

FREQUENTLY ASKED QUESTIONS

ABOUT THE SERVICE

What is Mastercard® Flight Delay Pass?

Mastercard Flight Delay Pass is a unique service that offers complimentary airport lounge access in the event of a flight delay.

How does it work?

You register your flight with the Mastercard Flight Delay Pass service before travelling. If the airline announces a delay that meets or exceeds 2 hours, you will receive a LoungeKey™ pass that provides access to a lounge at the airport where you are delayed. LoungeKey™ gives you access to a network of over 1000 of airport lounges worldwide.

Does this service cost me anything?

No, this is a complimentary service to ease any disruption to our cardholders' travel plans.

Can more than one person receive the complimentary airport lounge access?

Yes, the service is available to the main passenger (cardholder) and travel companions (if applicable) on the same flight.

How is a delay calculated?

Delays are based on 'gate' delay reporting from airlines and airports to FlightStats (our third party flight data tracker). FlightStats will report all delays to the system and the lounge passes are only triggered once a delay reaches or exceeds the two-hour delay time.

The minimum two-hour delay can be announced in one go or cumulative from a series of shorter delays.

Mastercard® Flight Delay Pass is built to track almost all major commercial airline flights, but there are limitations against airlines/airports that do not report data regularly. Charter airlines are not supported.

Registering your flight

How many registrations am I entitled to?

Eligible cardholders enjoy unlimited registrations for Mastercard Flight Delay Pass.

Which flights can I register?

You can register any flight from an airport where a LoungeKey™ lounge is available, and if the airline accurately reports the delay to FlightStats. If you try to register a flight that does not meet these

conditions, the system will inform you of this and you will not be able to register. Each flight of a journey with multiple connections requires its own registration.

When can I register my flight?

You can register at any time once a flight has been scheduled (typically up to 364 days in advance) and no later than 6 hours prior to the flight's scheduled departure.

Is registration only available via the website?

Currently registration is only offered via the website, which is accessible via desktop or mobile.

Can I change my registration details after registration is complete?

No, you will have to cancel your existing registration and re-register with the new details. Please note that cancellation and registration less than 6 hours prior to the flight's scheduled departure will not be allowed.

Why would my registration fail?

Registration will fail if any of these things happen:

- You try to register a flight less than 6 hours prior to the flight's scheduled departure
- There are no lounges which are part of the LoungeKey™ network available at the airport you are departing from
- Flight data is not available for the airline/flight. Please see '[How is a delay calculated?](#)'

What personal information will be captured and stored during registration?

During registration the following information will be captured and stored in secure servers:

- Cardholder's and travel companion/s' name/s
- Cardholder's email address
- Cardholder's mobile number
- Flight number
- Flight departure location, date and time
- Flight arrival location, date and time

If I register myself and a travel companion, can my travel companion utilise the benefit without me being physically present at the lounge?

All passes will be sent to you, you may then choose to send it to your registered travel companions, who will be able to access the lounge, with or without your physical presence, as long as they have the lounge pass with them.

Why can't I find my flight?

Mastercard® Flight Delay Pass is built to track almost all major commercial airline flights, but there are limitations against charter airlines or airlines/airports that do not report data regularly. Please refer to [‘How is a delay calculated?’](#)

What name format should I use to register my flight?

Please use the same name format you used to book your flight. This is required to ensure the name on your lounge pass matches the name on your boarding pass. These will be validated at the point of entry to the lounge.

Who is eligible to use the service?

Flight Delay Pass is provided to selected cardholders. The benefit is available to the main passenger (cardholder) and travel companions (if applicable).

How do I start a new registration if I have multiple eligible cards?

In order to register with a different eligible card, please click on the 'Start Again' link found at the bottom of each page.

[Cancelling registrations](#)

Can I cancel a registration?

Yes – you can cancel a registration up to 6 hours before the flight’s scheduled departure time. You can also change the details of a flight you have registered by cancelling and re-registering, but you will not be able to register a flight that is less than 6 hours to departure. To cancel and re-register online, please refer to the email confirming your registration details.

Can I cancel my registration less than 6 hours prior to the scheduled departure time?

Cancelling a flight registration less than 6 hours prior to the flight’s scheduled departure will not be allowed.

I have deleted the registration confirmation email, how do I cancel my registration?

Please contact the customer service team via the available options found on the Contact Us page on the Flight Delay Pass website.

[Airport Experience & Lounge Passes](#)

What if the delay at the airport does not match the information provided by the airlines?

The lounge passes can only be issued if the airline accurately reports the delay to FlightStats. If this does not occur, the delay is not captured to trigger the system to issue the lounge passes.

Under what delay circumstances are lounge passes not provided?

There is no restriction on permissible circumstances for a delay. Lounge passes will be provided as long as a flight is formally reported by the airline as being delayed by two hours or more within a 24-hour period. Flights that are cancelled or rescheduled for the next day (24 hours after the flight's

scheduled departure time) will not be deemed as delayed and will be handled by the airline directly via their own compensation process.

If a flight is cancelled or rescheduled for the next day, can a customer still utilise the benefit?

Lounge passes will be provided as long as a flight is recognised as being delayed by two hours or more in the system within a 24-hour period. Flights that are cancelled or rescheduled to the next day (24 hours after the flight's scheduled departure time) will not be deemed as delayed and will be handled by the airline directly via their own compensation process.

Why would I not receive an airport lounge pass, even when I'm entitled to?

This might happen if the system cannot trigger the lounge pass at the time of the delay. This could be due to network or other system problems. But once we have rectified the error, you will be issued with a lounge pass that you can use for a future visit, valid for six months.

Are children allowed in the lounge?

Each individual lounge has its own policies on the admission of children. To check the policies of a specific lounge, please visit <https://loungefinder.loungekey.com/Pass>

How will I receive my lounge pass?

When you are entitled to an airport lounge pass, the system will send you an SMS notification along with an email with a PDF file attached. If you have registered travel companions, you will receive multiple PDF attachments in a single email, each PDF being a lounge pass for each passenger. Each PDF contains a LoungeKey™ pass with a unique QR code that provides access to the participating lounges at your airport.

In addition, an SMS with the LoungeKey™ codes will be sent to your registered mobile number. If you have registered travel companions, you will receive one SMS per passenger, each containing a unique LoungeKey code.

You may choose to forward the lounge passes to your travel companions so that they can access the lounge without your physical presence.

At the lounge, you/your travel companions may choose to present either the QR code in the PDF or the SMS code for entry.

How do I find the lounge at the airport?

The email containing the lounge pass will contain instructions for locating the available lounges in the airport. There is also a link to the LoungeKey lounge finder website on the LoungeKey™ pass itself, which you can click to look up lounge details such as location and access conditions of the lounges. Lounge information will also be included in the SMS notification to your registered mobile number. This will be helpful to cardholders who do not have data service on their mobile phone when travelling.

How do I gain access to the lounge at the airport?

You may choose to present either the QR code you received in your email or the SMS code at the lounge for entry. You may also be required to present your boarding pass and passport for verification.

How can I find out about lounge policies and services?

Each individual lounge has its own policies and services. To find out more about a lounge, please visit <https://loungefinder.loungekey.com/Pass>

Do I need to register for a child?

Each individual lounge has its own policies on the admission of children. Please check the policies of the lounges at the airport you are flying from to determine whether you should register for your child. You can refer to lounge information online at <https://loungefinder.loungekey.com/Pass>.

If the lounge does not accept children, please do not register your child as he/she will not be accepted, as per the lounge regulations.

If the lounge allows entry for children under two years old without payment, you will not need to register the child.

What happens if my lounge pass doesn't work or is invalid?

Please contact the customer service team via the available options found on the Contact Us page on the Flight Delay Pass website.

Can my lounge pass be re-sent if I accidentally delete the email/attachment?

A deleted email cannot be resent, but you will still be able to access the lounge pass in the SMS also sent to you.

Can more than one person enter a lounge on the same lounge pass?

Each individual registered passenger is issued with an individual lounge pass, which holds encoded information directly related to him/her. This lounge pass is for his/her use and is strictly non-transferable.

How do my travel companions get their passes?

All passes are issued directly to you and will be sent to the registered email address and mobile number.

Lounge passes via email: passes are sent in a single email, which will include separate PDFs containing a unique QR code for each passenger.

Lounge Passes via SMS: you will receive separate SMS messages with the LoungeKey™ codes for each passenger.

You may choose to forward the lounge passes to your travel companions so that they can access the lounge without your physical presence.

When am I eligible for the lounge pass?

You will be eligible for the lounge pass when the following conditions have been met:

- You have registered the flight at least six hours prior to your scheduled departure.
- A delay of two hours or more is announced for your flight. The minimum two-hour delay can be announced in one go, or cumulative from a series of shorter delays.
- Access to a lounge which is part of the LoungeKey™ network is available at your airport terminal when the delay occurs.

Why was I denied entry to a lounge?

You and/or your travel companions might be denied entry to a lounge, even with the lounge passes, if any of the following happens:

- The lounge is closed when the delay occurs. In this case, please approach one of the alternative listed lounges if available.
- The lounge is already at full capacity. In this case, please approach alternative lounges if available.
- The passenger name on the boarding pass does not match the name on the lounge pass. Unfortunately, in this case, no alternative offer will be available.
- You or a member of your group does not meet the lounge terms and conditions (such as minimum age or dress code). In this case, please approach alternative lounges if available.

For how long will my lounge pass be valid?

Once issued to a passenger, each lounge pass will be valid for 24-hours.

[Customer communications](#)

What should I do if I don't receive my confirmation email?

Please contact the customer service team via the available options found on the Contact Us page on the Flight Delay Pass website.

Can I change my email address after registration has been submitted?

Once you submit a registration you cannot change any of the details. Instead, please cancel the registration and re-register. Please note this will only be allowed at least 6 hours prior to the flight's scheduled departure.

What do I need to access my lounge passes?

Your lounge pass will be delivered to your registered email and mobile number.

To access your lounge pass via email, you will need a mobile device that is able to download and open PDF attachments and/or able to receive SMS messages.

Please ensure that you have your roaming/data service turned on in order to receive your notifications.

Will I be notified before the lounge passes are sent to me?

A SMS will be sent to you at the registered mobile number to inform you that the lounge passes will be sent to you.

Limitations & feedback

Why doesn't Mastercard® Flight Delay Pass support all flights worldwide?

Not all flights provide timely and accurate flight tracking data which is necessary for Mastercard Flight Delay Pass to capture a delay and trigger the system to issue the lounge passes. Additionally, not all airports have an available lounge in the LoungeKey™ network.

As such, Flight Delay Pass restricts registration for airlines/airports that do not provide reliable tracking data and airports that do not have an available lounge. This is done to ensure the best possible experience for cardholders.

Why can't I register a flight?

Registration will fail if any of these things happen:

- You try to register a flight less than 6 hours prior to your scheduled departure
- There are no lounges that are part of the LoungeKey™ network available at your airport
- Flight data is not available for the airline/flight. Please refer to '[How is a delay calculated?](#)'

Why didn't I receive my lounge pass when my flight was delayed?

The airline must report the information correctly via our 3rd party data provider, FlightStats. If they do not accurately report the delay, then Flight Delay Pass cannot track the delay or issue lounge pass.

I am entitled to a lounge pass, but I haven't received it. Can I still be issued one?

Please contact the customer service team via the available options found on the Contact Us page on the Flight Delay Pass website. It may not be possible to issue you one immediately, but another may be provided for future use.

Why didn't I receive my lounge pass when my flight was cancelled?

Airlines have processes for flight cancellations. These are not reported as delays, and therefore are not covered by the Flight Delay Pass service. Please approach your airline directly in such situations.

Why can't I edit my existing registration?

Mastercard Flight Delay Pass is designed with a simple process for flight registrations. To make changes on your existing flight registration, please cancel on the website and re-register the flight

with new details. Please note this will only be allowed at least 6 hours prior to the flight's scheduled departure.

How do I provide feedback or complaints?

Please contact the customer service team via the available options found on the Contact Us page on the Flight Delay Pass website.

Email: customerservice@flightdelaypass.mastercard.com

Phone: For immediate assistance and answers to your questions, call:

China: +86 400 120 2457

Hong Kong: +852 3018 4587

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