

FAQ's:

1. What is the new International Transaction requirement on the Mastercard airport lounge benefit about?

You will be required to make at least one \$1 international transaction or (equivalent in any other currency) at point of sale or online (e-commerce) to be eligible for your lounge benefit.

2. When is the new requirement coming into effect?

The new requirement comes into effect on April 1st, 2025. However, you must make an international transaction between January 1st, 2025, and March 31st, 2025, to ensure that you keep your lounge access after April 1st.

3. Which cards are subject to this requirement?

All Boubyan Mastercard Platinum, World and World Elite Mastercard credit cards are subject to this requirement.

4. What will happen to my lounge benefit once the new requirement comes into effect?

From April 1st, 2025, you will need to log into the Mastercard Travel Pass app to re-enter your card details if you already have an account. If you do not have an existing account, you will need to register.

Once you do this, any transaction you made with a minimum international transaction of \$1 or its (equivalent in any other currency) from January 1st 2025 to March 31st 2025 will give you access to complimentary airport lounge for 3 calendar months from the date of the transaction. To extend further, you will need to continue using your card for an international transaction of minimum of \$1 extending your access for 3 calendar months from the date of the last transaction.

However, if you did not spend a minimum of \$1 or its (equivalent in any other currency) from January 1st to March 31st, then your lounge access benefit will be limited to 1 complimentary access for Platinum and World, and 2 complimentary accesses for World Elite Mastercard effective April 1st. If after using your complimentary access, and you still do not make an international transaction, you will not be able to access the airport lounge unless you make a payment of \$32 on your Mastercard card.

5. If my lounge benefit is paused because I did not make an international transaction, how can I regain my lounge benefit?

If your lounge has been paused, you may regain access by making an international transaction of a minimum of \$1 or its (equivalent in any other currency) on your card at point of sale or online (e-commerce). Your access will be re-instated after up to 72 hours.

6. If my bank issued a brand-new card for me after April 1st 2025, how will I get my lounge benefit?

If you have a new card issued after April 1st 2025, you will have 1 complimentary lounge access with your Mastercard Platinum or Mastercard World Card, or 2 accesses with your Mastercard World Elite Card immediately after your enrollment into the Mastercard Travel Pass app. To unlock additional accesses as per your card tier, you will be required to make at least one \$1 international transaction (local currency equivalent) at point of sale or ecommerce.

7. What is the validity of the complimentary lounge access I get the first time I enroll into the Mastercard Travel Pass app and before making an international transaction?

Your complimentary access will be given to you when you first enroll into the Mastercard Travel Pass and thereafter at the beginning of each calendar year (January 1st) and will expire at the end of the same calendar year (December 31st)

8. What does international transaction mean when it comes to this requirement?

An international transaction refers to any purchase or payment made physically at a point of sale outside of the country where your card is issued from or a payment or purchase made online from an international website or merchant.

9. Can my domestic transactions at local points of sale or at local online / e-commerce websites or merchants qualify for this new requirement?

No, only international point of sale or international online (e-commerce) transactions count towards your eligibility.

10. Can my transactions prior to my re-enrollment into the Mastercard Travel Pass help me meet this new requirement?

If you made a transaction between January 1st, 2025, and March 31st, 2025, you will meet the new requirement. Any transaction made before the January 1st 2025 is not counted.

11. Is my supplementary card also subject to this requirement?

Yes, your supplementary card will also need to spend a minimum of \$1 on the card in international transaction at point of sale or online/e-commerce to unlock airport lounge access.

12. How many yearly complimentary accesses do I get?

As of April 1st, 2025, lounge accesses or dining offers for Platinum, World Mastercard and other Premium Cards will be capped as follows:

Card Type	Lounge or dining offer caps
Mastercard Platinum	6 airport lounge visits or dining offers per calendar year*
Mastercard World	12 airport lounge visits or dining offers per calendar year*
Mastercard World Elite	Unlimited

Please note that cardholders can choose either airport lounge access or airport dining offers, but both benefits contribute to the total number of the above caps.

*A calendar year is defined as the period starting from January 1st to December 31st in any given year. However, for 2025, the calendar year will be from April 1st to December 31st.

13. Can I use any unused lounge accesses from the previous year?

No, all lounge accesses should be used within the calendar year. Lounge access may not be carried to the following year if unused by December 31st.

14. Where can I see the number of lounge accesses I have at any given time?

You may log into your Mastercard Travel Pass app and see the number of accesses you have available. If your accesses have been paused because you have not spent the minimum requirement, you will see this on the app and be reminded to spend to reinstate your access.