

# Q&A

## **Registration:**

### **When should I have received the letter?**

If you have previously had a physical Priority Pass and must now switch to the digital solution, you should have received a letter between 28<sup>th</sup> January 2025 and 11<sup>th</sup> February 2025. We will have sent this to you by post, or to your digital mailbox.

If you are a new customer or have entered into a new card agreement, you should have received your letter within 10 days of entering into your card agreement.

### **Where do I find the Invitation ID?**

You will find your Invitation ID at the end of the letter. This is marked as “Your Invitation ID.”

### **Where do I find the Invitation ID if I can't find or haven't received the letter?**

If you didn't get a letter, please contact us via one of the channels available on our [Danske Priority Pass page](#).

### **The website link is not working when I type it in or click on the link.**

Please check that you have typed the correct web address/URL or clicked the correct link. Even a small mistake in the website name can result in a 'page not found' error.

The issue can also be specific to the browser or device you are using. Please try accessing the link using a different browser or device.

### **Do I need to provide a Danske Bank-issued card for payment details?**

You can use any credit or debit card for payment for lounge visits exceeding your complimentary allowance, even if it's issued by another provider.

Priority Pass Limited will charge the payment card you register for any lounge visits which are not complimentary under your card agreement.

If your Priority Pass membership is associated with a Mastercard Corporate Platinum card, you may wish to check with your employer.

### **I have a Priority Pass for both my personal card and my corporate card. Do I need to register for both separately? Can I use the same username?**

Yes, in this case you will receive two separate registration letters and will have to register twice. This is because your Priority Pass Digital Membership is linked to your relevant Mastercard agreement, and your lounge visit entitlement may vary between different agreements. You may use the same email address, but the username must be different.

### **What if I already use the Priority Pass app?**

You might already use the Priority Pass app to find information on airport lounges. This is not linked to your Priority Pass membership which allows access to the airport lounge. Please follow the instructions on the letter to register for your Digital Priority Pass. This will require you to register a new username and password.

### **What happens if I do not wish to accept the terms and conditions at Collinson?**

You will not be able to complete your registration if you do not accept the terms and conditions, and

consequently, you will not be able to use your Priority Pass.

If there is something you wish to discuss in relation to the terms and conditions, 24/7 customer support is available via the Priority Pass Membership Services Team.

You can access the 'Help' section of the [Priority Pass website](#), which offers access to FAQs and email support, or call Priority Pass support on 020 8680 1338 - they are available 24 hours a day, 7 days a week.

### **How do I get the Priority Pass app?**

Go to your usual app store: Apple device: App Store; Android device: Google Play. Search for "Priority Pass".

### **Support:**

#### **What customer service options are available to me from Priority Pass?**

24/7 customer support is available via the Priority Pass Membership Services Team. You can access the 'Help' section of the [Priority Pass website](#), which offers access to FAQs and email/telephone support. For telephone support, please call 020 8680 1338. they are available 24 hours a day, 7 days a week.

#### **What do I do if I don't want to keep my Priority Pass?**

Your Priority Pass is provided as part of your overall Mastercard fee. If you don't think you will benefit from this service you should consider another card product type better suited to your needs - please get in touch with us to discuss other options available to you.

## **What if I have a complaint related to my Digital Priority pass?**

If your complaint is about the service provided by Priority Pass, including technical issues with the Priority Pass App or [website](#), please contact the Priority Pass Membership Services Team on 020 8680 1338 (they are available 24 hours a day 7 days a week).

Please keep in mind that different lounges offer different services, further detail on each lounge is available on the Priority Pass app or [website](#), where you can also rate the lounges you have visited.

## **What if I have a complaint related to my Mastercard benefits?**

If you are not satisfied with any part of the service provided by the Bank, we have procedures in place to deal with your concerns effectively and in the correct way. If you have followed our [published complaint procedures](#) and you disagree with the response we have given, you can refer the matter to the Financial Ombudsman Service. Details are available from us or from [financial-ombudsman.org.uk](https://financial-ombudsman.org.uk).

## **Accessing the lounge:**

### **Can I still access a lounge if the payment card has expired?**

Yes, even if the payment card has expired at the time of the visit, you will be able to access the lounge. However, if the visit is not complimentary under your card agreement, once a payment is rejected, you will be asked to update your payment details with an active card. Payment details can be updated in your account on the [Priority Pass website](#) or via the app.

## **Can I make reservations for me and my guests in lounges before travelling?**

There is currently no option for Priority Pass members to pre-book lounges.

## **Are children allowed in the lounge for free?**

This depends on the individual lounge. You can view lounge policies by checking the lounge on the [Priority Pass website](#) or via the app. Young children aged 0-3 years are often allowed to enter for free.

## **Overall setup:**

### **How much money do I save by not having to pay the membership fee myself?**

The standard membership fee when registering directly with Priority Pass is £69 per year.

### **I have already used my complimentary lounge visits for this year, but according to the Digital Priority Pass account information, I still have complimentary visits left. Is this correct?**

Yes, after registering, you will be granted new complimentary visits for this year.

### **Why is Priority Pass Limited charging me for visit?**

Once you have used the complimentary visits provided under your Danske Bank Agreement. Priority Pass Limited will charge your payment card directly for lounge visits for any additional lounge visits beyond your complimentary limit.

Once you have created your digital account, you will be a customer of Priority Pass. You can find the most up to date charge for additional visits at [www.prioritypass.com](http://www.prioritypass.com)

## **Why do some card holders have complimentary visits and I do not? How do I get more complimentary visits?**

Priority Pass membership and the number of complimentary visits you are entitled to depends on the card type you hold with Danske Bank. You may be able to upgrade your card or purchase lounge access. Please note that a card upgrade may require a new credit assessment, and some cards are available only to specific customers (for example Private Banking customers). Your new agreement may affect the annual card fee/customer package fee. If you are interested in an upgrade, please get in touch with us.

## **What if I switch to another bank?**

As part of closing your accounts and cards with Danske Bank, your Priority Pass membership will also be cancelled.

## **When will I be charged after visiting a lounge?**

Outstanding fees will be settled within a few days after the visit to the lounge. Priority Pass Limited will be responsible for this.

## **How come the lounge offering varies so much from one lounge to another?**

Lounges included in the Priority Pass programme are operated by different lounge operators and not directly by Priority Pass Limited. The services will be different from lounge to lounge.

## **Where do I find available lounges?**

You can find the list of lounges in the Priority Pass app or on the website and you can search by country, city, or airport. Note that available lounges may change

from time to time so keep yourself updated when travelling.

### **What if no lounge is available in my location?**

In some airports, Priority Pass offers an 'EAT' alternative. This is a voucher which can be used at specific cafés or restaurants as an alternative to lounge access. You can find more information on this on the Priority Pass website or in the app.