

# Welcome to Priority Pass

**Exclusive to HSBC Premier World  
Elite™ Mastercard® customers**

We're delighted to welcome you to Priority Pass – the personal airport lounge programme provided with your HSBC Premier World Elite™ Mastercard®.

Priority Pass gives you access to hundreds of airport lounges around the world, regardless of airline or class of travel, simply by presenting your HSBC Premier World Elite Mastercard.

You don't even need to activate this benefit – it's ready to use straightaway.

Here's how to get started:

**Priority Pass website**

Discover more about the lounges that you can access by using the lounge finder tool at [prioritypass.com/HSBCWorldElite](https://prioritypass.com/HSBCWorldElite). Here, you can create your personal Priority Pass profile – a must if you choose to use your Priority Pass Digital Membership Card to visit lounges in the programme, as well as have access to beyond-lounge experiences. When using the website, be sure to have your HSBC Premier World Elite Mastercard to hand as you'll need to provide card details to create your profile and confirm eligibility.

## Priority Pass app

Provided you've registered on the website, you can use the app any time, any place to find airport lounges available to you through the HSBC Premier World Elite Mastercard Priority Pass programme.

- Download the Priority Pass app from either the Android or iPhone app store<sup>1</sup>.
- Use the Priority Pass account login and password you created in your Priority Pass online profile to personalise the app.
- Use on or offline – we recommend you update the lounge information when connected to Wi-Fi to avoid incurring additional data charges.

## At the lounge

To visit the lounge, you simply need to present your HSBC Premier World Elite Mastercard at the lounge and identify yourself as an eligible Priority Pass cardholder.

If needed, you would be required to authenticate your payment card in the Priority Pass app, online or by completing an in-lounge card validation process to be able to use your benefits.

## Conditions of Use

Please refer to the Priority Pass Conditions of Use at [prioritypass.com/HSBCWorldElite](https://prioritypass.com/HSBCWorldElite) before you make your first visit.

We'd like to thank you for being an HSBC Premier World Elite Mastercard cardholder. We hope you'll enjoy the benefits of using Priority Pass the next time you travel.

1. iPhone and iPad are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android is a trademark of Google Inc.

# Accessibility

If you need any of this information in a different format, please let us know. **This includes large print, braille, or audio.** You can speak to us using the live chat on our website, by visiting one of our branches, or by giving us a call.

There are also lots of other options available to help you communicate with us. Some of these are provided by third parties who are responsible for the service. These include a Text Relay Service and a British Sign Language (BSL) Video Relay Service. To find out more please get in touch. You can also visit: [hsbc.co.uk/accessibility](https://www.hsbc.co.uk/accessibility) or: [hsbc.co.uk/contact](https://www.hsbc.co.uk/contact).

## **hsbc.co.uk**

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