

Welcome to LoungeKey

Exclusive to HSBC Premier
World Elite™ MasterCard®
customers

We're delighted to welcome you to LoungeKey – the personal airport lounge programme provided with your HSBC Premier World Elite™ MasterCard®.

LoungeKey gives you access to hundreds of airport lounges around the world, regardless of airline or class of travel, simply by presenting your HSBC Premier World Elite MasterCard.

You don't even need to activate this benefit – it's ready to use straightaway.

Here's how to get started:

LoungeKey website

Discover more about the lounges that you can access by using the lounge finder tool at loungekey.com/HSBCWorldElite. Here, you can create your personal LoungeKey profile – a must if you choose to use the LoungeKey App to locate your lounges. You can find more information about the App below. When using the website, be sure to have your HSBC Premier World Elite MasterCard to hand as you'll need to provide card details to create your profile and confirm eligibility.

LoungeKey App

Provided you've registered on the website, you can use the App any time, any place to find airport lounges available to you through the HSBC Premier World Elite MasterCard LoungeKey programme.

- Download the LoungeKey App from either the Android or iPhone app store.*
- Use the LoungeKey account login and password you created in your LoungeKey online profile to personalise the App.
- Use on or offline – we recommend you update the lounge information when connected to Wi-Fi to avoid incurring additional data charges.

At the lounge

Be sure to mention LoungeKey to the lounge reception staff when you arrive. You must show your HSBC Premier World Elite MasterCard to gain access. Your card will be swiped to register your visit.

In the unlikely event that the receptionist isn't familiar with LoungeKey, please double-check your App and show them the listing.

Conditions of Use

Please refer to the LoungeKey Conditions of Use at loungekey.com/HSBCWorldElite before you make your first LoungeKey visit. Please note that LoungeKey may change these Conditions at any time by providing three months' notice via the website.

*iPhone and iPad are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android is a trademark of Google Inc.

We'd like to thank you for being an HSBC Premier World Elite MasterCard cardholder. We hope you'll enjoy the benefits of using LoungeKey the next time you travel.

Accessibility

To find out more about our accessible services please visit **ciiom.hsbc.com/accessibility** or ask at any of our branches.

If you'd like this document in another format such as large print, Braille or audio, please contact us on 03456 006 161.

BSL Video Relay Service is also available (Monday-Friday 8am-6pm, excluding Bank and Public Holidays).

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