

Frequently Asked Question (FAQs)

Mastercard Travel Pass by Dragonpass Programme

When will this change take effect?	The transition from Plaza Premium Lounge to Dragonpass will take effect on 13 August 2025.
Which Card Type is this applicable for?	Premier Travel Mastercard Credit Card (Primary Cardholders)
Why is the lounge access changing from Plaza Premium Lounge to Dragonpass?	<p>We are continuously reviewing our partnerships to enhance your travel experience.</p> <p>Introducing Dragonpass via Mastercard Travel Pass programme Dragonpass is the world's largest airport lounge network, offering cardholders access to a vast selection of airport lounges worldwide. This transition is part of our commitment to enhancing cardholders travel experience with greater convenience, coverage, and control</p>
What is Dragonpass?	<p>Dragonpass is a global airport service provider offering access to over 1,300 airport lounges worldwide</p> <p>Key Benefits</p> <p>Instant Access</p> <ul style="list-style-type: none">• Get immediate lounge access by simply downloading the Mastercard Travel Pass app and registering your eligible HSBC Premier Travel Mastercard credit card without any additional activation steps required (refer below on How to Get Started) <p>No Waiting Period</p> <ul style="list-style-type: none">• Enjoy lounge access right after card activation and post registration via Mastercard Travel Pass App, without the need to wait for any physical pass or separate approval. <p>Real-Time Visibility</p> <ul style="list-style-type: none">• View your available lounge entitlements anytime within the app, so you're always in control of your usage. <p>Plan Ahead with Ease</p> <ul style="list-style-type: none">• Explore and locate participating airport lounges around the world, including details on amenities, location in the terminal, and lounge hours. <p>24/7 Self-Service Access</p> <ul style="list-style-type: none">• View your airport lounge benefits anytime, anywhere through the app without needing to contact customer service.
How do I register for Dragonpass membership?	<p>How to Get Started – effective 13 August 2025</p> <ul style="list-style-type: none">▪ Download the Mastercard Travel Pass App (Available on both the App Store and Google Play).▪ Register your HSBC Premier Travel Mastercard Credit Card by following the step-to-step guide.▪ Setup your profile (name, email and password)▪ View the access entitlement under "My Visits"▪ Present the QR code at the participating lounge together with your boarding pass



Who is entitled to the 12x complimentary airport lounge visits under the Programme?	Primary HSBC Premier Travel Credit Cardholder only.
How long is my HSBC Premier Travel Credit Card, Mastercard Travel Pass (MTP) complimentary visits valid for?	Once you successfully registered for a Dragonpass Membership Number linked with your HSBC Premier Travel Mastercard Credit Card, the complimentary visits are valid until the end of the calendar year.
How can I check which lounges I can access?	You can browse the lounge directory via: <ul style="list-style-type: none">• The Mastercard Travel Pass mobile app
Can I carry forward any remaining/ unused complimentary airport lounge visit(s) from previous year into next year?	No, complimentary airport lounge visits cannot be carried forward (or refunded in any circumstances) to the following year should this programme being renewed. The complimentary visits will reset annually on 1 st January each year.