

PRIORITY PASS FREQUENTLY ASKED QUESTIONS

Q1: What is Priority Pass?

A: Priority Pass is the world's largest independent airport lounge access program. The Priority Pass membership card entitles you to instant access to over +1200 airport lounges around the world.

Q2: What is my Priority Pass membership card used for?

A: Your Priority Pass membership card is used to gain instant access to any of the listed airport lounges around the world. For information on participating lounges visit prioritypass.com/en/airport-lounges

Q3: How many Airport Lounges are accessible with the Priority Pass membership card within Saudi?

A: As of the issuing date of this document, there are 15 Airport lounges available in Saudi. Please visit prioritypass.com/en/airport-lounges to check the latest added lounges.

Q4: What are the main benefits of being a Priority Pass member?

- Access to over +1200 airport lounges worldwide
- Complimentary drinks, refreshments and pre-flight bites
- Space to work or relax in a place that feels like home
- Free Wi-Fi in most lounges
- Comfortable seats and quiet spaces
- The latest magazines and newspapers
- Power sockets to give your devices a boost
- Conference rooms, showers, beds and spa facilities in selected lounges

In a few lounges however, there could be certain restrictions that apply. We recommend you visit prioritypass.com and get full details on the lounge you plan to visit prior to using the Priority Pass membership card.

Q5: Membership of Frequent Flyer Program gets a customer into airport lounges. So why do I need a Priority Pass?

A: As membership of Frequent Flyer programs continues to grow, many airlines are becoming more restrictive with lounge access. And it is not always possible to fly with your preferred airline. With your Priority Pass, you can access over +1200 lounges irrespective of the airline or class you are flying in.

Q6: Is my Priority Pass membership card free?

A: Yes. Your Priority Pass membership card is issued to you free of charge as a valued American Express Cardmember. However for certain Cardmembers, after using the free number of accesses assigned to your American Express Card, there will be a fee involved in using the Priority Pass membership card at lounges.

Q7: How much do I need to pay to use the Priority Pass membership card?

A: After using the pre-determined number of free access for certain Cardmembers, the fee will be charged at the prevailing rate as stated on prioritypass.com.

Q8: Which airport lounges I can access using my Priority Pass card?

A: There are over +1200 participating airport lounges around the world you can access when using your Priority Pass card. The updated list of Airport Lounges can be found at prioritypass.com/en/airport-lounges.

Q9: Can I take friends or family with me to the lounge?

A: You can take friends or family members with you to the lounge. You will be charged to your American Express Card according to the applicable guest visit charges. Kindly note that you'll be charged a per-person, per-visit fee for guests. The number of accompanying guests allowed varies between lounges, so please check before your visit, using our website prioritypass.com/en/airport-lounges or the Priority Pass app.

Q10: Can I take children into the lounge?

A: Many lounges will allow entry for children at the prevailing rate as stated on prioritypass.com. Access to the lounges for children and the fees for such visits vary across the lounges and the cardholder is advised to check the individual lounge description before traveling.

Q11: Can I enter a lounge without my Priority Pass membership card?

A: Fortunately you can access most of the lounges without your Priority Pass membership card if you have the Priority Pass Digital Membership Card. You can access the Priority Pass Digital Membership Card via the Members area in the Priority Pass website and Priority Pass app when logged in. Kindly note that not all airport lounges accept the Digital Membership Cards, therefore; American Express Cardmembers need to check the lounge they intended to visit in the search area to ensure the lounge accepts Priority Pass Digital Membership Card. If you enter the lounge without any Priority Pass membership card you will pay the walk-in rate which varies depending on the lounge operator.

Q12: I lost my Priority Pass membership card, What should I do?

A: Please contact Priority Pass Membership Services Team via +1338 8680 20 44 or info@prioritypass.com to request a replacement Priority Pass membership card.

Q13: What do I have to do when I visit a lounge?

A: Simply present your Priority Pass membership card, sign the receipt and enjoy the services. You do not need to make any payment at the point of using the service. The fee will be billed to your American Express Card if you have consumed all the free accesses. Please note that to enter the lounges, you should present your Priority Pass Digital Membership Card and not your American Express Card

Q14: Can I buy extra visits / vouchers to get into Priority Pass lounges?

A: No. Unfortunately this option is not available.

Q15: How will I be billed for the Lounge access?

A: The lounge visit fee will be billed directly to your nominated Payment Card when Priority Pass processes the lounge visits.

Q16: Who do I contact if I have any disputes or questions on Priority Pass?

A: You may contact us on our customer service number 124 2229 800 / +966 11 292 6666 for any queries with regard to your Priority Pass membership card.

Q17: How much is the Membership fee for Priority Pass?

A: The membership fee is USD 99 but it is Free to our American Express Cardmembers.

Q18: How many Free Airport lounge visits can my American Express Card give me?

A:

Card Type	Number of Free Airport lounge accesses
The American Express Gold Credit Card	1
The American Express Platinum Credit Card	2
The American Express Card	1
The American Express Gold Card	2
The American Express Business Card	1
The American Express Corporate Card*	None

* The American Express Corporate Card does not have Free Airport Lounge access. American Express Corporate Card just like the other American Express Cards is dismissed from paying Membership fee.

Q19: Does the table above mean that i am allowed to enter the lounges up to 2 times based on my Card type?

A: No, with Priority Pass, you have unlimited access to the lounges. The table above highlights the number of FREE visits per card. Any additional visits will be charged at the prevailing rate as stated on prioritypass.com.

Q20: If I have 2 free Airport Lounge accesses, Can I use the second one for my "Wife, brother, son...Etc. entry?"

A: Yes, this is possible

Q21: Will Supplementary Cardmembers have access to the Priority Pass Airport Lounges?

A: Any person joining the Main Cardmember is considered a guest. Relevant guest fees will be applied.

Q22: I have a Gold Charge Card and a Companion Gold Credit Card. Does this entitle me to 3 free Airport Lounge accesses (2 for my Gold Charge Card and 1 for my Companion Gold Credit Card)?

A: No. The free accesses are based on the highest Card free access eligibility. Since your Gold Charge Card has the higher number of free accesses, you will enjoy a total of 2 free airport lounge visits.

Q23: How can I create an account online?

A: Cardmembers who have previously created an online account can do so by going to prioritypass.com and entering their information. Cardmembers who do not have an online account should register by going to prioritypass.com and click on "Log In / Register" button.

Q24: Can my Priority Pass membership card be used by someone else?

A: No. The Priority Pass membership card is non-transferable. When you access a lounge, the staff will check that the name on your Priority Pass membership card matches your boarding pass.

Q25: When will I receive my Priority Pass membership card?

A: Your physical Priority Pass membership card will be dispatched from an overseas office within 2 business days of confirmation of your membership. Delivery times vary based on your local Post Office. Meanwhile, you can download your Digital Membership Card from your online account.

Q26: How do I find out whether there's a lounge in the airport I'm flying through?

A: Up-to-date details of lounges currently in our program are on our website: prioritypass.com/en/airport-lounges or use the lounge search function within the Priority Pass app.

Q27: How do I get my Priority Pass membership?

A: You will be sent an Invitation Code through (E-mail + SMS). Enter your information and you will be subscribed automatically.

Q28: How do I ensure that the lounge information on my Priority Pass app is up to date?

A: The lounge information is updated automatically when Cardmember opens the PP App (therefore no action is required from the Cardmember as the lounge information is always up to date)

Q29: Is there an age restriction on Priority Pass membership?

A: Priority Pass card holder must be at least 18 years old to enroll as a Member on the Priority Pass program.

Q30: Why have I been denied access to a lounge on the Priority Pass program?

A: Sometimes lounge operators will impose restrictions based on lounge capacity, to ensure guests have a pleasant experience.

Q31: Do I need to make a reservation for lounge access?

A: As a Priority Pass Member there is no need to book your lounge visit. Simply present your Priority Pass membership card to the lounge staff on arrival. Please check the lounge information on our website or app before your visit to confirm opening times and facilities available.

Q32: Can I view my lounge visit history online?

A: Yes, log in to My Account where you can view all of your visit history.

Q33: If I am flying from one Terminal and the lounge is in another, can I still access it?

A: It depends on the location of the lounge. Unfortunately the Priority Pass membership card won't allow you to pass through any security restrictions to access other parts of the airport.

Q34: Are the lounges actually run by Priority Pass?

A: No. Lounges on the Priority Pass program are managed by third party suppliers including airport authorities, ground handling agents and airlines.

Q35: My username and / or password is not being accepted – how can I access the app?

A: It's possible to view the lounge finder within the Priority Pass app without logging in. To get a reminder of your user name or password, click the "forgotten login details" link on the login page and provide the details requested. Alternatively, please contact our Membership Services team at prioritypass.com/contact

Q36: I have more than one Priority Pass membership. Can I link both accounts to one login?

A: Unfortunately not. You'll need to create two separate accounts and two usernames and passwords. You only need to download the Priority Pass app once, but to view both memberships you'll need to log in and out of each membership dependent on which one you wish to view.

Q37: My American Express Card was lost / replaced / renewed? Can I still access the lounge?

A: You need to update your Priority Pass account with your new American Express card information immediately or to contact Priority Pass Team to update your American Express card information, otherwise your Priority Pass card may not be accepted.

