



LOUNGE KEY REGISTRATION

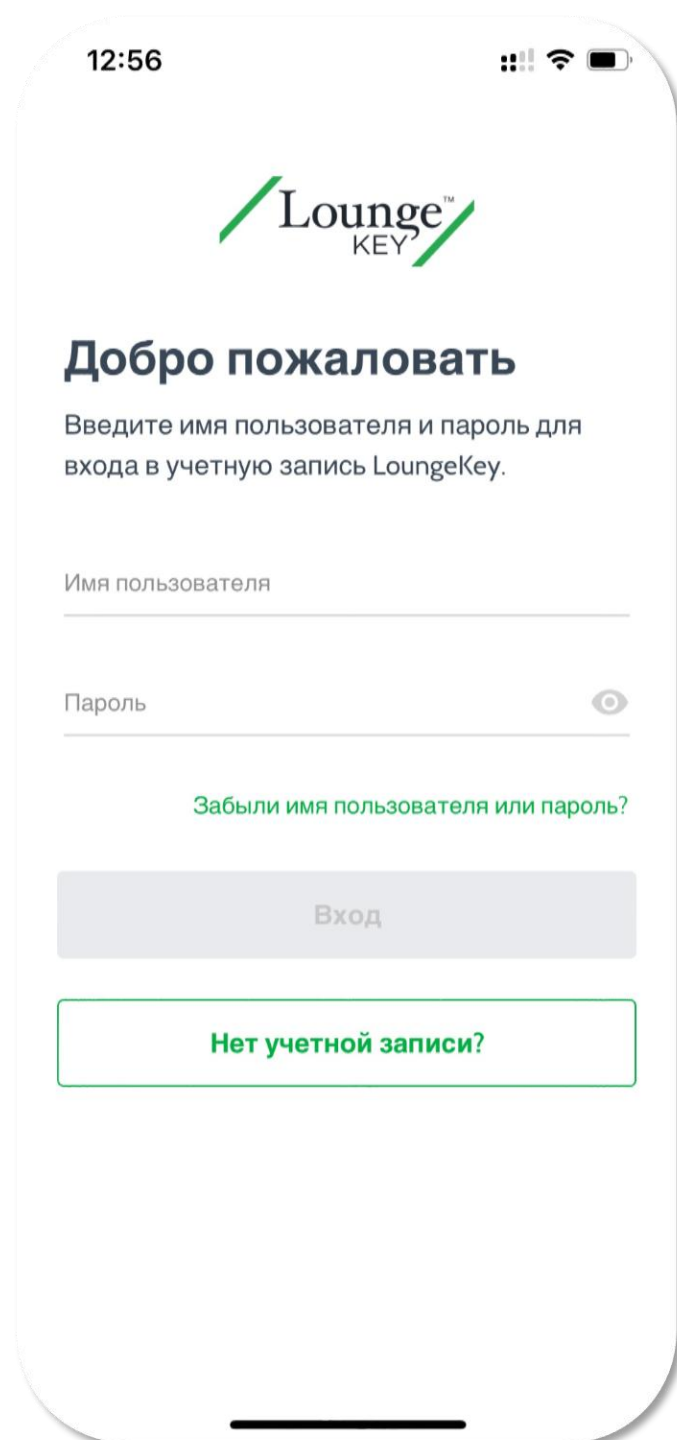


1400+ comfortable lounges in airports throughout the world

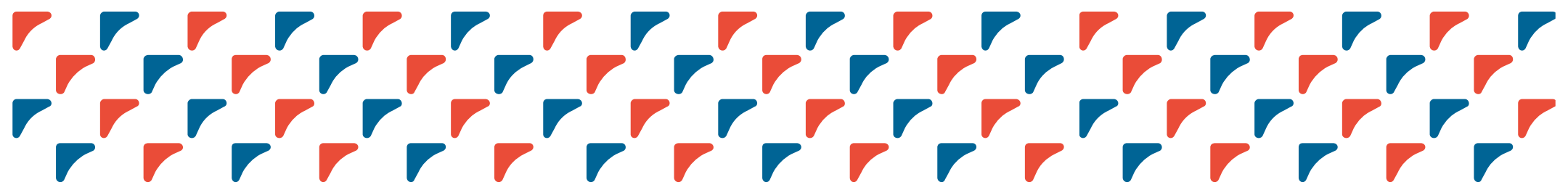
You can register in the LoungeKey [website](#) or [Google Play](#) or [App Store](#) Applications

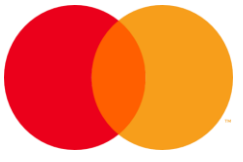
If you have registered other Mastercard or Visa Cards in LoungeKey, you will need a new registration for the new Mastercard.

New username shall be different from the username of your other LK profile.



The balance on the card shall not be equal to zero. During the registration, 1 USD shall be deducted and refunded for verifying the card. The card shall ensure electronic commerce transactions and 3DS verification.





LOUNGE KEY ENTRANCE

For entering the lounge you will need to submit your boarding ticket and MC plastic Card or QR code in the LoungeKey application.

The QR code is given in the Card section.

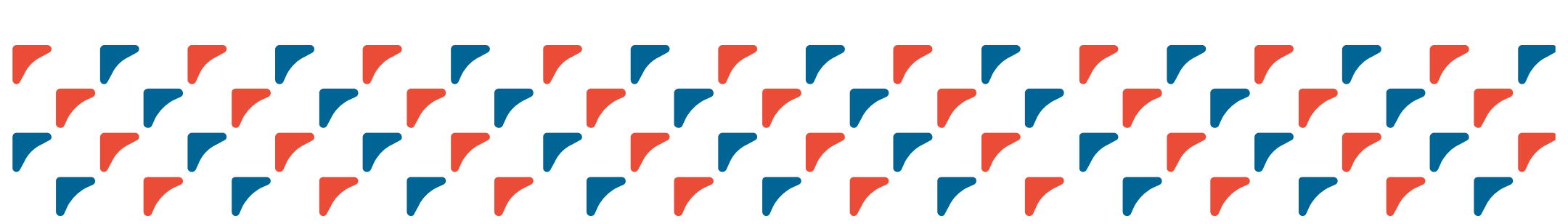
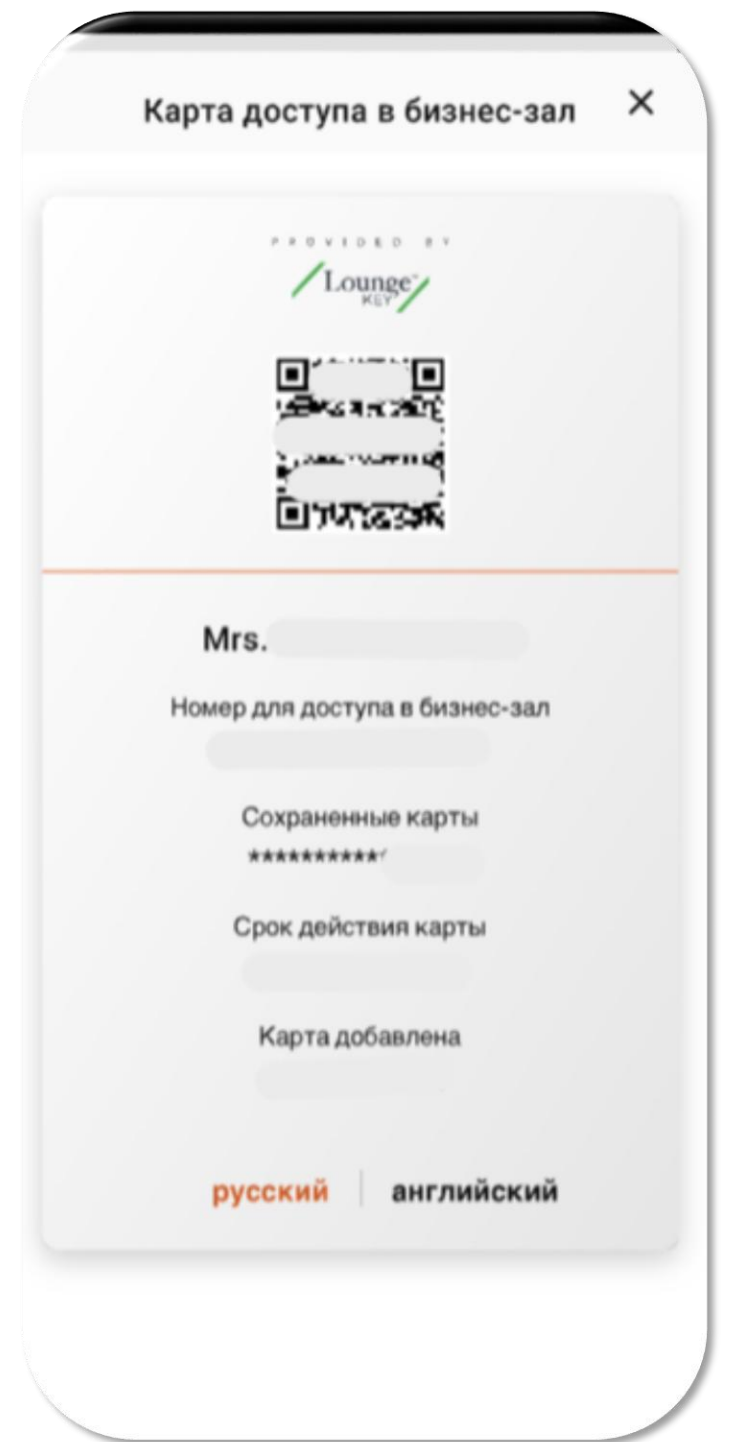
The card should be active and the amount on the card should not be blocked. 1 USD may be deducted and then refunded

If, together with you, the lounge is visited by other persons, you may be asked to confirm this via terminal

The lounge visit fee per each visitor shall be 35 USD, which will be withdrawn from your card.

If the visit by other persons is included in your program, the fee shall not be deducted

The history of visits and the existence of visits are given in the “Account” section.





CALCULATION PERIOD

The initial period: 35 days, 01.07-14.08.2025.
During this period the previous rules shall apply.

Period before visiting the lounge: 35 days



30 days, registering
the purchase of the
card.



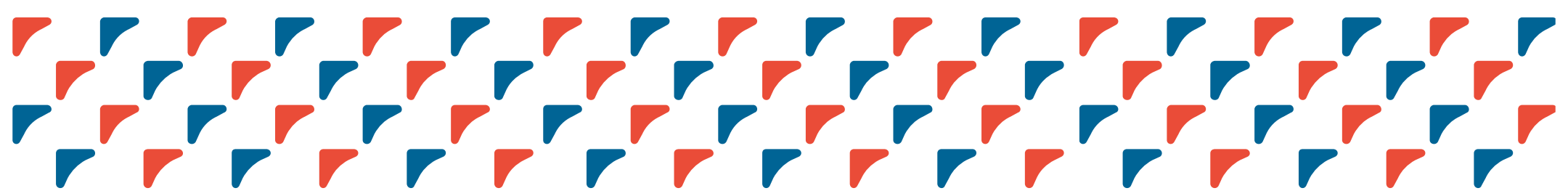
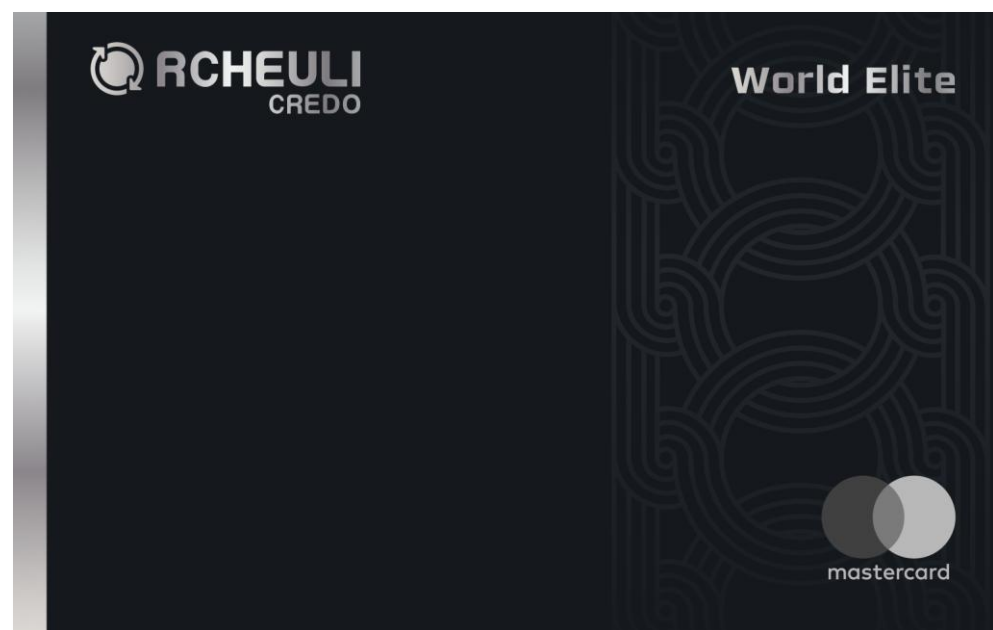
5 business days
including Saturday and
Sunday, without
registering the card
transaction.

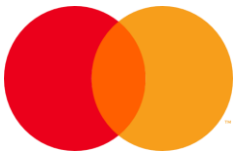


Date of
flight

You can visit the lounge during the previous 30+5
calendar days, if the requirement for the purchase
amount (1500 GEL) is met.

Mastercard World Elite





PAYMENT

In the case where the limit required for the payment has not been met, the visit to the lounge shall be paid.

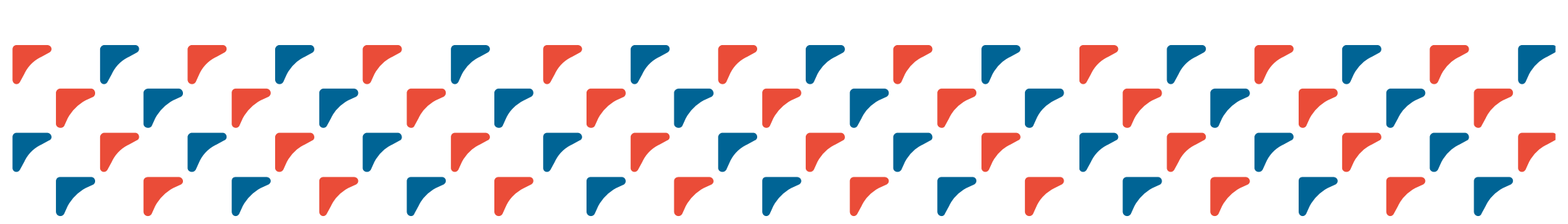
When calculating the purchase amount the following shall be taken into account:

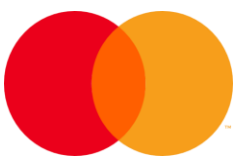
- Only purchase transactions offline and online purchase amounts paid during the reporting period and processed after that period;
- Purchase amounts for which compensation or cash back is expected.



The calculation of payment shall not include the following:

- Purchases made during the last 5 days of the reporting period;
- Cash withdrawal transactions;
- Card-to-card transactions;
- Transactions related to computer and mobile phone games;
- Transactions related to receipts, including the travelling receipts;
- Transactions related to the payment of interest rates,
- commission fees





LOUNGE KEY ISSUES

The client is not allowed to enter the lounge

Make sure that the card of the client:

- Is active and the balance on the account is not equal to zero.
- The amounts on the card is not blocked
- Internet transactions are allowed on the card.

Check if the client has attempted to enter the lounge included in the Lounge Key program.

If everything is OK, but the client is still not allowed to enter the lounge, the LoungeKey Complaint and Dispute Form will need to

be filled up by typing and sent to the following address:
loyalty_support@mastercard.com.

- Issuer – name of the bank in Latin alphabet;
- Submission date – the date of sending the form;
- Name and surname of the person filling up the form - in Latin alphabet;
- The email of the manager filling up the form;
- The date of occurrence and possible time;
- Name of the lounge;
- Country, city, airport;
- Name and surname of the client – as indicated on the card;
- Card number;
- Complaint description –the card holder was not allowed to enter the lounge key in the airport (please, specify the airport).
- Email subject – the name and the surname of the client in Latin alphabet;
- In the Cc: of the email the director's name shall be indicated.





LOUNGE KEY ISSUES

The client's guests are not allowed

To enter the lounge

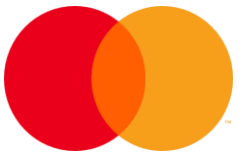
If the client's guests are not let in the lounge and the terminal offers you to contact the bank issuing the card:

The LoungeKey Complaint and Dispute Form will need to be filled up by typing and sent to the following address: loyalty_support@mastercard.com.



- Issuer – name of the bank in Latin alphabet;
- Submission date – the date of sending the form;
- Name and surname of the person filling up the form - in Latin alphabet;
- The email of the manager filling up the form;
- The date of occurrence and possible time;
- Name of the lounge;
- Country, city, airport;
- Name and surname of the client – as indicated on the card;
- Card number;
- Complaint description –the card holder's guests were not allowed to enter the lounge key salon in the airport of Dubai for free despite the fact that the card holder had the right to invite the guests.
- Email subject – the name and the surname of the client in Latin alphabet;
- Email text – Hello, please accept the complaint form for Lounge Key service;
- In the Cc: of the email the director's name shall be indicated





LOUNGE KEY ISSUES

The client cannot sign in in the LoungeKey application

If the client has entered the correct username and password or a code word, or if the client has forgotten anything:

1. Press the button “Forgot Password?” and choose a new password;
2. If the client tries to sign in in the account via another card attached in order to attach a new card, it is better for the client to create a profile with a new username for the new card.

For the purpose of avoiding further problems for the client, the LoungeKey Complaint and Dispute Form will need to be filled up by typing and sent to the following address:
loyalty_support@mastercard.com.

- Issuer – name of the bank in Latin alphabet;
- Submission date – the date of sending the form;
- Name and surname of the person filling up the form - in Latin alphabet;
- The email of the manager filling up the form;
- Name and surname of the client – as indicated on the card;
- Card number;
- Complaint description –the card holder cannot sign in in the LoungeKey application – he/she has forgotten the password or a code word, please reset the password for this card holder.
- Email subject – the name and the surname of the client in Latin alphabet;
- In the Cc: of the email the director’s name shall be indicated.

