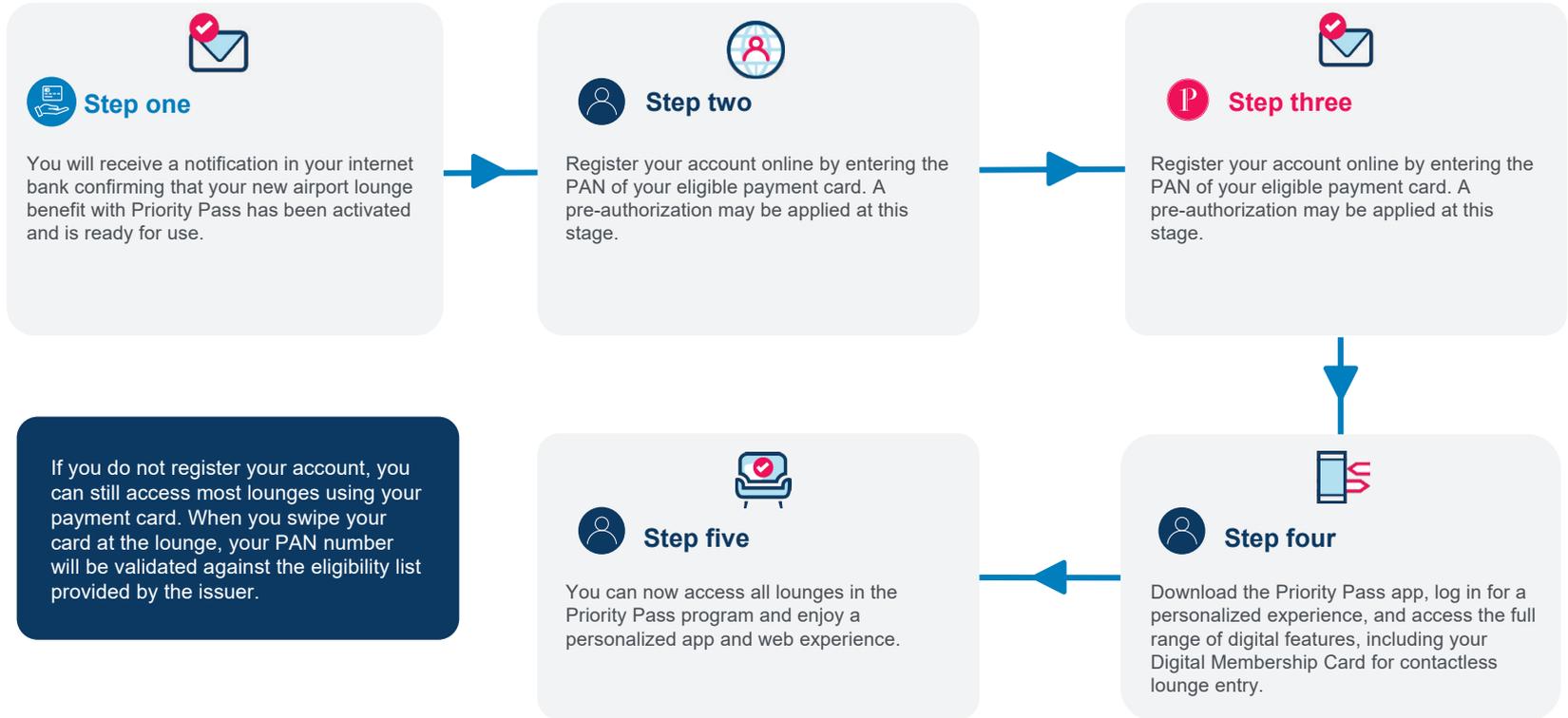


# How to use the Priority Pass benefit

- How to create your account
- How to access your lounge



# How to create your account?



# How to access a lounge?



## Lounge Search

Use the Priority Pass app to check which lounges you can visit on your next journey.



## Identification

When you arrive at the lounge, present your Digital Membership Card (DMC) or payment card along with your boarding pass to the lounge staff. If you are using a payment card, make sure to mention Priority Pass.



## Scan and Validate

Your DMC will be scanned, or your payment card swiped on the lounge device to validate your membership. A pre-authorization may be applied at this stage.



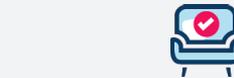
## Visit History

You can view your lounge visits, including any charges, in the visit history section of your Priority Pass account.



## Payment

Within 24 hours, you will be charged for any visits that are not part of your entitlement.



## Enter lounge

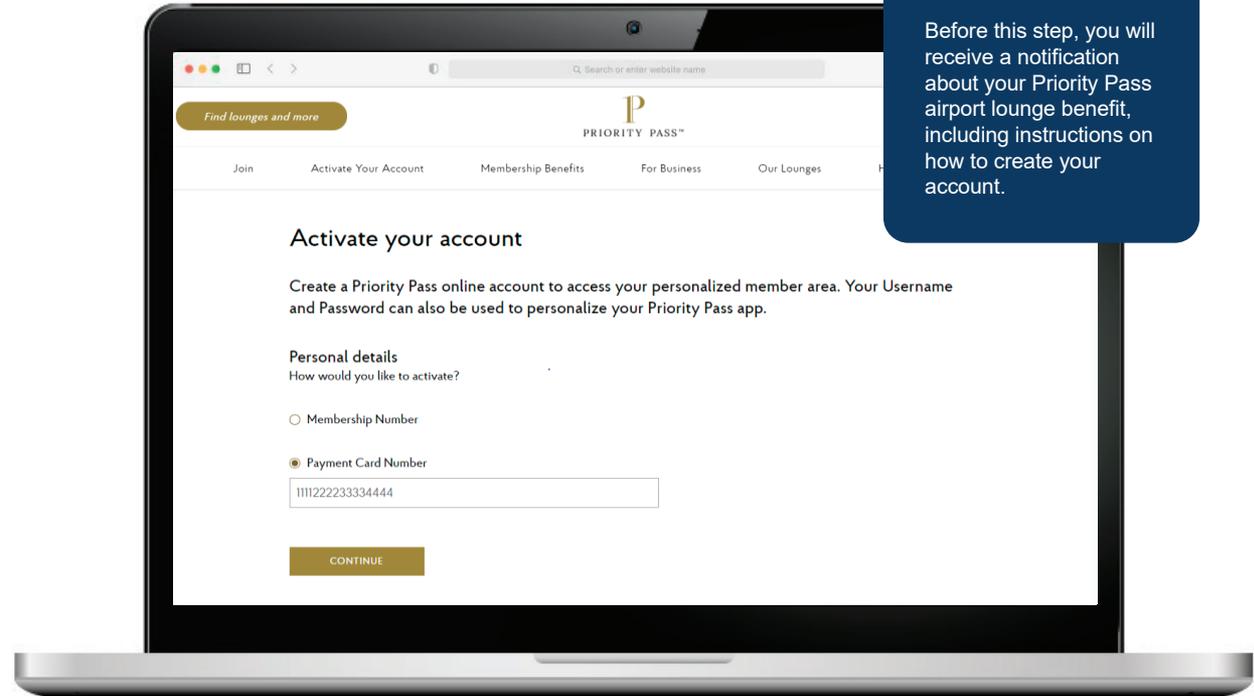
Confirm your visit along with any guests. After that, you will be admitted to the lounge. The system will display your entitlement and any applicable charges.

# Optional Registration – Customer Journey

## STEP ONE

### Payment Card Activation

- To access your Digital Membership Card and other digital features, you need to create an account.
- Simply visit the Priority Pass website or app and activate your account by entering your Payment Card Number.
- Your payment card will then be validated against an ‘Accept List.’

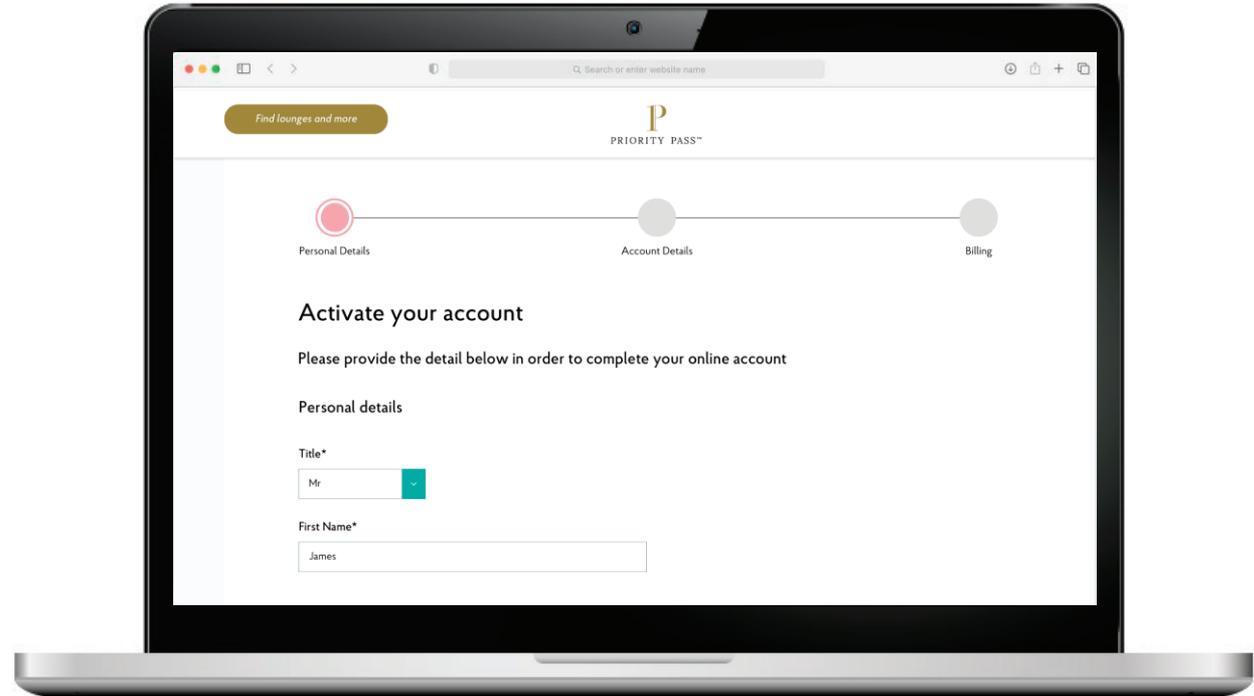


# Registration customer journey

## STEP TWO

### Enter Details

- To create an account, cardholders must enter their personal details, account details, and communication preferences.

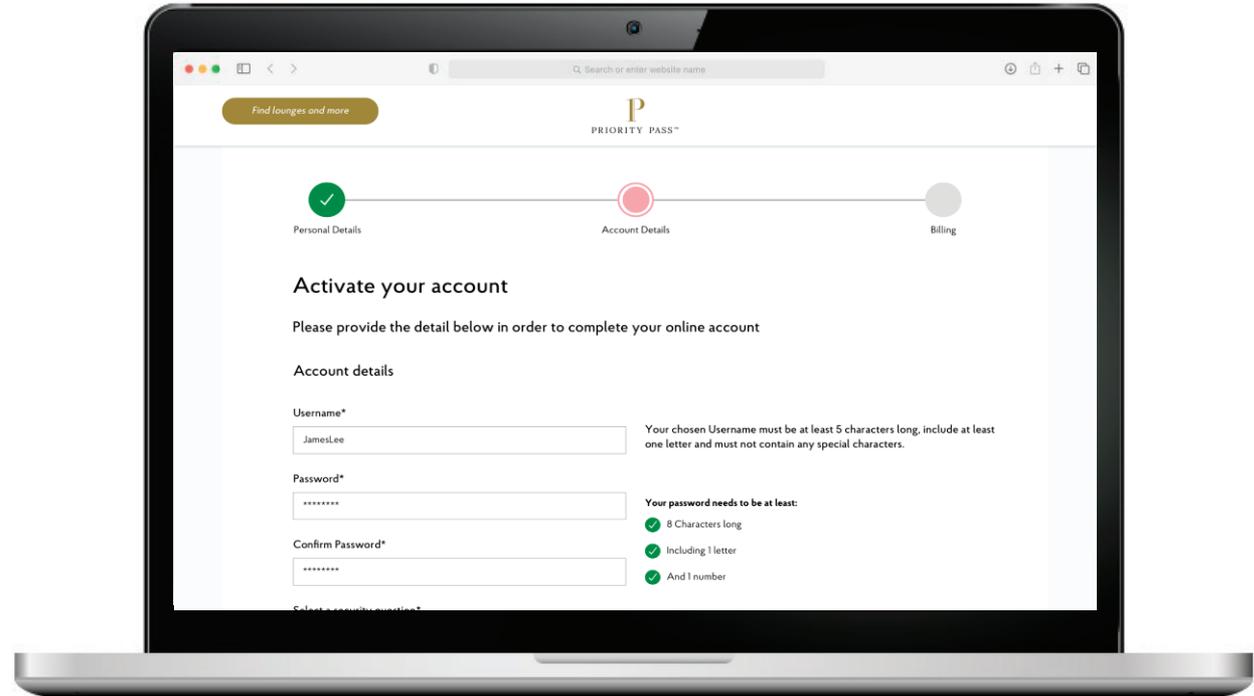


# Registration customer journey

## STEP THREE

### Activate your Account

- Please create a username and password for your Priority Pass account.



Find lounges and more

P  
PRIORITY PASS™

Personal Details Account Details Billing

### Activate your account

Please provide the detail below in order to complete your online account

#### Account details

Username\*  
 Your chosen Username must be at least 5 characters long, include at least one letter and must not contain any special characters.

Password\*  
 Your password needs to be at least:

- ✓ 8 Characters long
- ✓ Including 1 letter
- ✓ And 1 number

Confirm Password\*

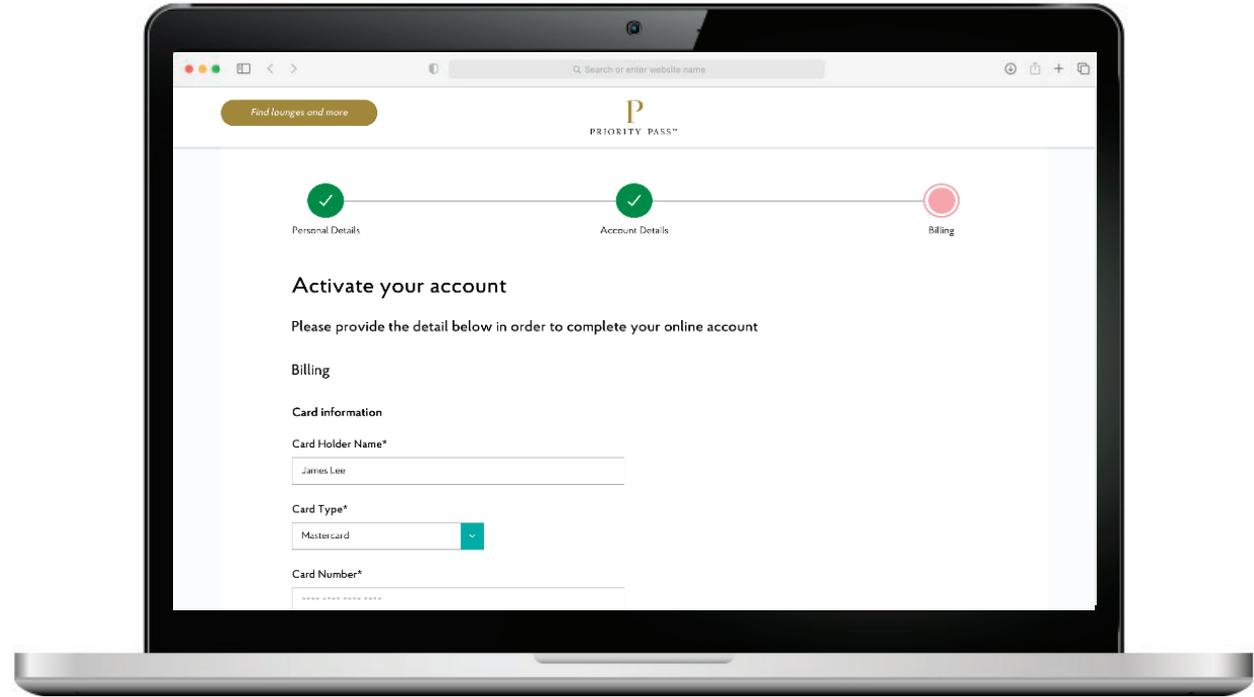
Select a security question\*

# Registration customer journey

## STEP FOUR

### Billing Details

- Finally, you need to enter your billing details on the registration page.
- This information is required to bill you for any visits that are not part of your entitlement.

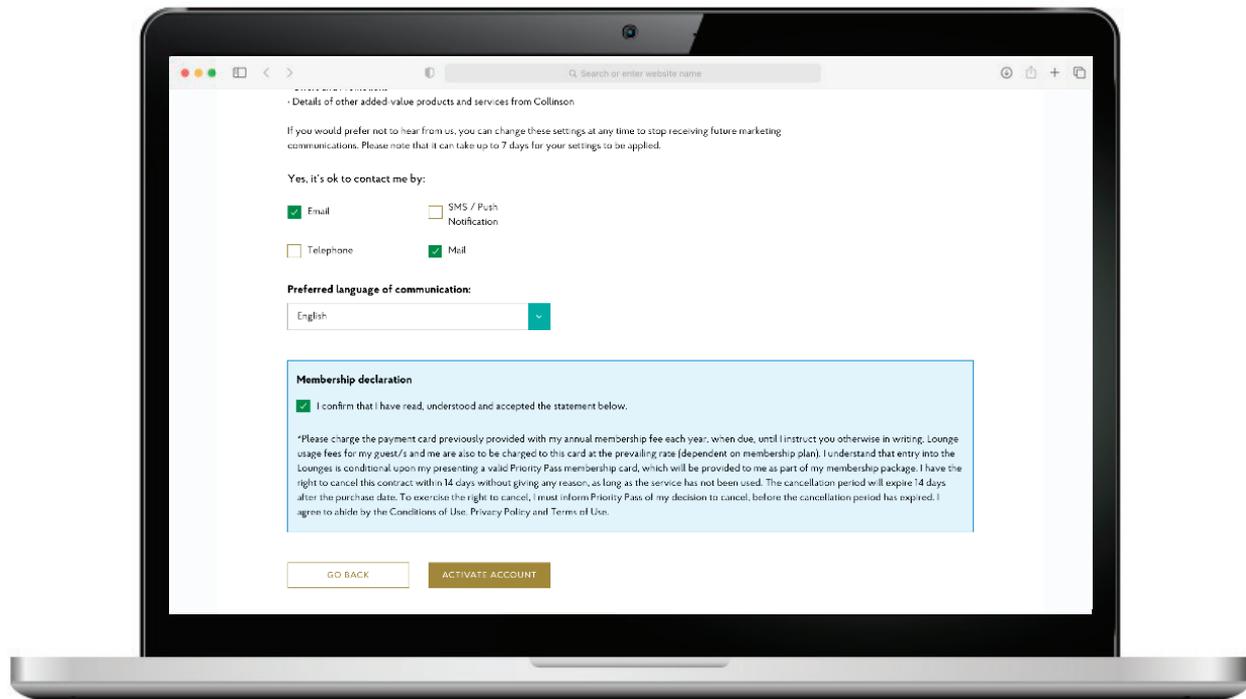


# Registration customer journey

## STEP FIVE

### Programme Updates

- You can choose to consent to receiving programme updates.



# Registration customer journey

## STEP SIX

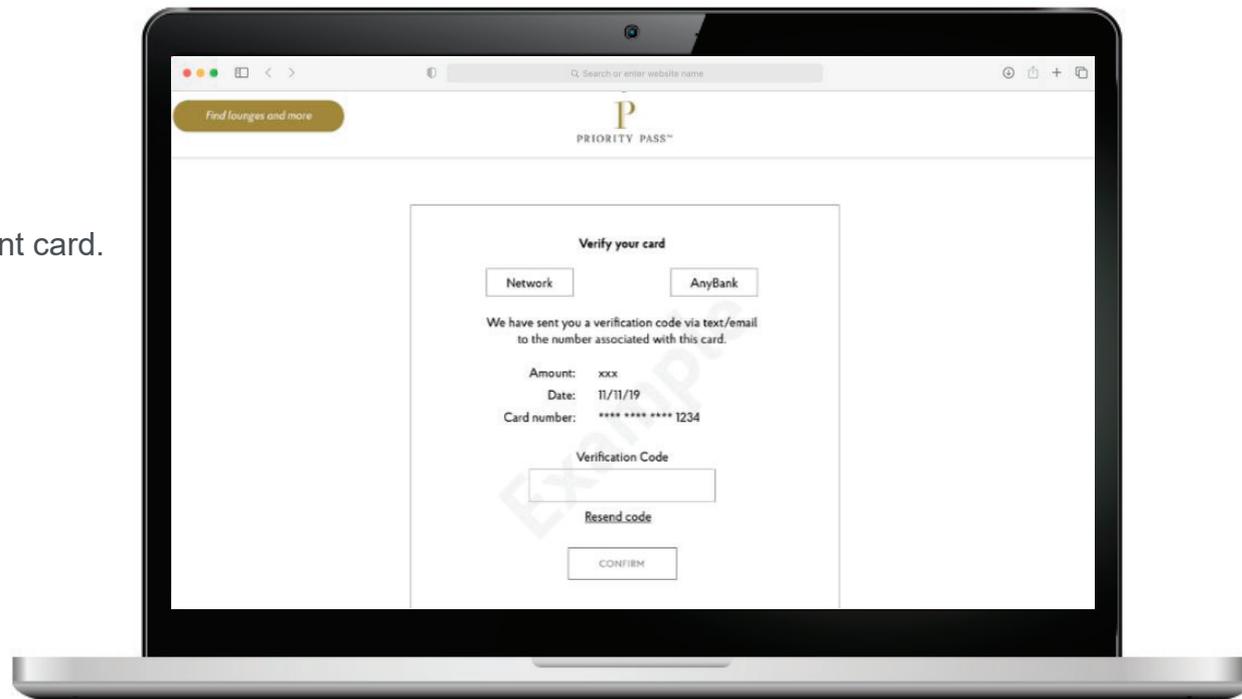
### 3DS Check

- You need to complete a 3DS check to authenticate your payment card.



When registering for an account on the website, you must enter your full PAN, security CVV/CVC code (3 digits on the reverse of the card), and billing address to verify and authenticate your payment card.

**3DS may be triggered by the issuer.**

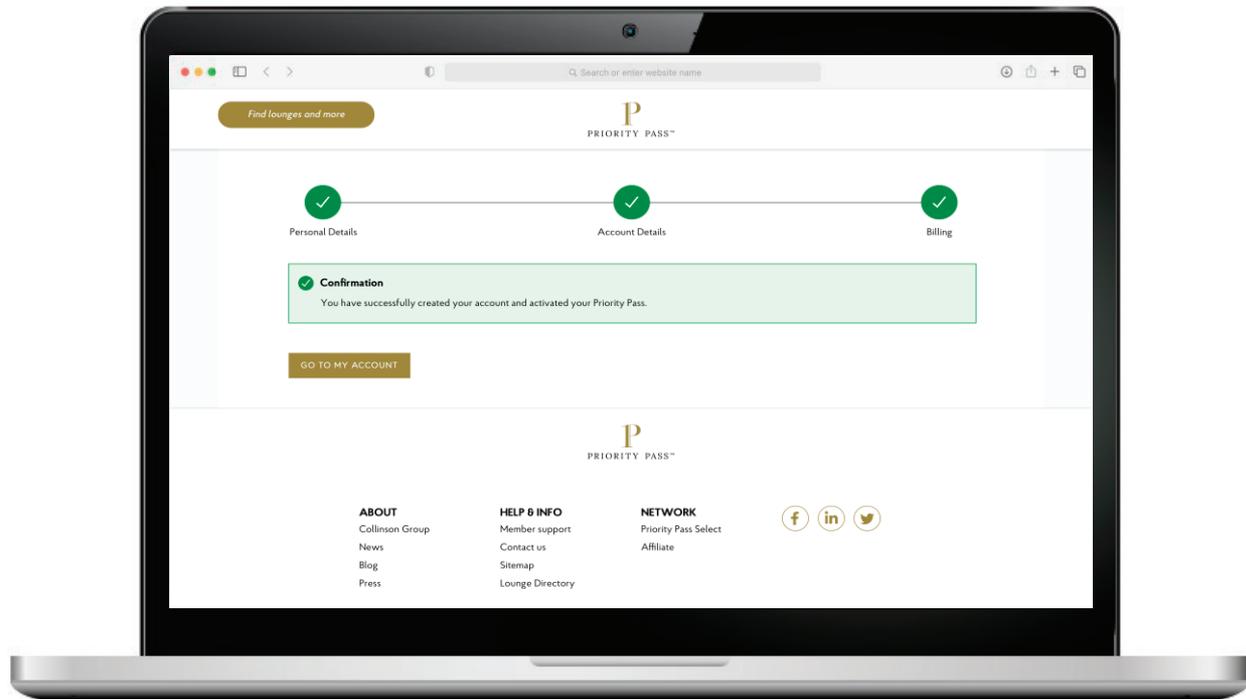


# Registration customer journey

## STEP SEVEN

### Account Activation

- Account successfully created



# Registration customer journey

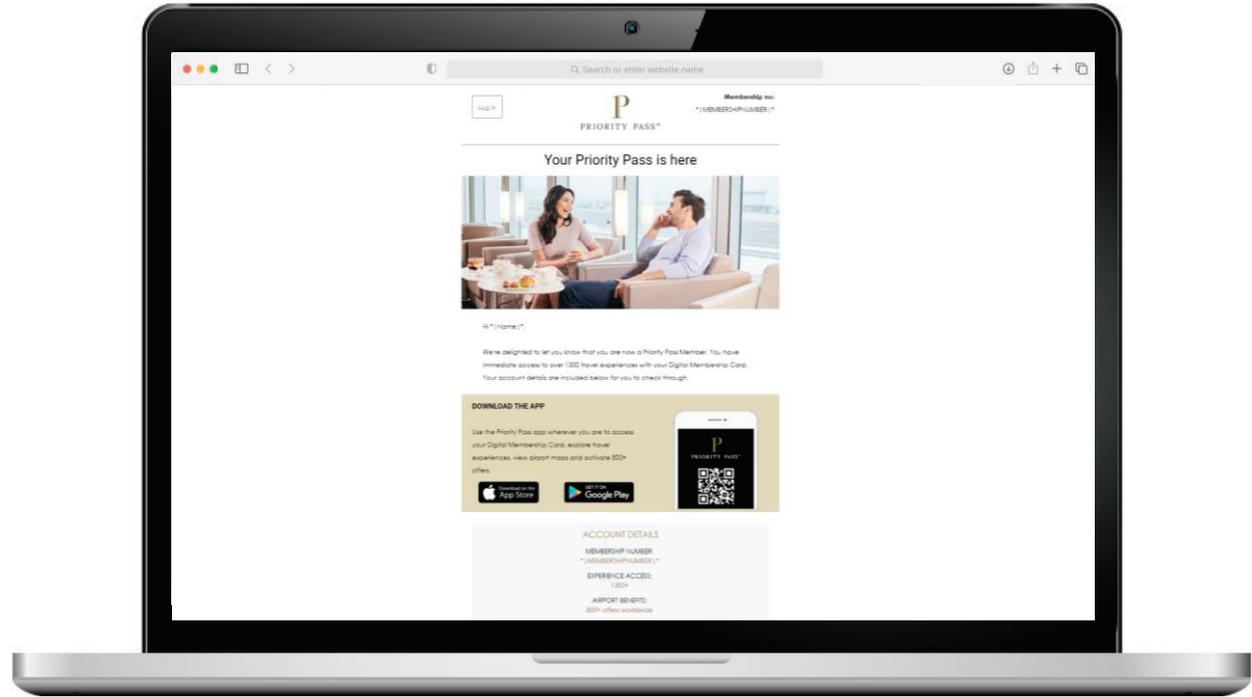
## STEP EIGHT

### Welcome Email

- You must check your email from Collinson for your welcome communications.
- You must review the email to confirm your membership details.



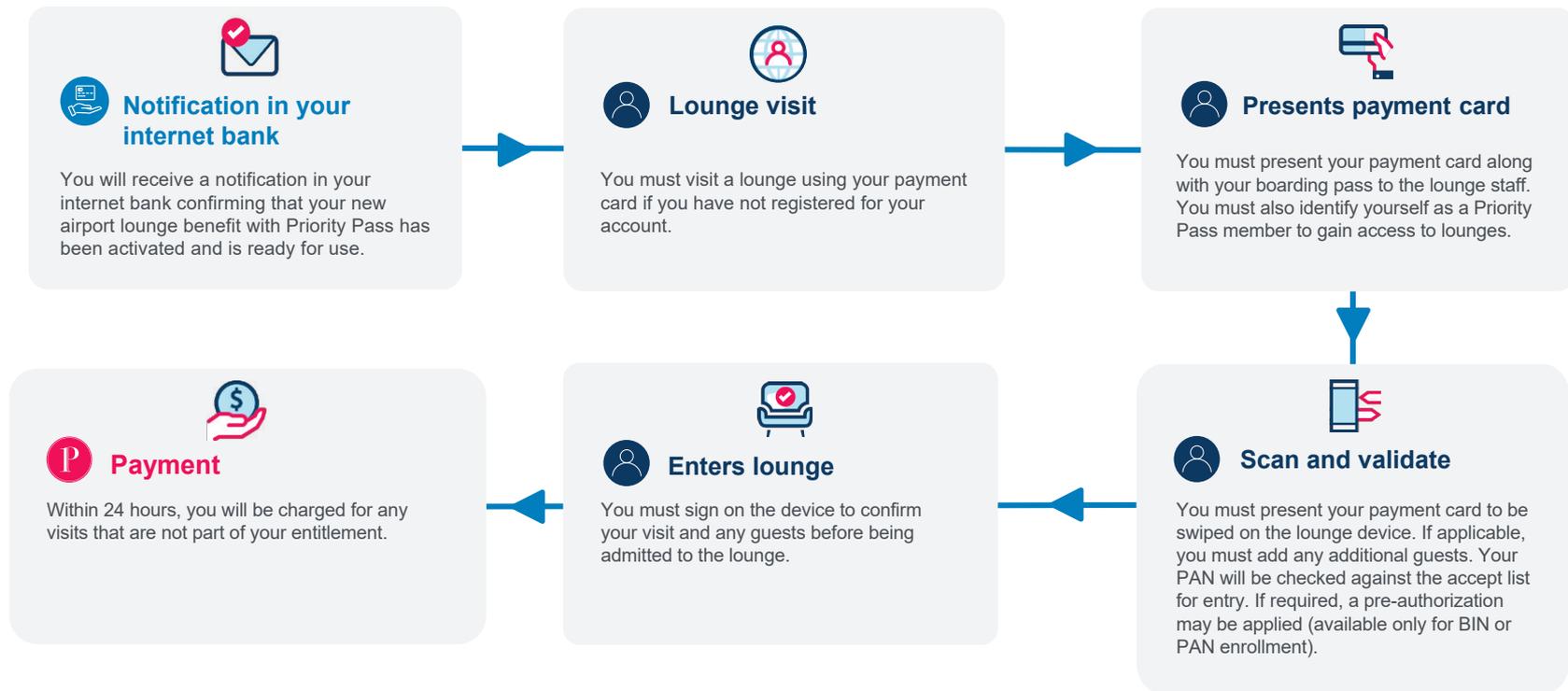
Registration Completed



**Can you still access  
lounges and airport  
experiences without  
creating your  
account?**



# What happens if you don't register?



Thank you

