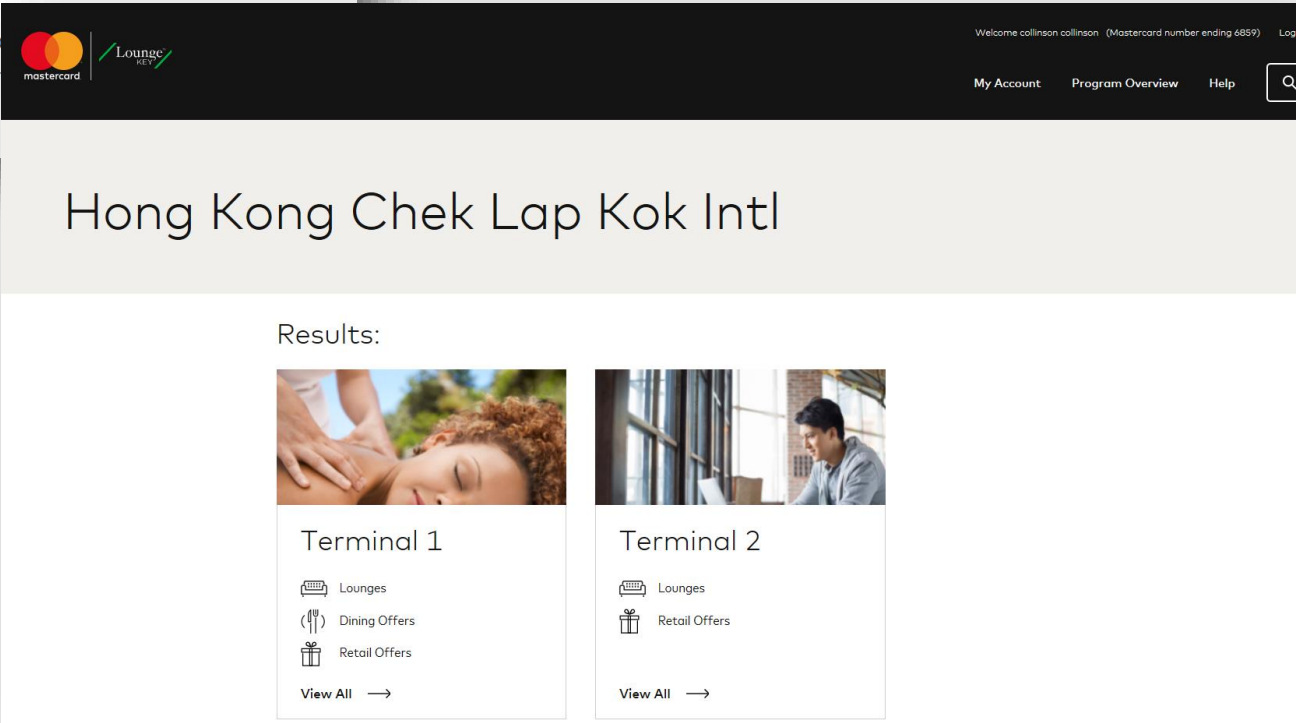
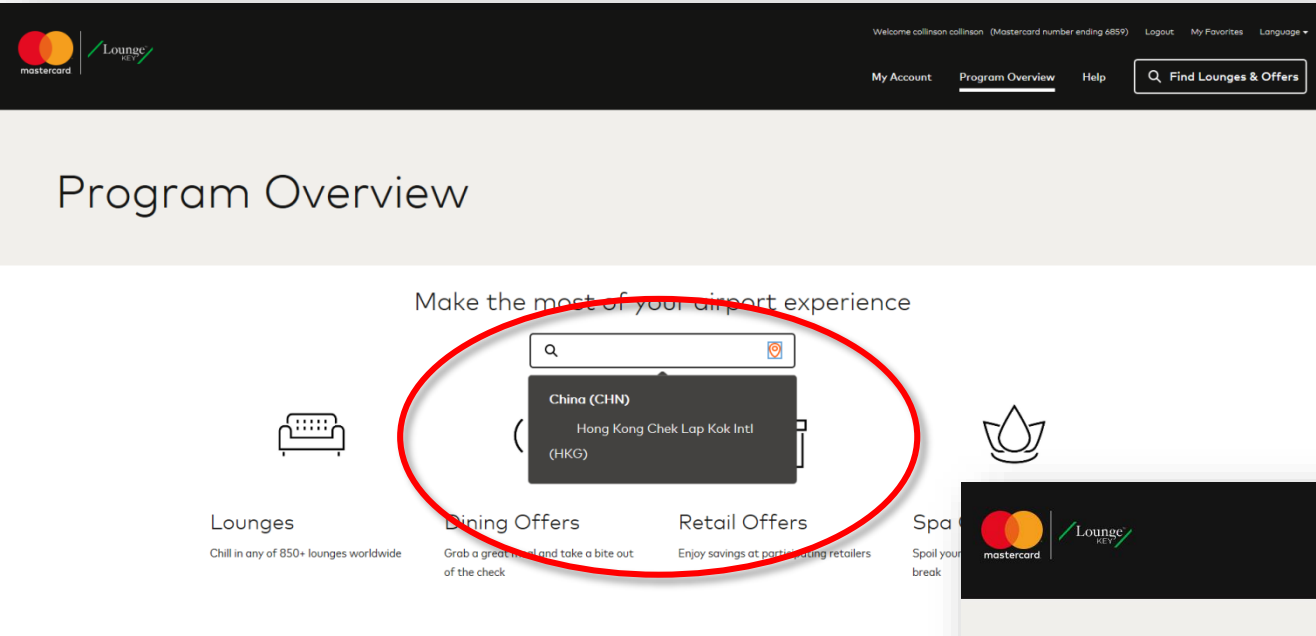
Enjoy savings at participating retailers



Spa Offers

Spoil yourself a little and give yourself a break

Search for Offers under Program Overview



Offers are displayed by Lounges, Dining, Retail..


China ▶ Hong Kong Chek Lap Kok Intl ▶ Terminal 1

Lounges ▼ Terminal 1


Dining Offers ▼ Hong Kong Chek Lap Kok Intl (HKG)

Retail Offers ▼ Filters: ☒ Show all ☐ Lounges ☐ Dining Offers ☐ Retail Offers

Lounges




Plaza Premium Lounge




Plaza Premium Lounge


Dining Offers




agnès b. Cafe L.P.G.
Special sandwich menu




agnès b. Cafe L.P.G.
Special quiche menu




Ho Hung Kee
10% off




Le Grand Pokka Café
Special menu




Le Grand Pokka Café
10% off



Misocool
Special menu

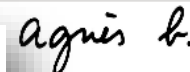


Misocool
10% off




PizzaExpress
Special menu


Retail Offers




agnès b.
5% off




Calvin Klein
\$250 (HKD) off (conditions apply)



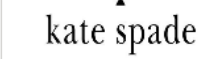
Calvin Klein
5% off




Gift & Take by NOBLETIME
5% off




Gift & Take by NOBLETIME
15% off




Kate Spade
5% off




Kate Spade
\$50 (HKD) off (conditions apply)




Nobletime AV & Telecom
10% off




Nobletime AV & Telecom
10% off




Nobletime AV & Telecom
5% off




Nobletime AV & Telecom
10% off




PANDORA
\$250 (HKD) off (conditions apply)




PANDORA
5% off




PANDORA
\$250 (HKD) off (conditions apply)




PANDORA
5% off




Paul & Shark
\$250 (HKD) off (conditions apply)




Paul & Shark
5% off




TOYS & GAMES
15% off



TOYS & GAMES
15% off

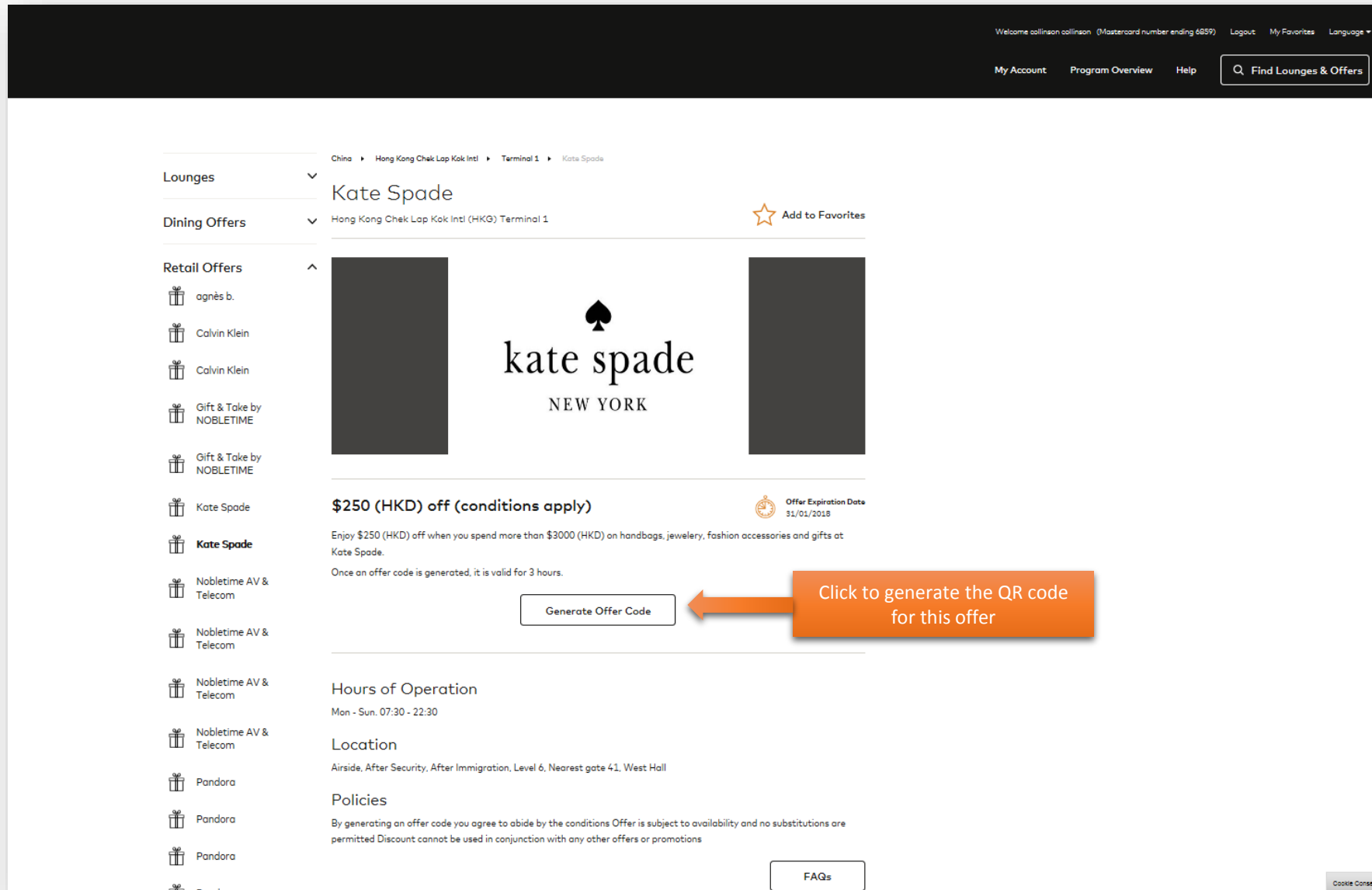


TOYS & GAMES
15% off



TOYS & GAMES
15% off

Discount Offer (eg: retail, katespade)





Discount Offer - QR Code Generation


Lounges


Dining Offers


Retail Offers


 agnès b.


 Calvin Klein


 Calvin Klein


 Gift & Take by NOBLETIME


 Gift & Take by NOBLETIME


 Kate Spade


 **Kate Spade**


 Nobletime AV & Telecom


 Nobletime AV & Telecom

 Nobletime AV & Telecom

 Nobletime AV & Telecom


 Pandora


 Pandora

 Pandora


China > Hong Kong Chek Lap Kok Intl > Terminal 1 > Kate Spade

Kate Spade

 Add to Favorites




Present this offer code at **Kate Spade** and use your Mastercard to make the payment.



84YQDNLVM77JB8J

Offer expires in 2 hours 59 minutes

Provided by



[View in Active Offer Codes](#)

Click here to put code into 'Active Offer Codes'

Hours of Operation



Mon - Sun. 07:30 - 22:30

Location

Airside, After Security, After Immigration, Level 6, Nearest gate 41, West Hall


Active Offer Codes

Put an offer code into 'Active Offer Codes' for easy tracking



Welcome collinson collinson (Mastercard number ending 6859)[Logout](#)[My Favorites](#)





[My Account](#)[Program Overview](#)[Help](#)

 [Find Lounges](#)

[MY INFORMATION](#)[COMPLIMENTARY VISITS](#)[PROFILE](#)[HISTORY](#)[ACTIVE OFFER CODES](#)[MY FAVORITES](#)

Active Offer Codes

Check out some of these offers exclusive to you as a Mastercard cardholder.

| Offer Code | Merchant | Facility Code | Location | People | Valid Until | Status | More Details |
|--|------------|--|------------|--------|---------------------------------|-----------|---|
| 84YQDNLM77JB8J | Kate Spade |  46 | <u>HKG</u> | 1 | DATE: 05/07/2017 TIME: 19:46 | Available |  |
| <div><div><p>Present this offer code at Kate Spade and use your Mastercard to make the payment.</p><ul style="list-style-type: none">• Offer: \$250 (HKD) off (conditions apply)• Please note this is not a reservation.• You will not be charged until this offer code is presented and/or scanned.<p>Offer expires in 2 hours 59 minutes</p><div> Provided by</div><div>Active Offer Code Details</div></div></div> | | | | | | | |

Define Value Offer

Lounges

Dining Offers

Retail Offers

China

Hong Kong Chek Lap Kok Intl


Terminal 1

PizzaExpress

PizzaExpress

Hong Kong Chek Lap Kok Intl (HKG) Terminal 1

Add to Favorites



Special menu

Offer Expiration Date
30/03/2018

Choose one option from each course:

Appetizer

- Baked Dough Balls
- Pumpkin & Mint Dip
- Baked Mushrooms
- Carpaccio di Salmone Affumicato

Main

- Pizza Margherita
- Pizza Giardiniera
- Pizza La Reine
- Pizza American Hot
- Pasta Spaghetti Carbonara
- Pasta Rigatoni ai Funghi.

Plus one drink from:

- A Glass of House White
- A Glass of House Red
- Soft Drinks (Coca-Cola, Coke Zero, Dry Ginger)

This offer is charged at \$0.00 (NA) per person.

Once an offer code is generated, it is valid for 3 hours.

Generate Offer Code

Click to generate the QR code for this offer

Define Value Offer - Select no. of people

Retail Offers

Special menu

Choose one option from each course:

Appetizer

- Baked Dough Balls
- Pumpkin & Mint Dip
- Baked Mushrooms
- Carpaccio di Salmone Affumicato

Main

- Pizza Margherita
- Pizza Giardiniera
- Pizza La Reine
- Pizza American Hot
- Pasta Spaghetti Carbonara
- Pasta Rigatoni ai Funghi

Plus one drink from:

- A Glass of House White
- A Glass of House Red
- Soft Drinks (Coke, Cola, Coke Zero, Dry Ginger)

This offer is charged at \$0.00 (NA) per person.

Once an offer code is generated, it is valid for 3 hours.



Offer Expiration Date

30/03/2025

Select how many people are using this offer.

Add additional people (Maximum 10)

-



+

You + 1 Guest

Cancel

Generate Offer Code

How to Generate

The "0" value here is illustrative only. The offers will be charged to the cardholder at US\$27 per person.

Define Value Offer - Redeem QR codes at merchants

Dining Offers

- agnès b. Cafe L.P.G.
- agnès b. Cafe L.P.G.
- Ho Hung Koo
- Le Grand Palais Café
- Le Grand Palais Café
- Misocool
- Misocool
- PizzaExpress**

Retail Offers


- Please note this is not a reservation.
- You will not be charged until this offer code is presented and scanned.

Terms and reminders to cardholder


PizzaExpress

Hong Kong Chek Lap Kok Intl (HKG) Terminal 1

Add to Favorites



Present this offer code at PizzaExpress when you arrive, and at time of payment to redeem. Your Mastercard linked to this account will be charged 0.00 NA per person. All extra costs need to be paid separately.



8HHRTZVM77VMBW

Offer expires in 2 hours 58 minutes

You = 1 Guest

Provided by Lounge

[View in Active Offer Codes](#)

Hours of Operation

Mon - Sun, 08:00 - 09:30

Location

Departures East Hall, Airside, After Security, After Immigration, Level 7


Policies

By generating an offer code you agree to abide by the conditions Offer is subject to availability and no substitutions are permitted Offer codes cannot be used in conjunction with any other offers or promotional discounts

[FAQs](#)

The "0" value here is illustrative only. The offers will be charged to the cardholder at US\$27 per person.

Help page



Lounge
KEY

Log In Language ▾

Create your account Program Overview Help

Find Lounges & Offers

Help



FAQs

Do you have a question about the program or your benefits? Click here to see answers to the most frequently asked questions.

FAQs



Contact us

Our customer service team consists of multi-language advisors who can assist you with any questions (24 hours a day/365 days a year).

Contact Us



Download the app

Access lounges and offers with the Mastercard Airport Experiences provided by LoungeKey app. As a Mastercard cardholder you can view available airport lounges, offers, and visit history. The app also provides digital access to many of our 850+ lounges.

Learn more

Cookie Consent

FAQs, Contact Us & App Information

FAQs

2 results

Lounge

Can I access a lounge without registering an online account?

Yes. You can access lounges in the program by simply presenting your eligible Mastercard payment card to the lounge staff. Your card will be swiped and you will be required to sign in to confirm you have accessed the lounge.

The lounge is not able to read my digital lounge access code - why?

First, the brightness of your device screen may not be high enough. Please use your phone settings to brighten the screen and rescan your digital lounge access code. If the lounge reader still can't read the lounge access code, the staff will enter your lounge access number manually. Second, pass your eligible Mastercard to the lounge staff to swipe through their card reader. If the lounge are still unable to confirm

Contact Us

Please contact LoungeKey for assistance with the Mastercard Airport Experiences program.


Our customer service team consists of multi-language advisors who can assist you with any questions (24 hours a day/365 days a year).

For email, please contact us at loungekey.support@airport.mastercard.com

Have you tried our FAQ section? →

| | | |
|--|---|---|
| Brazil +55 11 4349 6157 Support given in: English 24 hours / 7 days Spanish and Portuguese | Americas +1 214 617 9011 Support given in: English 24 hours / 7 days Spanish and Portuguese | Europe, Middle East and Africa +44 (0) 208 633 7596 Support given in: English 24 hours / 7 days |
|--|---|---|

Mastercard Airport Experiences provided by LoungeKey app



On the go? Download the app to locate lounges and offers.

View airport lounges, offers and visit history.

Download on the App Store

GET IT ON Google play

Mastercard Airport Experiences App

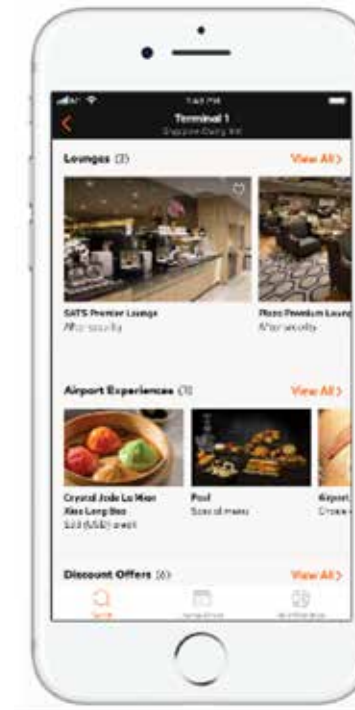
How to register your card for Mastercard Airport Experiences from the App



Download "Mastercard Airport Experiences" app on Apple Store or Google Play Store



Click "Create your account" to start



Once account has successfully been created, login to explore features such as find lounge and offers, generate lounge and offer QR codes, view visit history and more



Account Registration

- Account creation can be done via the App or on Mastercard Airport Experiences website at airport.mastercard.com
- If CH does not have an account/user name, start the journey by clicking on "Register Now" and entering the details requested for authentication and authorization for Card on File function

7:34 PM

mastercard Lounge KEY

Username

Password

LOG IN

[Forgot your login details?](#)

Don't have an account? **Register Now**

16:23

Create your Account Close

1 Enter your card information

Card details * mandatory fields

Important Information:
To verify your eligibility, after registration you may see a temporary charge of **\$1.00 (USD)** in your payment card transaction history. This is solely a "pending" transaction and your card will NOT be charged. After your eligibility is verified, the pending amount will be removed (usually within 10 business days).

By providing your payment card information you consent to the use of such information by LoungeKey and your issuing bank for verification purposes and in connection with the services in accordance with our [Terms of Use, Conditions of Use and Privacy Policy](#).

Your 16-digit Mastercard number *

required

BMO MASTERCARD CARDHOLDERS: Your Mastercard Airport Experiences benefit will be available for registration beginning August 8, 2018. Please note you will be unable to register until that time.

9:31 PM

Create your Account Close

By providing your payment card information you consent to the use of such information by LoungeKey and your issuing bank for verification purposes and in connection with the services in accordance with our [Terms of Use, Conditions of Use and Privacy Notice](#). Please note that for card verification purposes, you may see a temporary charge in your transaction history. This charge will appear as "pending" and will be removed after we have verified your card.

Your 16-digit Mastercard number *

XXXXXXXXXXXXXXXXXXXX

Please do not include spaces

Captcha *

H3EA

H3EA

For security purposes, retype the characters from the picture above.

Verify

9:32 PM

Create your Account Close

information you consent to the use of such information by LoungeKey and your issuing bank for verification purposes and in connection with the services in accordance with our [Terms of Use, Conditions of Use and Privacy Notice](#). Please note that for card verification purposes, you may see a temporary charge in your transaction history. This charge will appear as "pending" and will be removed after we have verified your card.

Your 16-digit Mastercard number *

XXXXXXXXXXXXXXXXXXXX

CVC Number * ?

826

This is the 3-digit number found on the back of the card

Expiry Date *

12 2020

Verify

Create Your Account

- Continue to enter required information

The image displays four sequential screenshots of a mobile application interface for creating an account. The app is titled 'Create your Account' and has a 'Close' button in the top right corner. The status bar at the top shows 'Singtel' as the carrier, a Wi-Fi signal, and the time as 9:37 PM.

Screenshot 1: Enter personal information
This screen shows the initial step of account creation. It includes a header '2 Enter personal information' and a note: 'This form is securely encrypted and is only used to setup your account.' Below this, there is a section titled 'Personal Details.' with a note '* mandatory fields'. The fields include: 'Title' (dropdown menu with 'Ms' selected), 'First Name' (text input with 'Chris'), 'Last Name' (text input with 'Goh'), 'Primary phone number' (text input with '65XXXXXXX'), and 'Secondary phone number' (text input). A note 'Please include your country code' is present. There is also a checkbox labeled 'This is a mobile number'.

Screenshot 2: Account Details.
This screen shows the 'Account Details.' section with a note '* mandatory fields'. The fields include: 'Country of residence' (dropdown menu with 'Singapore' selected), 'Username' (text input with 'mcap_chrisgoh' and a note '(you cannot change your username)'), 'Password' (text input with masked characters), 'Confirm Password' (text input with masked characters), 'Security question' (dropdown menu with 'Where were you born?' selected), and 'Answer' (text input with 'Bali').

Screenshot 3: Email address
This screen shows the 'Email address' section with a note '* mandatory fields'. The fields include: 'Email address' (text input with 'test@mastercard.com'), 'Please select' (dropdown menu with 'English' selected), and a list of languages: Español | Spanish, Français | French, 中文(简体) | Simplified Chinese, 中文(繁體) | Traditional Chinese, Deutsch | German, Português | Portuguese, Italiano | Italian, 한국어 | Korean, 日本語 | Japanese, Nederlands | Dutch, Русский | Russian, and English.

Screenshot 4: Preferences.
This screen shows the 'Preferences.' section with a note '* mandatory fields'. It includes two checkboxes: 'By checking this box, I acknowledge and agree to the disclosure of my email address and name to Mastercard to receive email marketing communications about Mastercard products and services that may be of interest to me, in accordance with the Privacy Notice.' and 'By checking this box, I acknowledge that I have read and agree to the Conditions of Use, and Cookie Notice in addition to the Terms of Use and Privacy Notice.' Both checkboxes are checked. There is also a 'Default language' dropdown menu with 'Please select'.

Create Your Account - Continued

Singtel9:38 PM

Create your AccountClose

Preferences. mandatory fields

☒

By checking this box, I acknowledge and agree to the disclosure of my email address and name to Mastercard to receive email marketing communications about Mastercard products and services that may be of interest to me, in accordance with the [Privacy Notice](#).

☒

By checking this box, I acknowledge that I have read and agree to the [Conditions of Use](#), and [Cookie Notice](#) in addition to the [Terms of Use](#) and [Privacy Notice](#).

Default language *

English

Please select the language you would like to receive any email communications from us in

Save & Continue

Singtel9:38 PM

mastercard

Lounge KEY

mc

Pas

Thank you

Your account has been created. Please enter your password to log into your account.

OK

[Forgot your login details?](#)

Don't have an account? [Register Now](#)

Singtel9:39 PM

mastercard

Lounge KEY

mcap_chrisgoh

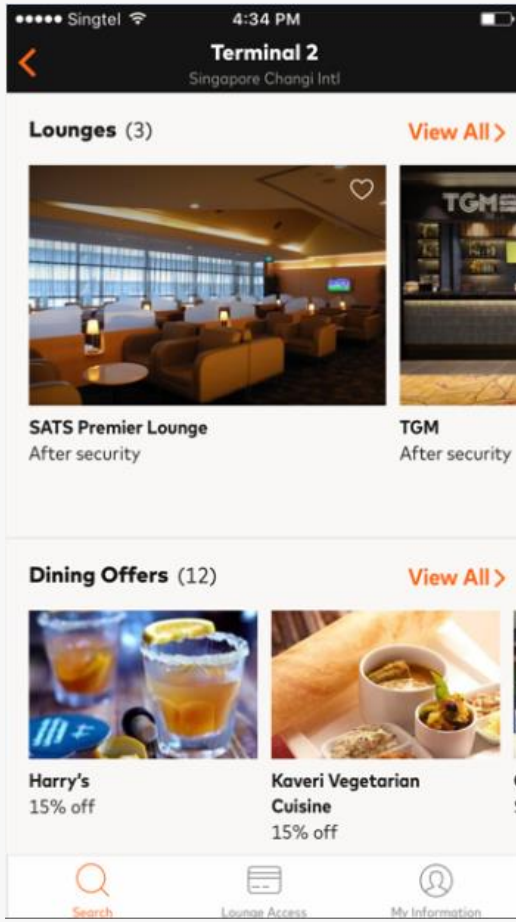
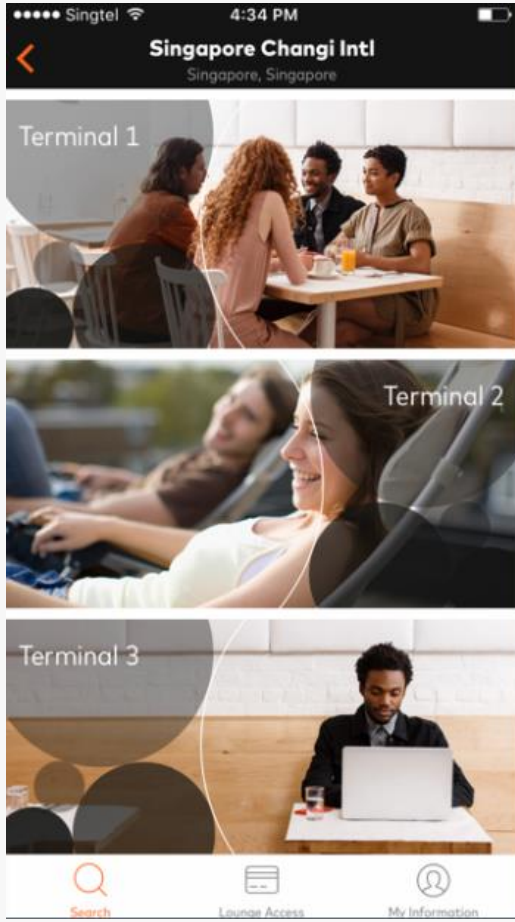
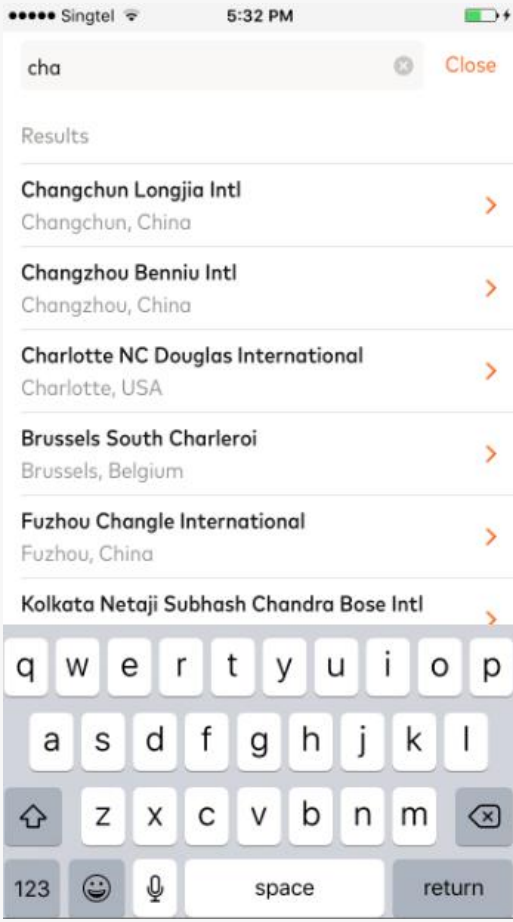
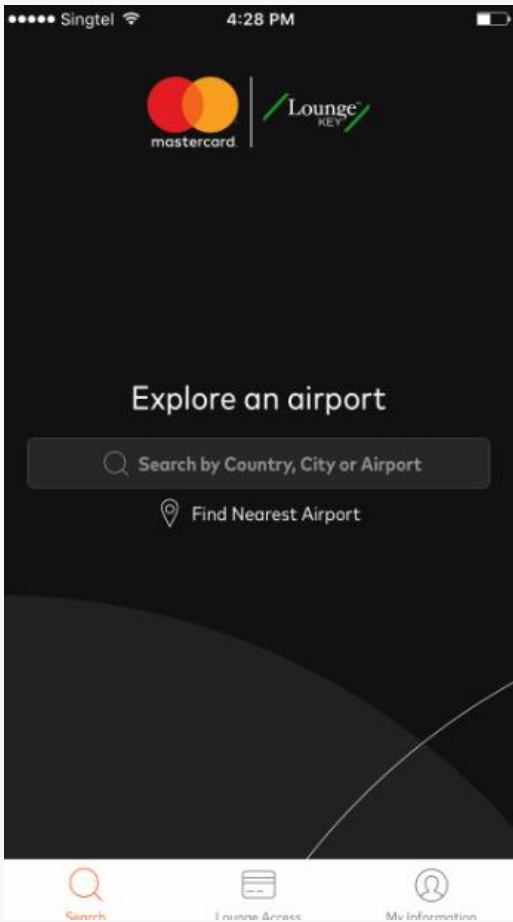
.....)

LOG IN

[Forgot your login details?](#)

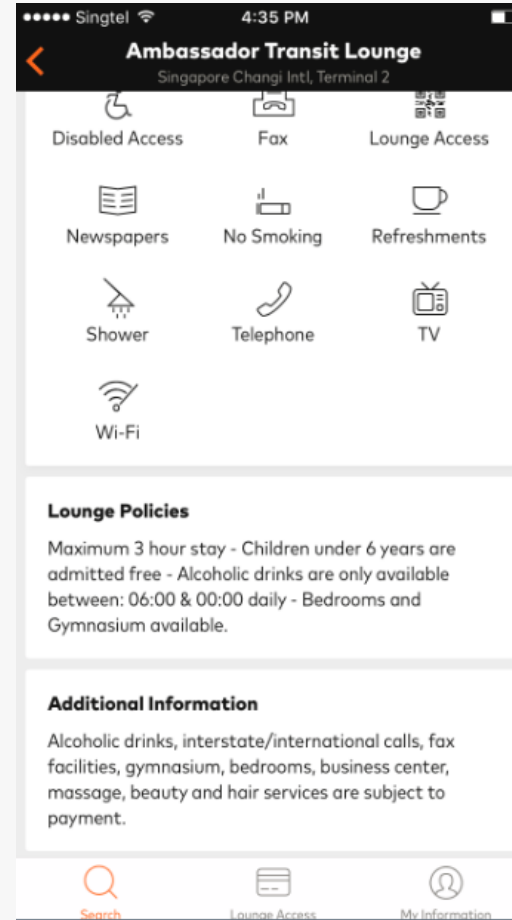
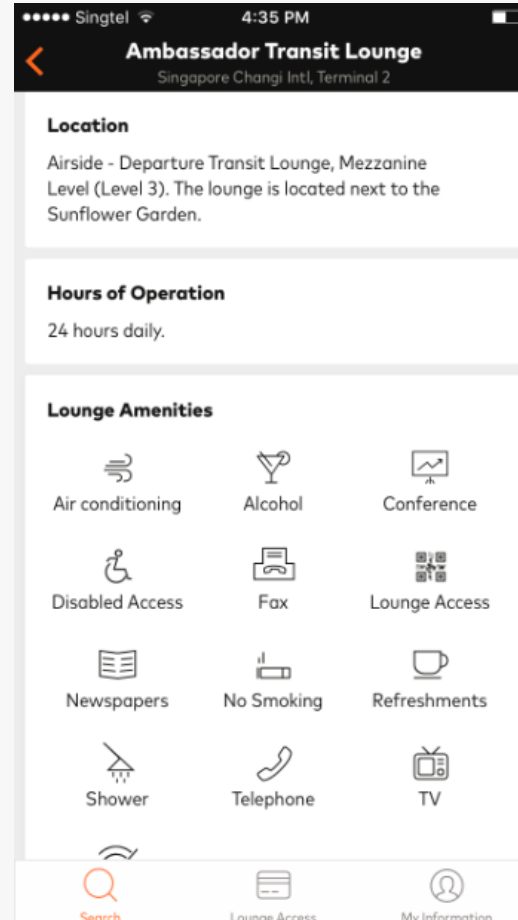
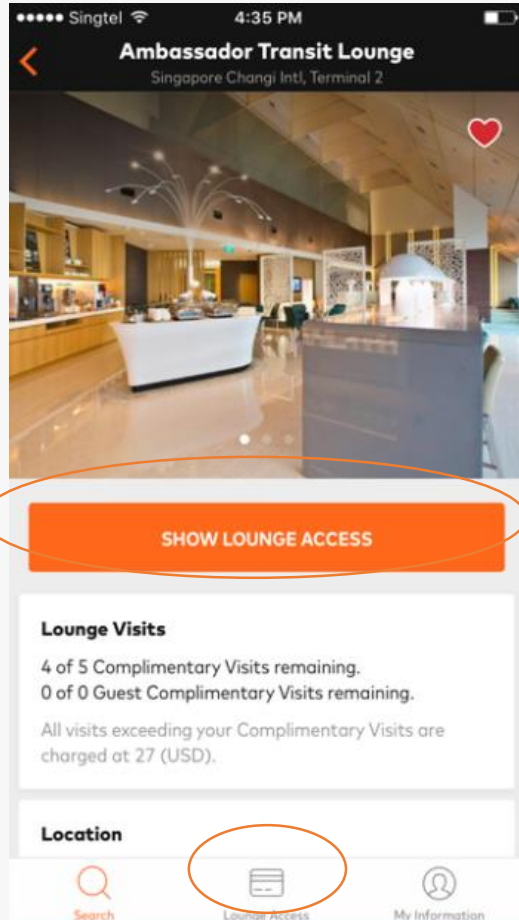
Don't have an account? [Register Now](#)

Search for Lounge

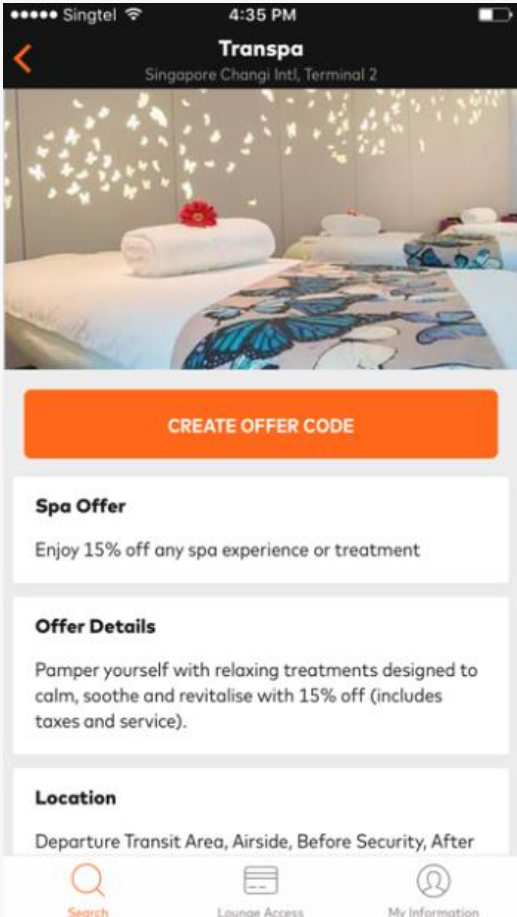
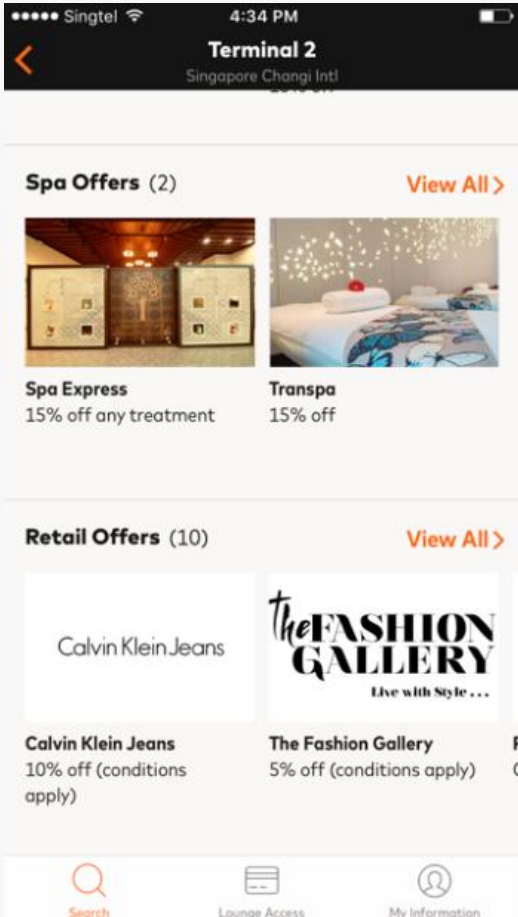
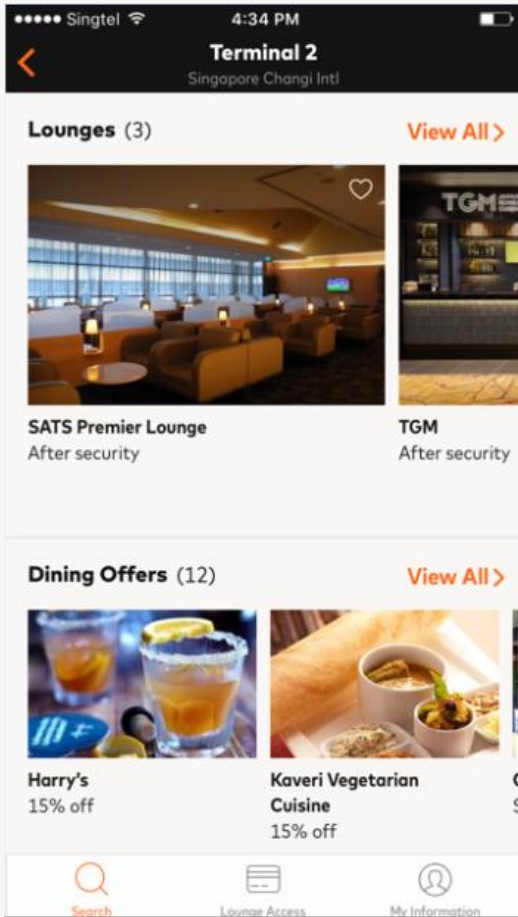


Lounge Summary & Accessing Lounge via Digital Card

- To add lounge as Favorite, click on the "Heart" icon on the top right hand corner of the lounge image
- To access lounge using your Digital Card, click on "Show Lounge Access" on lounge information page or click "Lounge Access" icon on the bottom page



Search for Offers/Experience & Generate Offer QR Code (Discount)




Search for Offers/Experience & Generate Offer QR Code (Defined Value Offer)


- By scanning the offer code at time of payment, USD27 chargeable to CH for redemption of experience will be processed as Card Not Present (CNP) transaction

Singtel20:07Terminal 2Singapore Changi Intl

Lounges (3)View All >




TGM
After security




Ambassador Tra
After security

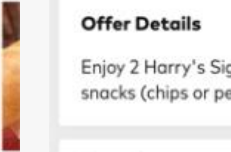
Dining Offers (12)View All >



Harry's
Cocktail experience



Chutney Mary Indian
Fast Food
\$33 (USD) credit



KFC

Singtel20:07Harry'sSingapore Changi Intl, Terminal 2

CREATE OFFER CODE

Dining Offer

Enjoy a cocktail experience worth \$32 (USD)

Offer Details

Enjoy 2 Harry's Signature cocktails plus one bowl of snacks (chips or peanuts).

Location


Departures Transit Area, Airside, Before Security, After Immigration. Level 2. Nearest gate E

Singtel20:07

Select how many people are using this offer.

(Maximum 9 people)

-



You only

+

Once generated, this offer code is valid for 3 hours.

GENERATE OFFER CODE


CANCEL

Singtel20:08

Offer CodeClose

Present this offer code at Harry's when you arrive, and at time of payment to redeem. Your Mastercard linked to this account will be charged \$27 (USD) per person. All extra costs need to be paid separately.


- Offer: Cocktail experience
- Please note this is not a reservation.
- You will not be charged until this offer code is presented and scanned.



8S3QFL5VM7BRM8B

Offer expires in 2h 59m

PROVIDED BY

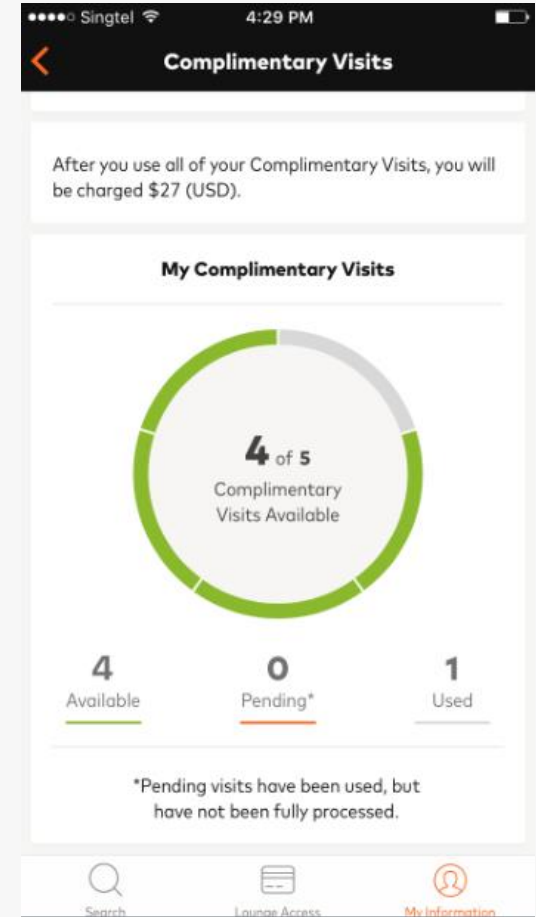
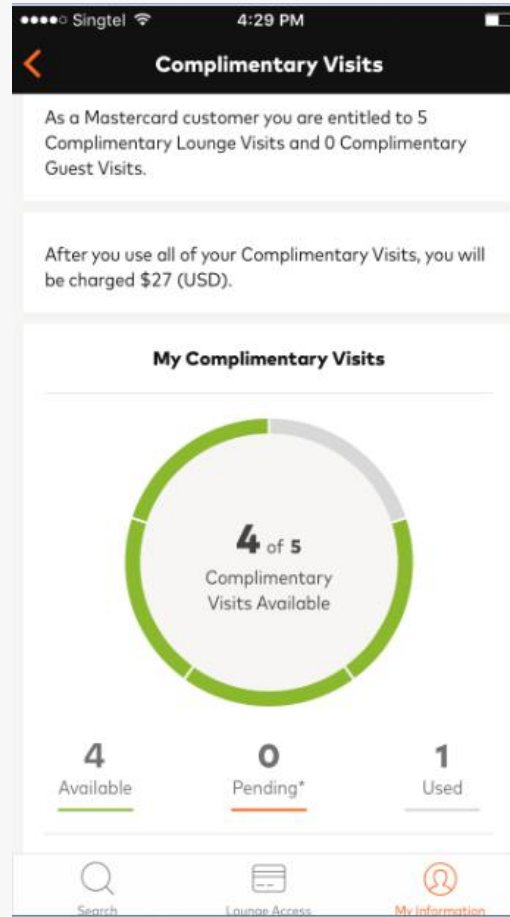
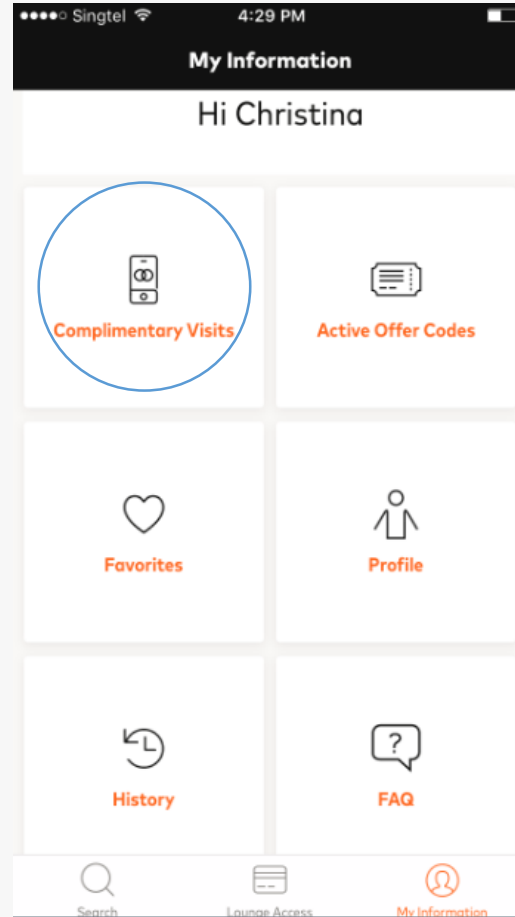
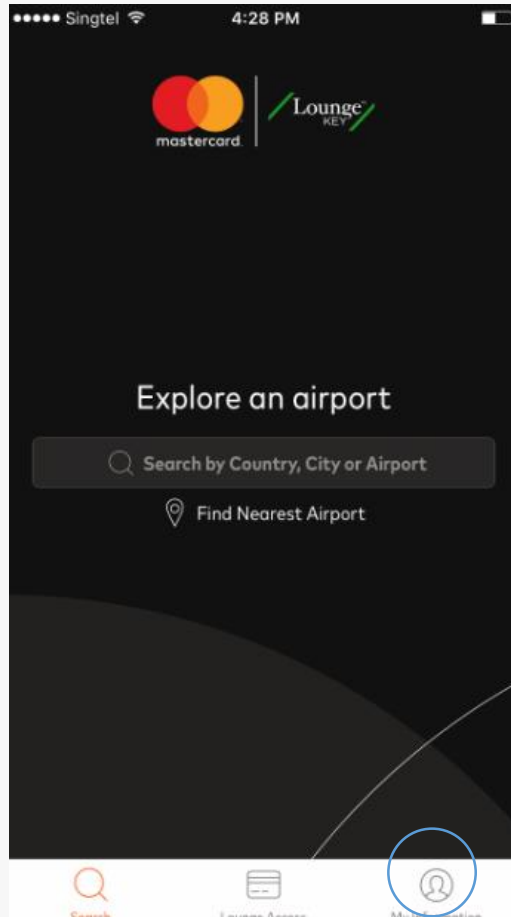


View in Active Offer Codes

>

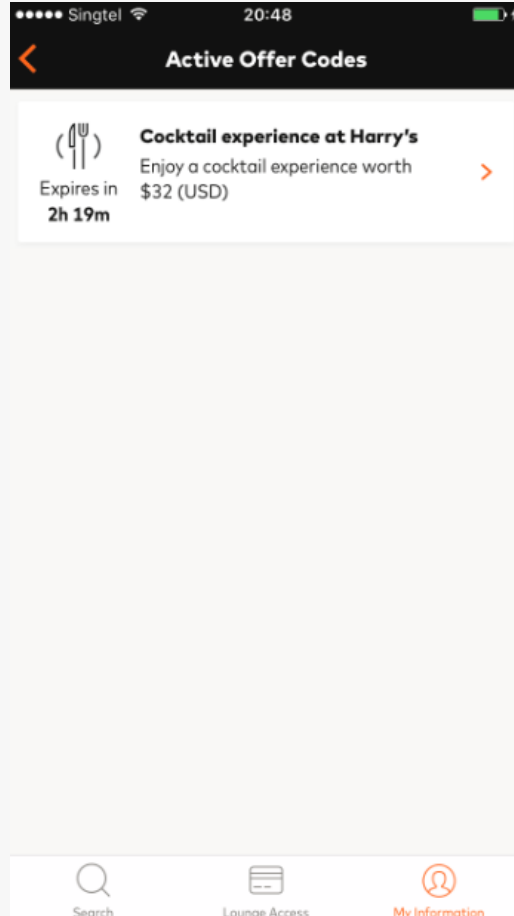
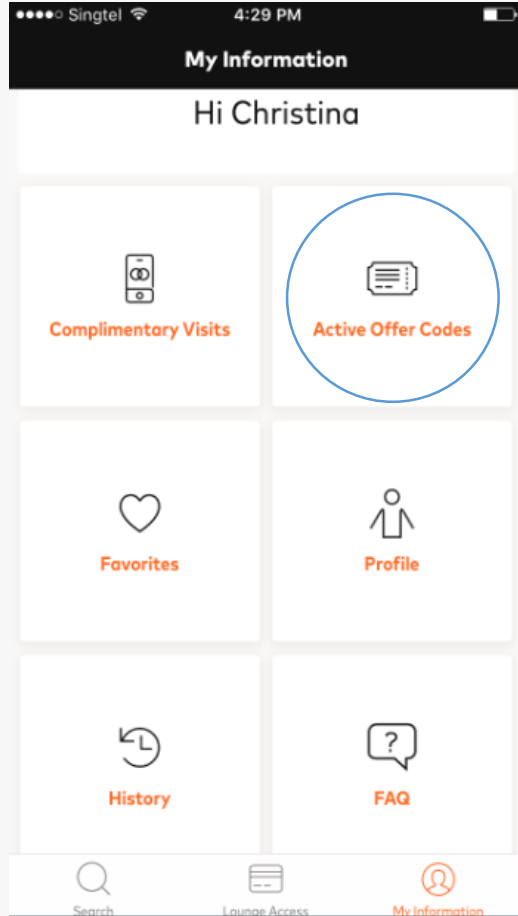
Complimentary Visits

- Visit becomes "Pending" at the time of lounge visit
- Visit becomes "Used" in 3-5 days after the visit



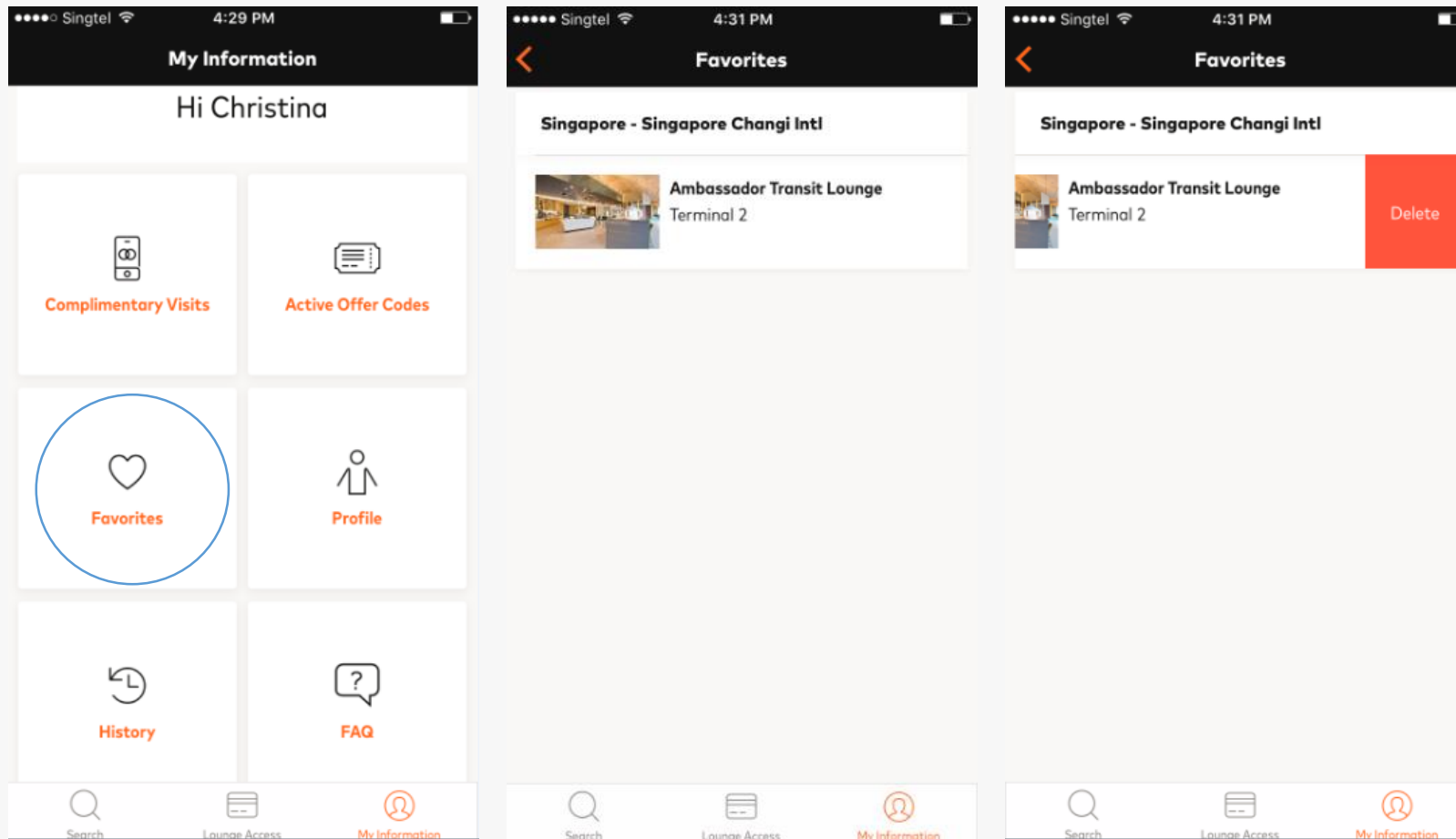
Active Offer Codes

- This is where CH views all generated offer codes which are still active (have not expired)
- CH card will not be charged for generating the offer code & will only be charged when the offer code is presented and scanned/redeemed

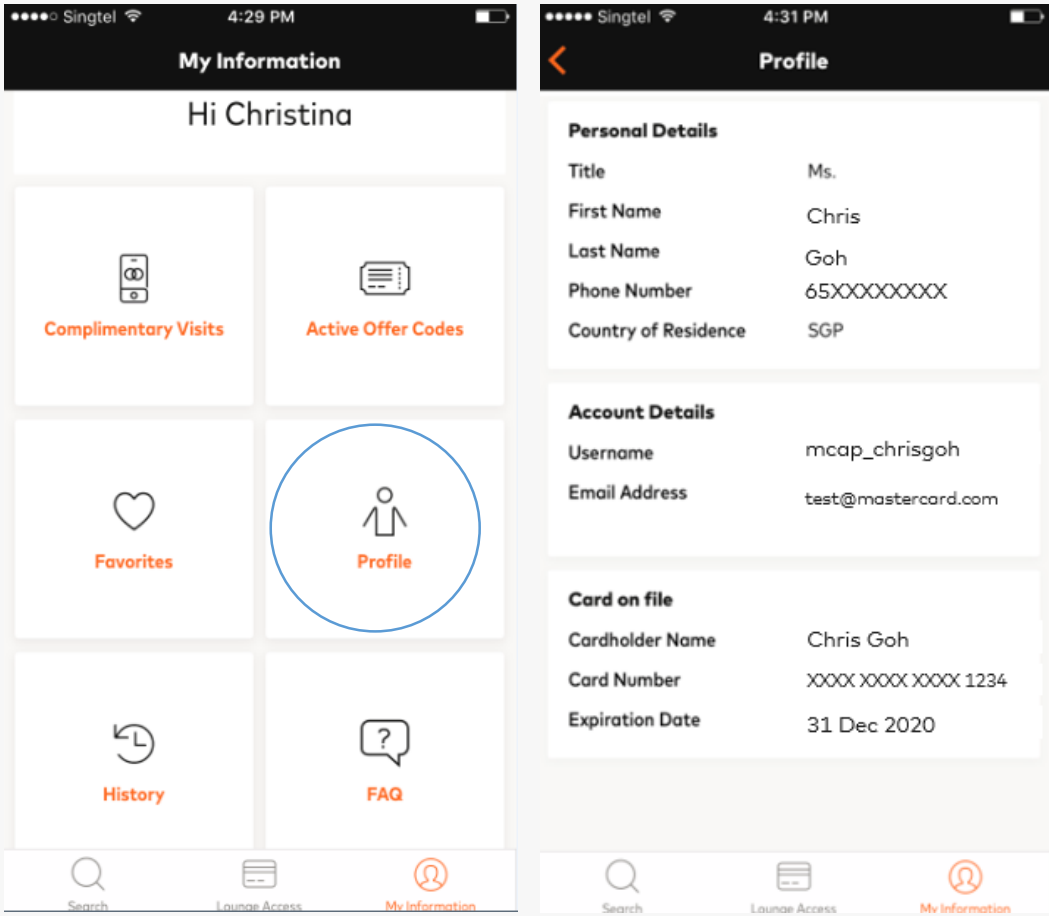


Favorites

- This is where lounges marked as Favorites (Heart icon) will appear
- To remove lounge from Favorites list, slide to the left and click "Delete" or on the lounge information, unclick the "Heart" icon

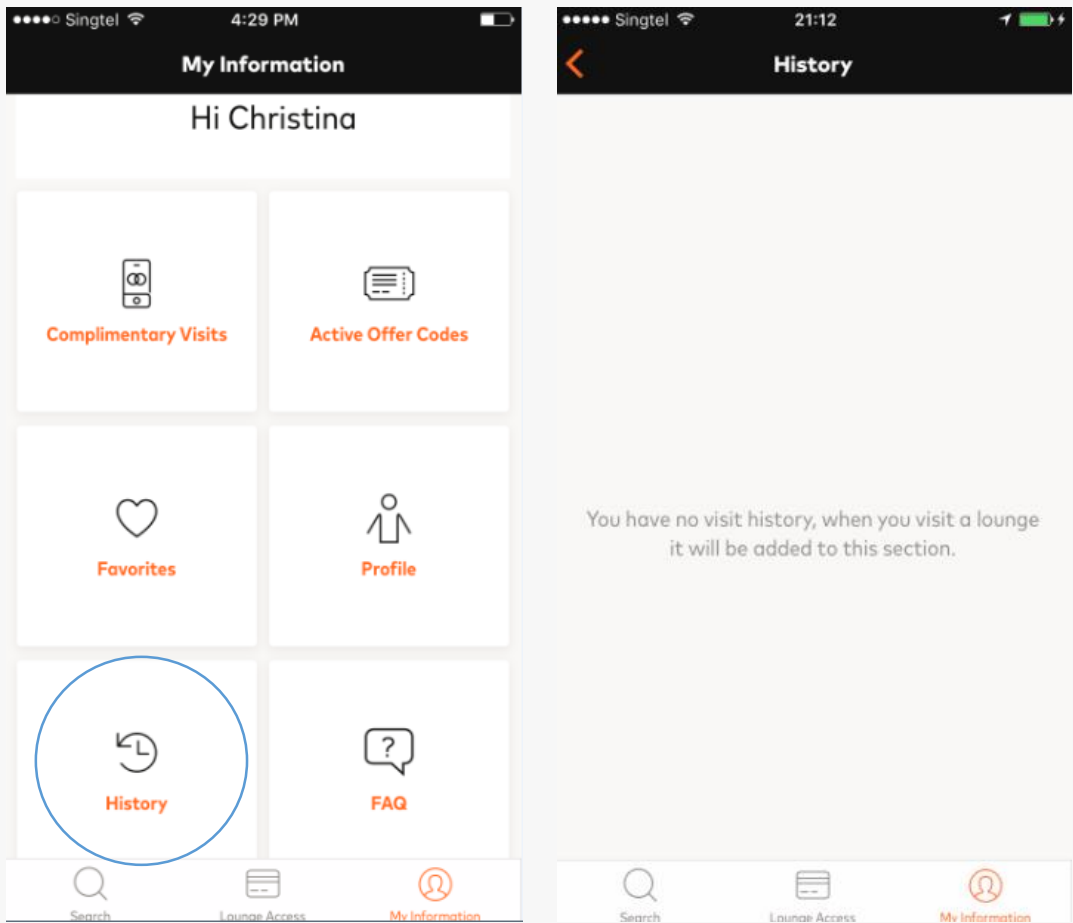


Profile



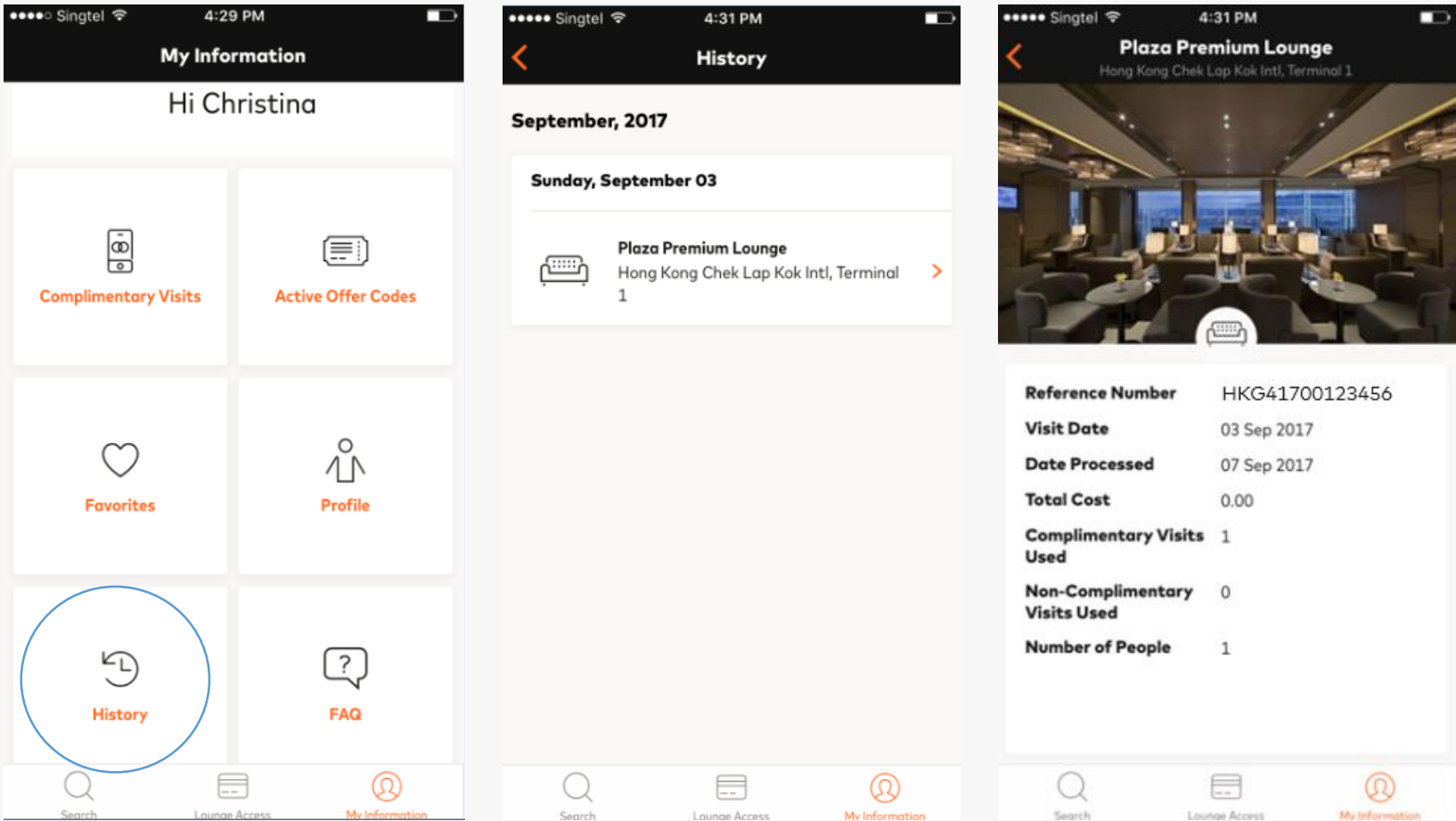
History (No Visit)

- No visit found until customer has made visit(s)

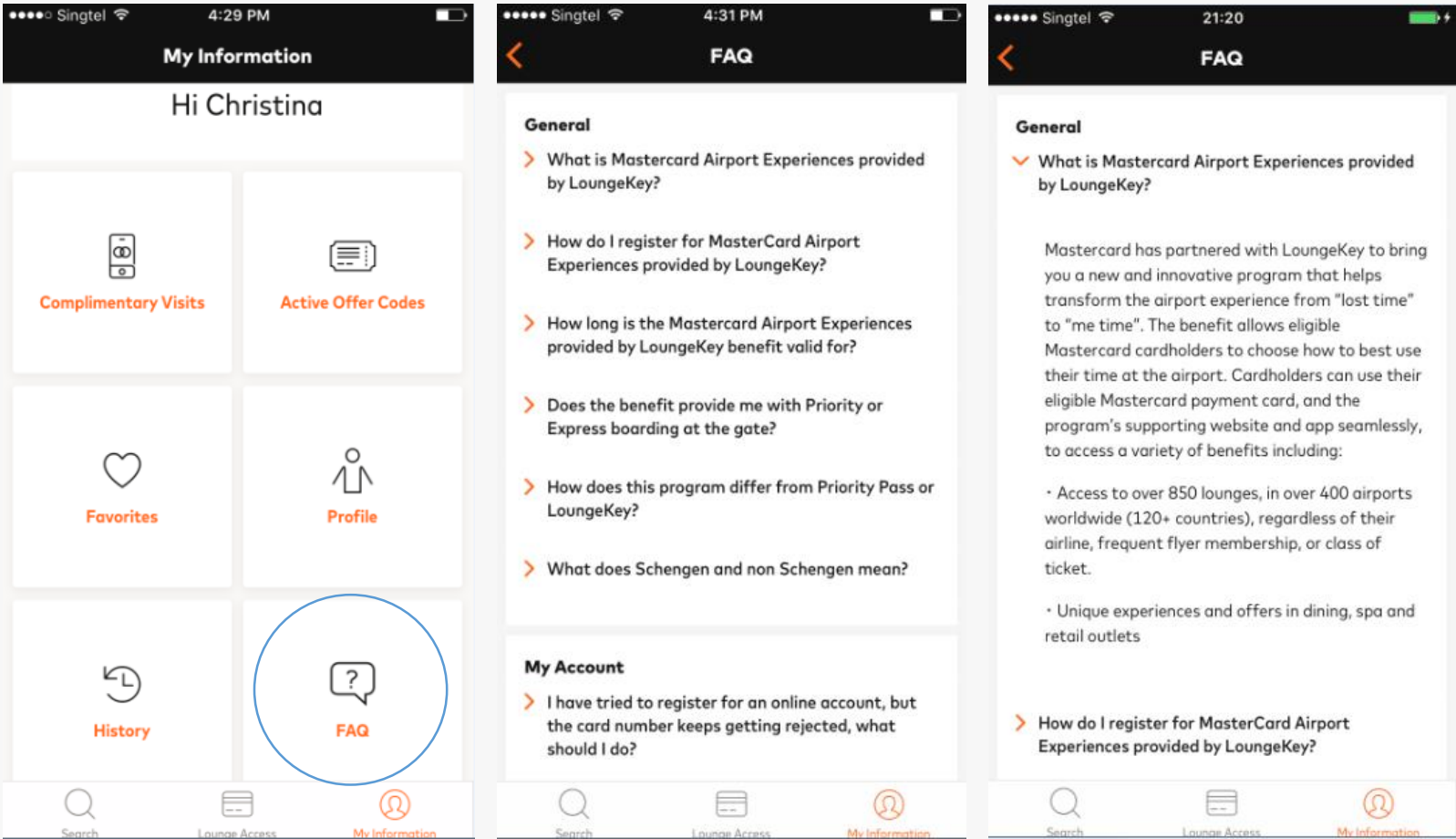


History (After Visit)

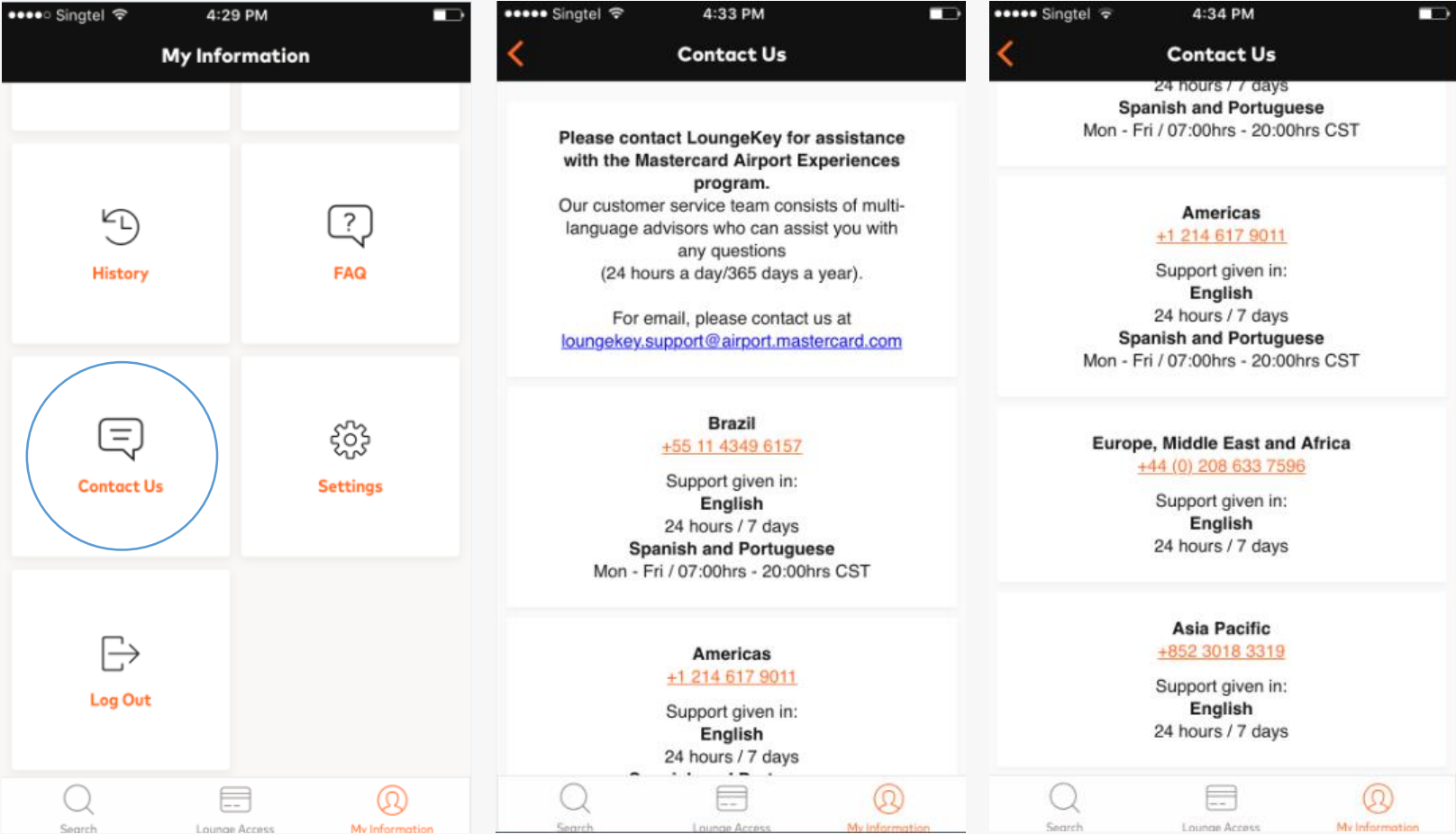
- For reference, the type of information which will be displayed after customer has made visit



FAQ

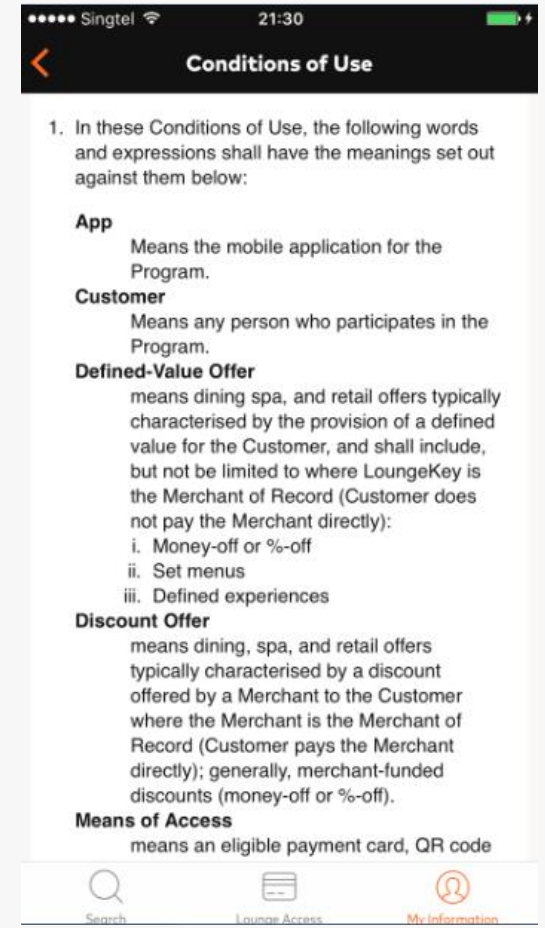
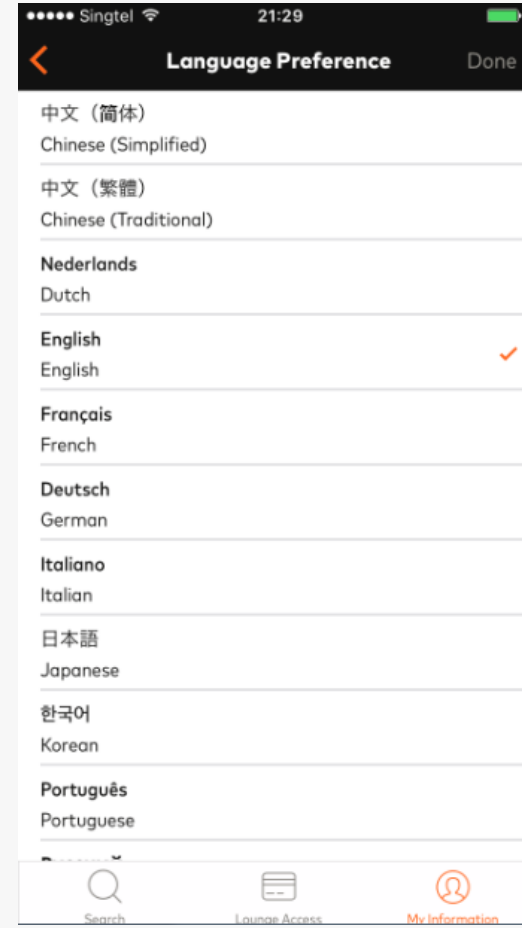
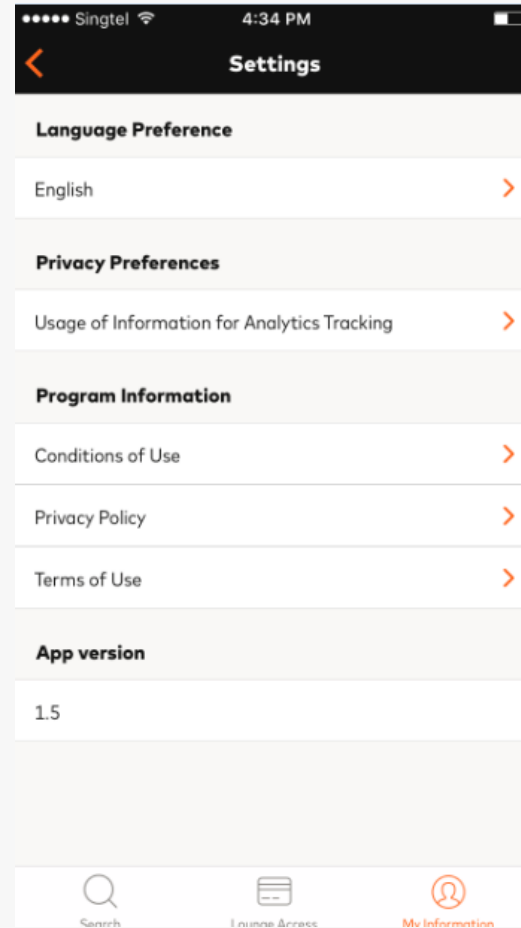
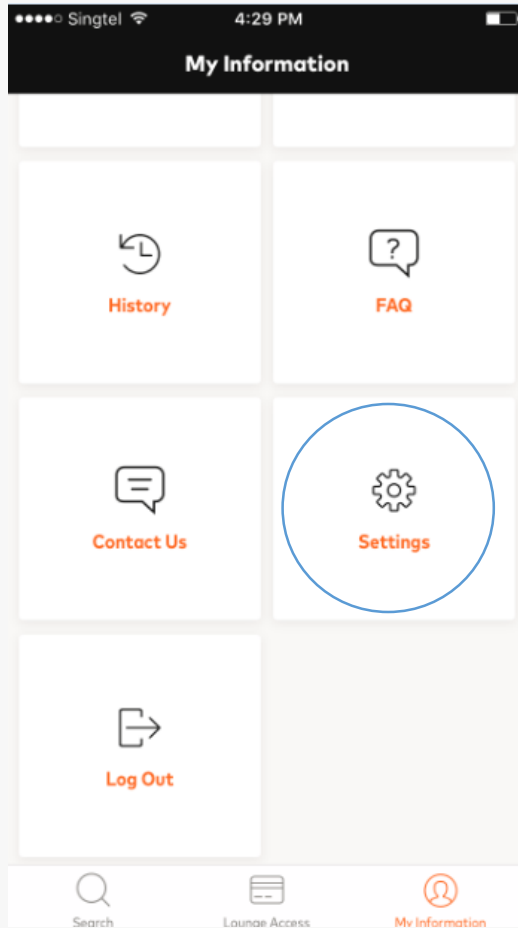


Contact Us

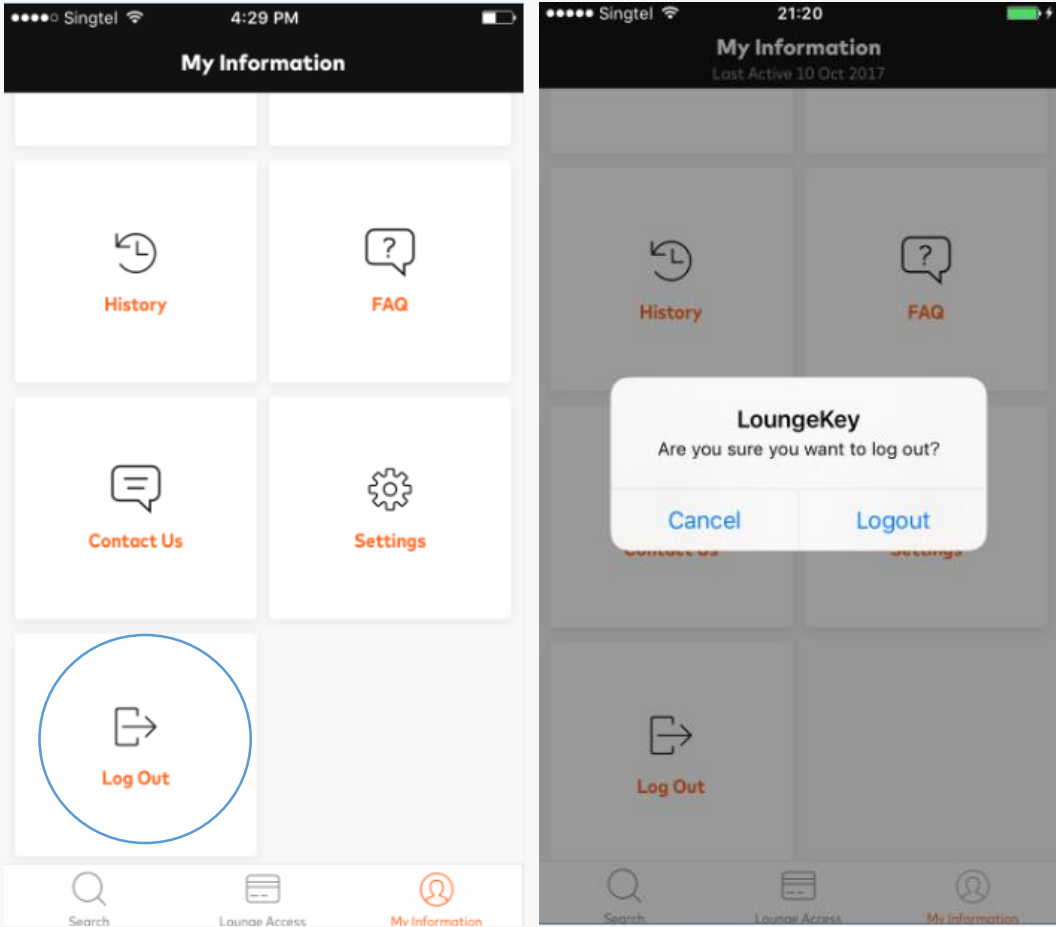


Settings

- Where CH can change language displayed on the app (per available languages), terms and conditions of use, privacy policy, etc



Log Out



Thank you