Overview

Airport Lounge and Travel Program Overview

The Airport Lounge and Travel Program provides Cardholders with access to lounges in airport terminals all over the globe, regardless of class of travel or airline flown.

Whether you travel infrequently or are a seasoned traveler, the Airport Lounge and Travel Program can ensure that your journey always begins stress-free at one of nearly 1,300 airport lounges across 600 cities in over 130 countries worldwide.

Through the Airport Lounge and Travel Program, Cardholders can also access exclusive retail, dining, spa, and sleeping offers in select airports.

Benefits

What are the main benefits of the Airport Lounge and Travel Program?

- Access to nearly 1,300 airport lounges worldwide in over 600 cities
- Complimentary refreshments, including alcohol in most lounges
- Space to work or wind down before your flight
- Free Wi-Fi and handy charging points in most lounges
- Comfortable seats and quiet spaces
- Conference rooms, showers, and other facilities in selected lounges
- Access to exclusive retail, dining, spa, and sleeping options in select airports

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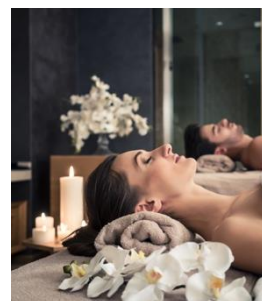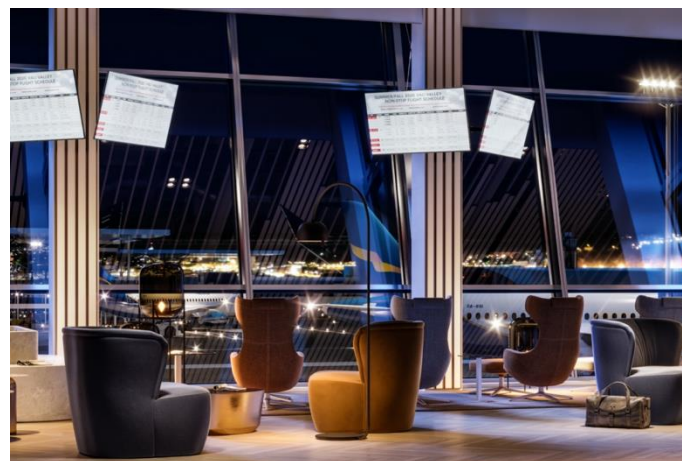
Priority Pass Mobile App

We highly encourage you to download the Priority Pass mobile app [P]. The app includes an on-the-go listing of airport lounges and many other helpful tools to use while traveling.
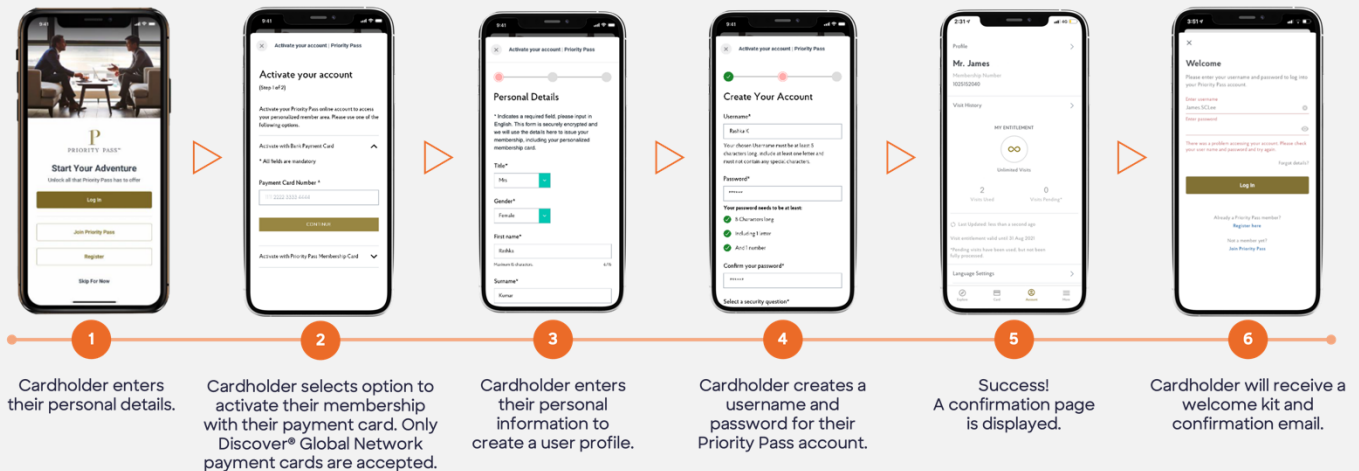
- Apple users download from the Apple Store
- All others download from Google Play

Registration / Login

Do I need to do anything to use the Airport Lounge and Travel Program benefit?

The Airport Lounge and Travel Program benefit is ready for your use as a Cardholder from the moment you activate your payment card, complete security authentication, and receive eligibility for Priority Pass membership from your payment provider.

To register:

1	2	3	4	5	6
Cardholder enters their personal details.	Cardholder selects option to activate their membership with their payment card. Only Discover® Global Network payment cards are accepted.	Cardholder enters their personal information to create a user profile.	Cardholder creates a username and password for their Priority Pass account.	Success! A confirmation page is displayed.	Cardholder will receive a welcome kit and confirmation email.

Note: As part of the registration process, your payment provider may request a 3DS challenge. See next question for further information.

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3D Secure (3DS)

What is 3DS?

3DS is an enhanced fraud protection process payment provider use to independently verify that a Cardholder is aware of and consents to an eCommerce transaction. It is also referred to as a 3DS challenge or SCA (Strong Customer Identification).

Some examples of 3DS challenges are collection of a one-time password through email / SMS or having the Cardholder log in into a banking app or use facial recognition on a mobile device.

When is 3DS required?

There are two (2) occasions that 3DS will be required as part of the payment process at the airport lounge:

1. On the first visit for any Cardholder who is not registered.
2. When a Cardholder who had previously completed 3DS gets a new card, which will have a new CVV code.

   However, your payment provider may request a 3DS challenge at any time for registration and payment processing.

Why am I unable to register for the Airport Lounge and Travel Program?

If you have an active Discover card in good standing, you should be able to register for the program on the Priority Pass mobile app [P] or on the Priority Pass website.

If you are not able to register on these platforms, please contact Priority Pass customer services at: https://www.prioritypass.com/help/contact-us-form

Accessing Lounges

What do I need to access the Airport Lounge and Travel Program airport lounges?

To access any of the nearly 1,300 Airport Lounge and Travel Program lounges around the world you will need:

- Your valid physical payment card or your Priority Pass digital membership (QR code)

 *Note: some lounges only accept digital membership cards. Please check entry conditions to confirm.*

- Your boarding pass
- Proof of ID (Passport or Government issued ID)

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How do I obtain my Priority Pass digital membership card?

To obtain your digital membership card (QR code) please register to the program through the Priority Pass mobile app P:

- Apple users download from the Apple Store
- All others download from Google Play

Note: When setting up the Priority Pass mobile app P*, please click Activate Your Account, not Join.*
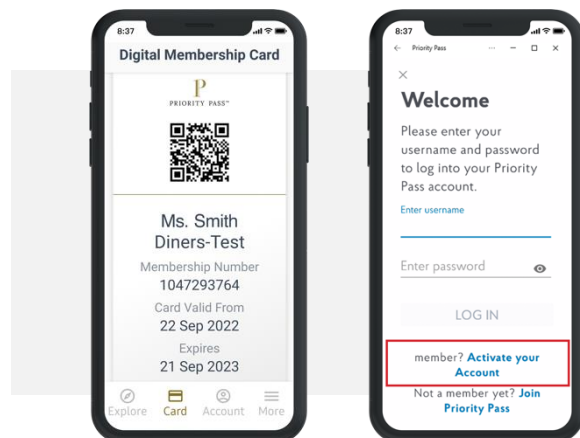
Do I need to make reservations to visit the Airport Lounge and Travel Program airport lounges?

Ordinarily, reservations are not required for Cardholders. Your card must be current and valid at the time that you want to access the lounge. Please note lounges may need to decline entry if they are at guest capacity.

During peak seasonal activity, it is expected that lounges will see an increase in the number of guests. Therefore, access may be periodically restricted due to space constraints. Pre-booking is available in select locations listed on the Opening Hours section of the Priority Pass Website or Priority Pass mobile app P.

The airport lounge says they do not accept my card. What should I do?

Please check the Priority Pass app P for a complete list of available airport lounges in our program. We recommend identifying yourself as a Priority Pass member, as in some cases lounge operators are more familiar with that program.

There are some lounges within the Airport Lounge and Travel Program that only accept QR codes, so please review the lounge Entry Conditions before visiting the lounge.

If the lounge is listed as a part of the program, but the operator is still not accepting your card for entry, please contact Priority Pass customer services.(https://www.prioritypass.com/help/contact-us-form)

I have tried to enter the airport lounge, but the lounge operator says it is not a part of the Airport Lounge and Travel Program. What should I do?

Check the Priority Pass Website or the Lounge Locator on the Priority Pass mobile app P to confirm the lounge is part of the program. If the airport lounge is listed in any of the above, please advise the lounge operator that you are a Priority Pass member and, if possible, present your QR code.

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Alternatively, please contact the Priority Pass customer services:
https://www.prioritypass.com/help/contact-us-form

We encourage you to download the Priority Pass mobile app P and register prior to your travel.

- Apple users download from the Apple Store
- All others download from Google Play

There is a sign at the airport lounge stating that my card is not accepted. What should I do?

Please check the Priority Pass mobile app P or Priority Pass website for a complete list of available airport lounges in our program.

If the lounge is listed as a part of the program but the operator is still not accepting your card for entry, please contact Priority Pa ss customer services.

Do I need to have Priority Pass Black card?

No, as part of the Discover payment card or the digital membership card, Cardholders aren't required to obtain or hold the Priority Pass Black card.

Entry to Lounge Denied

What should I do if I am denied entry to an airport lounge?

If denied entry at a lounge, please take the following steps;

1. Confirm your payment card is active
2. Make sure the lounge you are attempting to enter is part of the program
3. Identify yourself as a Priority Pass member
4. Present your Priority Pass digital membership card (QR code) if you are registered

   If you are still denied entry, please contact Priority Pass customer services.

My Priority Pass digital membership card (QR code) access has been denied at entry, but I should have access based on my benefits. What should I do?

Please ask the airport lounge operator to swipe your card or manually enter your card number.

If entry is still not permitted, please contact Priority Pass customer services.

Payment / Fees

Will access to the Airport Lounge and Travel Program cost me anything?

To determine Cardholder fees, please contact your payment card payment provider regarding your card features and benefits, including any applicable airport lounge fees.

You can view Entry Conditions and applicable guest fees by registering for the Airport Lounge and Travel Program through the Priority Pass app [P] or website.

Note: Additional service charges may be applied, depending on lounge Entry Conditions and your entitlement as set by your payment card prov ider.
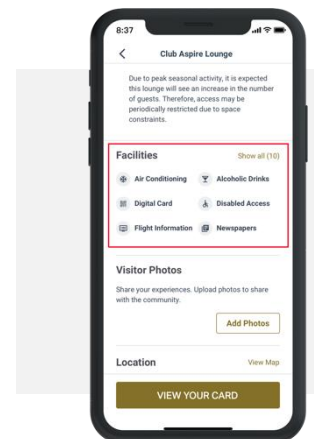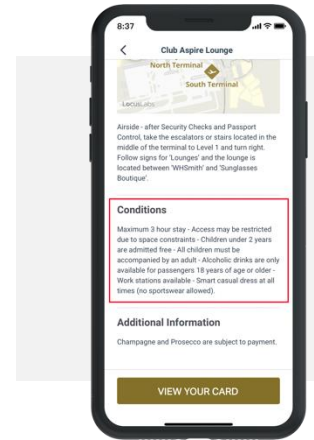
What are paid extras?

Some lounges offer supplementary facilities that have an extra charge, such as showers, spa treatments, or day beds. Please check the lounge page of the Priority Pass Website or Priority Pass mobile app [P] for more details.

- Apple users download from the Apple Store
- All others download from Google Play

What are the fees for children?

Each lounge sets its own fees and age limits. You can find applicable fees, age limits, and amenities for specific lounges on the Priority Pass Website page, or download the Priority Pass mobile app [P] for more information.

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My card was charged an incorrect amount for my visit. What do I do?

Some of the most common additional charges are:

- Additional guest
- Children that are above the free entry age per the lounge Entry Conditions
- Your card benefits are set with variable entitlement, as set up by your card payment provider
- Additional service charges may be applied depending on lounge Entry Conditions

    If none of these are applicable and there is still a discrepancy in charges, please contact Priority Pass customer services.

My card was charged an incorrect amount for my child's guest visit. What do I do?

Each lounge sets its own fees and age limits. You may find applicable fees, age limits, and amenities for specific lounges on the Priority Pass Website, or download Priority Pass mobile app Ⓟ for more information.

The airport lounge says they do not accept my card. What should I do?

Please check the Priority Pass app Ⓟ for a complete list of available airport lounges in our program. We recommend identifying yourself as a Priority Pass member, as in some cases lounge operators are more familiar with that program.

There are some lounges within the Airport Lounge and Travel Program that only accept QR codes, so please review the lounge Entry Conditions before visiting the lounge.

If the lounge is listed as a part of the program but the operator is still not accepting your card for entry, please contact Priority Pass customer services.

Finding Participating Airport Lounges

How can I find an airport lounge while I'm traveling?

We encourage you to download the Priority Pass mobile app Ⓟ and register prior to your travel.

- Apple users download from the Apple Store
- All others download from Google Play

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How can I find lounges participating in the Airport Lounge and Travel Program?

The Airport Lounge and Travel Program offers access to nearly 1,300 airport lounges worldwide. Please visit our Priority Pass Website page or download our Priority Pass mobile app Ⓟ to search by city or airport for the available lounges.

I am on the Priority Pass Website searching for an airport lounge on the locator, but nothing comes up. Why is this?

This means that we do not have an airport lounge in this location. Please download the Priority Pass mobile app Ⓟ and update often, as new airport lounges are added to the program frequently.

I am on the Priority Pass mobile app Ⓟ searching for an airport lounge on the locator, but nothing comes up. Why is this?

This means that either this airport lounge is not part of your Airport Lounge and Travel Program benefits.

When is an Airport Lounge and Travel Program lounge coming to my city?

Please visit the Priority Pass website or Priority Pass mobile app Ⓟ often, as new lounges are added to the program frequently.

Airport Lounge Details and Amenities

Why is there no airport terminal listed on the airport lounge locator?

We try to provide the most detailed descriptions of our airport lounges, including terminal location. However, there are times when this information is not available to us and we are not able to provide it in our lounge locator.

Why does the Priority Pass app show the airport lounge as open in the lounge locator, but when I arrive, the lounge is temporarily suspended?

We try to provide the most up-to-date airport lounge listings on the Priority Pass Website and app Ⓟ. However, there are times when urgent or unforeseen circumstances lead to the temporary closure of an airport lounge.

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Will the lounge facilities of every Airport Lounge and Travel Program I visit be the same?

No – every lounge in the Airport Lounge and Travel Program network is different, with varying services and facilities. Please check the lounge page on the Priority Pass Website or Priority Pass mobile app P to find out more about lounges, opening times, and available amenities.

Are the lounges run by the Airport Lounge and Travel Program?

No – lounges are managed by third party suppliers, including airport authorities, ground handling agents, and airlines.
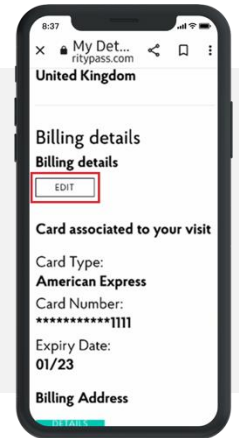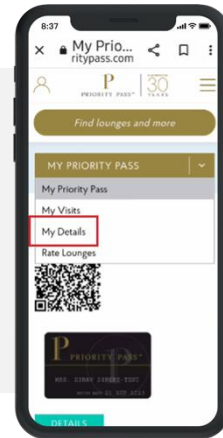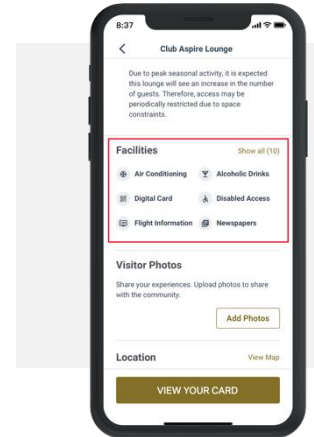
Updating Your Payment Card

What if I get a new card?

To update your payment card, go to the Priority Pass website. In the My Details tab, click "EDIT" in Billing Details and update your payment card information.

Note: This feature is not available via the Priority Pass app P *, only the website.*

If you need assistance, please contact Priority Pass customer services.
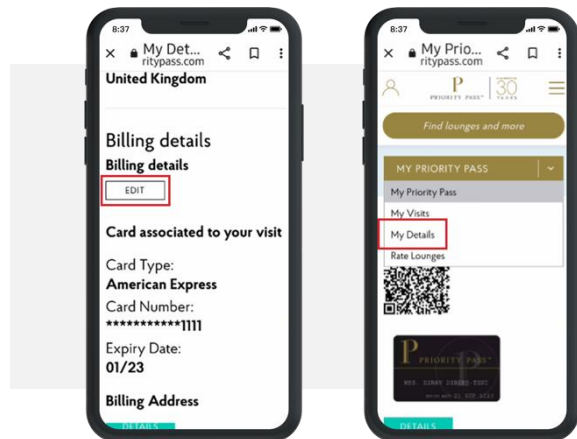
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What if my card expires?

To update your payment card, go to the [Priority Pass website](). In the My Details tab, click "EDIT" in Billing Details and update your payment card information.

I have lost my card, what do I do?

If your card has been lost or stolen, please contact your card payment provider immediately.

Guests / Other Users

Am I allowed to bring guests into the airport lounge with me?

Each lounge sets its own entry conditions. You can find applicable age limits and amenities for specific lounges on the Priority Pass webpage, or download the Priority Pass app $\boxed{P}$ for more information.

Can my Airport Lounge and Travel Program access be used by someone else?

The Airport Lounge and Travel Program benefit is non-transferable. When you access a lounge, the staff will check that the name printed on your Discover payment card matches your boarding pass / Proof of Identification (Passport or Government-issued ID).

If I add an additional Cardholder to my account, can that Cardholder use the card to access the Airport Lounge and Travel Program without paying a fee?

All Cardholders with valid card accounts will be granted access to any of our nearly 1,300 airport lounges worldwide. Entry fees and guest fees will vary by your card benefits.

Every Cardholder is required to separately present their payment card or digital membership card (QR code) when entering the lounge, otherwise a guest fee will apply.

Cardholders should make sure that the lounge operator allows entry to additional Cardholders as members and not as guests. It is the Cardholder's responsibility to ensure they are identified as a member before entering the lounge.

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Entitlement

Are there any limits on how many airport lounges I may visit in a year?

Your card benefits are set with variable entitlements based on your card provider, so there may be an annual limit on your airport lounge access.

Note: Each lounge counts as a visit regardless of these being part of the same travel itinerary.

Can I view my lounge visit history online?

Once you register for the airport lounge program, the Priority Pass mobile app Ⓟ will allow you to see your visit history.

While logged in to the Priority Pass website or app, you will have the ability to:

- View lounge visit history
- Explore and search for lounges
- View maps and directions
- Look at lounge images
- View digital membership card (QR code)
- Manage accounts
- Access other products and services

Retail, Dining, Spa, or Sleeping Offers

How do I redeem a retail, dining, spa, or sleeping offer?

To redeem an offer or enjoy other airport experiences, go to the Priority Pass mobile app Ⓟ and search for additional benefits.

Simply present your payment card to the merchant's staff and they will apply the offer. Alternatively, you can show your digital membership card (QR code) found in the Priority Pass mobile app Ⓟ.

- Apple users download from the [Apple Store](#)
- All others download from [Google Play](#)

Some lounges only accept the digital membership card (QR code), so please check the Entry Conditions of the lounge you are about to visit.

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What types of offers are available to me in my airport location?

Available offers will vary by location. For the latest information, please log in to Priority Pass through the Priority Pass mobile app P and search your chosen airport location.

- Apple users download from the Apple Store
- All others download from Google Play

Airport Lounge Customer Service

How can I provide feedback about a lounge experience?

Please contact Priority Pass customer services.

I visited an airport lounge and have left something behind. How can I contact Lost and Found?

Please contact Priority Pass customer services.

Are the lounges run by the Airport Lounge and Travel Program?

No – lounges are managed by third party suppliers, including airport authorities, ground handling agents, and airlines.

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