LoungeKey Associate Plus Pre-visit Customer Journey

Customer Awareness

1. The entitlement they receive with LoungeKey
2. That the benefit will be automatically applied
3. The following program information:
   a) LoungeKey Conditions of Us
   b) How and where they can access lounge information
   c) That they must quote "LoungeKey" to the lounge reception when visiting a lounge
   d) The visit allocation they receive and the cost of Cardholder paid visits
   e) That they **MUST** have their associated payment card with them as means of entry

Visit Website [Optional]

Customers can access the LoungeKey URL specific to the program in order to:

1. Check lounges in the program
2. Check visit allocation
3. Check the visit history associated with their PAN
4. Create a web profile in order to be able to use the LoungeKey app (optional)

This step is recommended but not required as customers will automatically have access to lounges based on the payment card BINS provided to LoungeKey.

Download App [Optional]

Customer can download the LoungeKey app in order to:

1. Log in
2. Check lounges in program available to them

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LoungeKey Card Access Lounge Visit Customer Journey

Check Lounge Coverage

Customer accesses the LoungeKey app or the LoungeKey website specific to the program to:

1. Check lounges within the program
2. Check their visit allocation

Identification

Customer must do the following to ensure they are identified as a LoungeKey customer when accessing the lounge:

1. Produce a registered LoungeKey enabled card with optional LoungeKey logo
2. Quote "LoungeKey" to the lounge reception to inform them that they are a customer

Read

The registered LoungeKey enabled card is swiped into LoungeKey's card reader

Validation

The secure card reader validates the LoungeKey enabled payment card via LoungeKey's proprietary closed loop system

Confirm No. of Guests

1. Customer confirms no. of guests
2. Customer signs card reader device
3. A receipt may be printed if using card reader

Access

Customers is granted access to Lounge

Payment

Any payment to customer card is processed by LoungeKey's systems within 3 working days (N.B this is an e-commerce transaction - not a *point of sale* transaction).

Check Visit History

All customers can view visit history and remaining visit allocation via the LoungeKey URL specific to your program

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ISSUER   CUSTOMER   LK LOUNGE KEY

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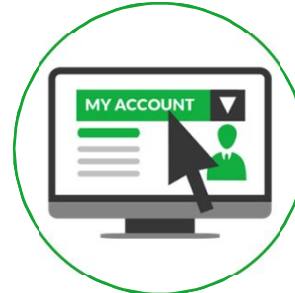# LoungeKey Associate Plus Post-Visit Customer Journey

Customer successfully visits the lounge

Login to Website

Customer can access the LoungeKey URL specific to your program

LoungeKey Customer Account Confirmation

Associate Plus customers can view the following:

- What entitlement they receive with LoungeKey
- Visits made on the associated PAN
- Visits remaining on the associated PAN

ISSUER   CUSTOMER   LOUNGE KEY

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