

Mastercard Travel Pass

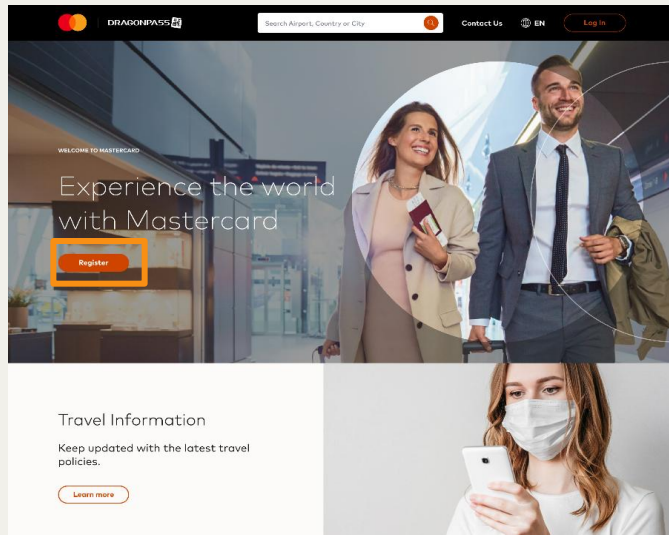
Web Customer Journey



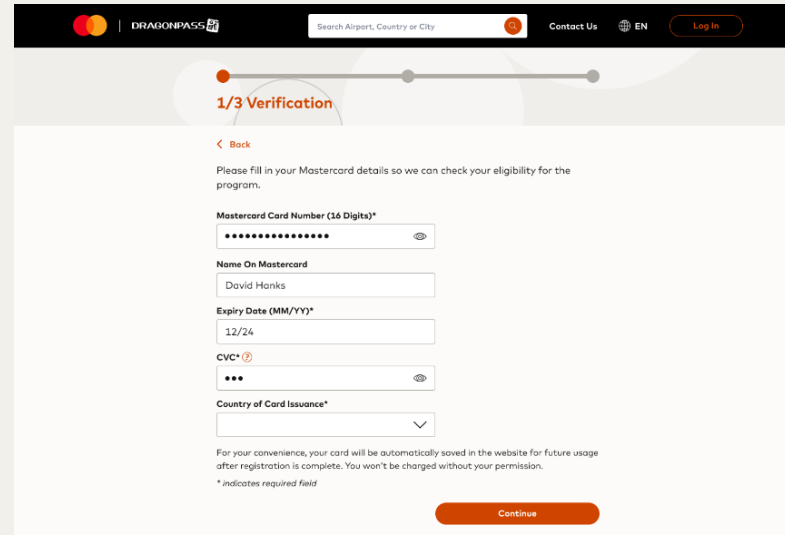
Dragonpass

A global travel and lifestyle service platform

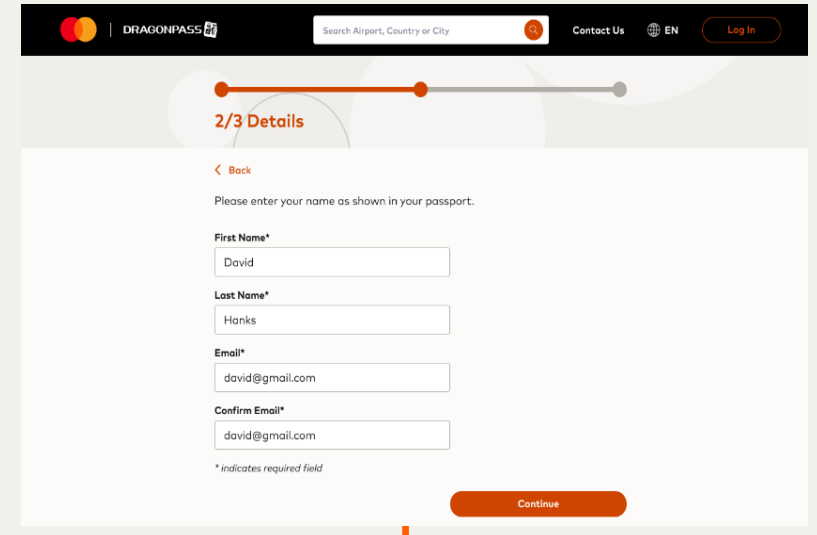
Registration



Web Home Page
Select **'Register'** to enter
Registration Page

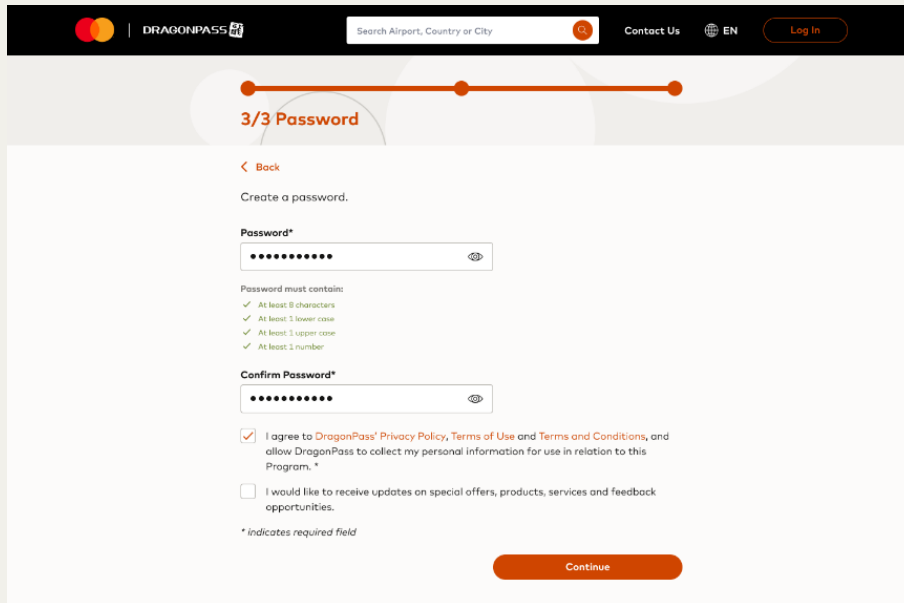


Registration Step 1
Verify full card details. A US\$0
authorization check is done.



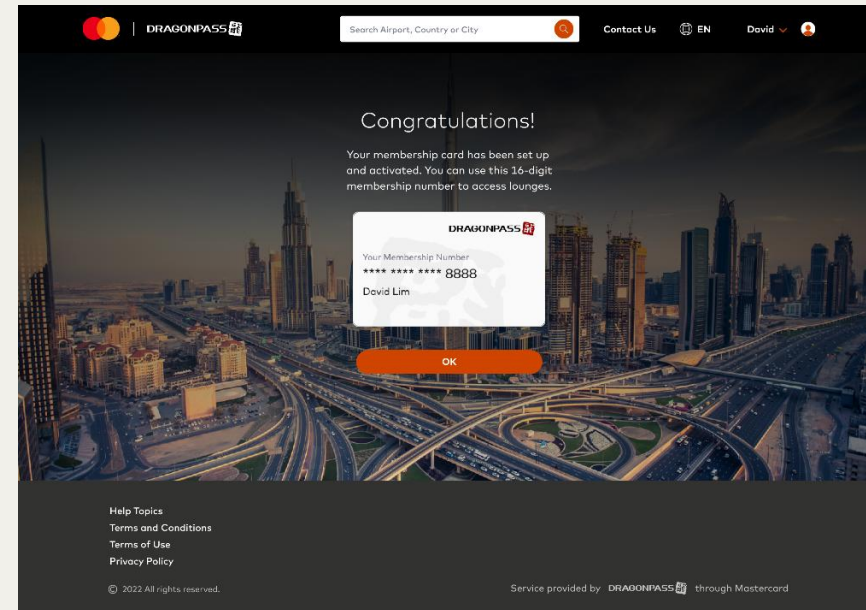
Step 2
Enter name per passport and
email address

Registration



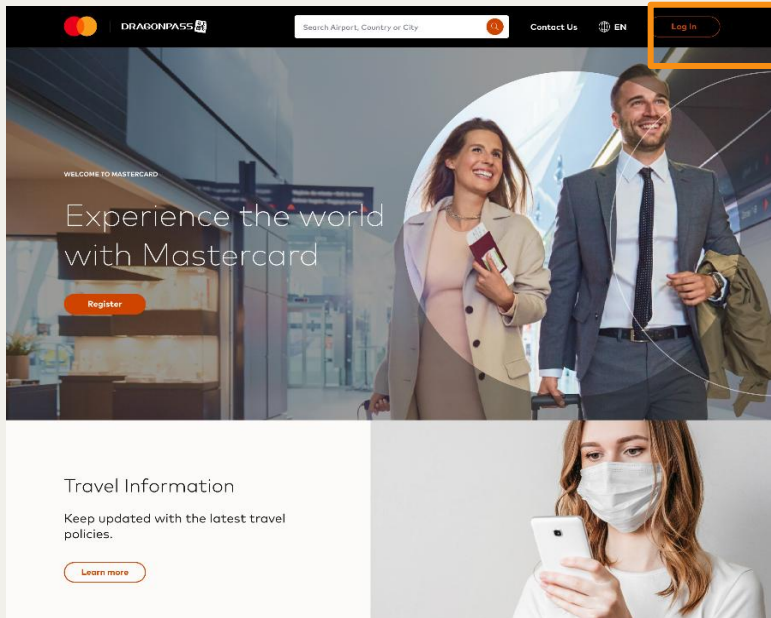
The screenshot shows the '3/3 Password' step of the registration process. At the top, there is a navigation bar with the DragonPass logo, a search bar, and links for 'Contact Us', 'EN', and 'Log In'. Below the navigation bar, a progress indicator shows three steps, with the third step being active. The main content area is titled '3/3 Password' and includes a '< Back' link. The instructions are 'Create a password.' There are two password input fields: 'Password*' and 'Confirm Password*', both with masked characters and visibility toggles. Below the input fields, a list of requirements is shown with checkmarks: 'At least 8 characters', 'At least 1 lower case', 'At least 1 upper case', and 'At least 1 number'. There are two checkboxes for terms and conditions: one checked for agreement and one unchecked for receiving updates. A 'Continue' button is at the bottom right.

Step 3
Set password



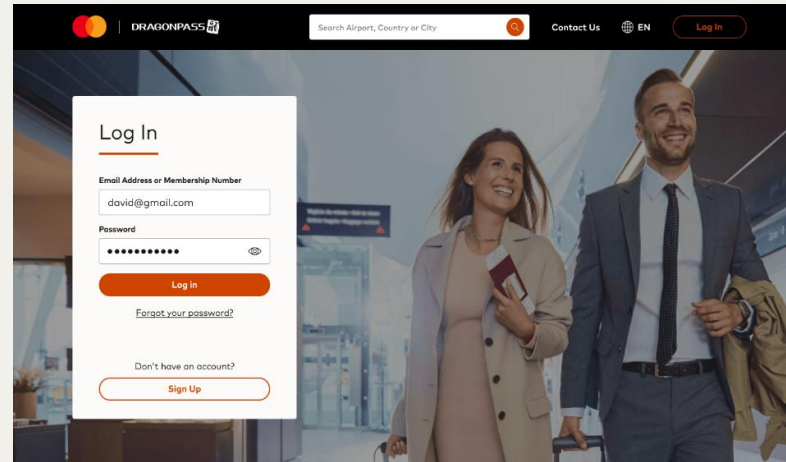
Successful Registration

Login



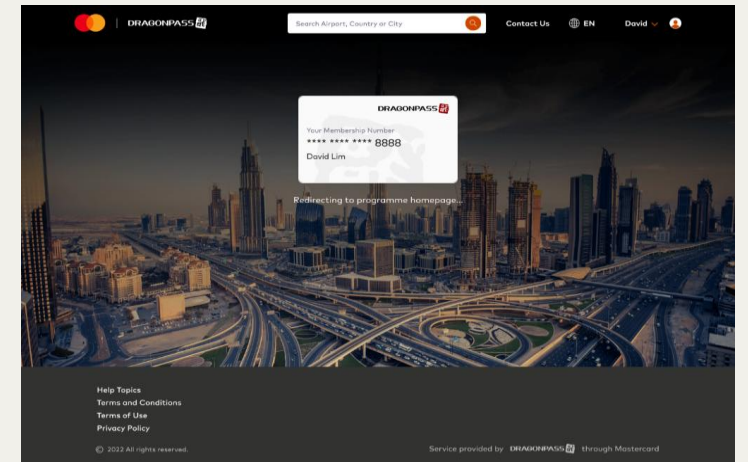
Web Home Page

Select 'Log In' at the top right corner of the page



Membership Page

Enter registered email address or membership number and password to login.



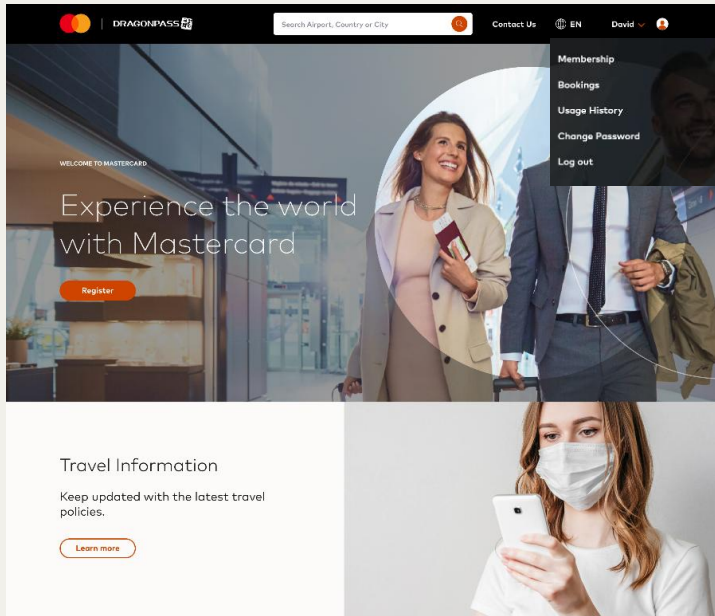
Successful Login

Successful login, directing to program homepage.



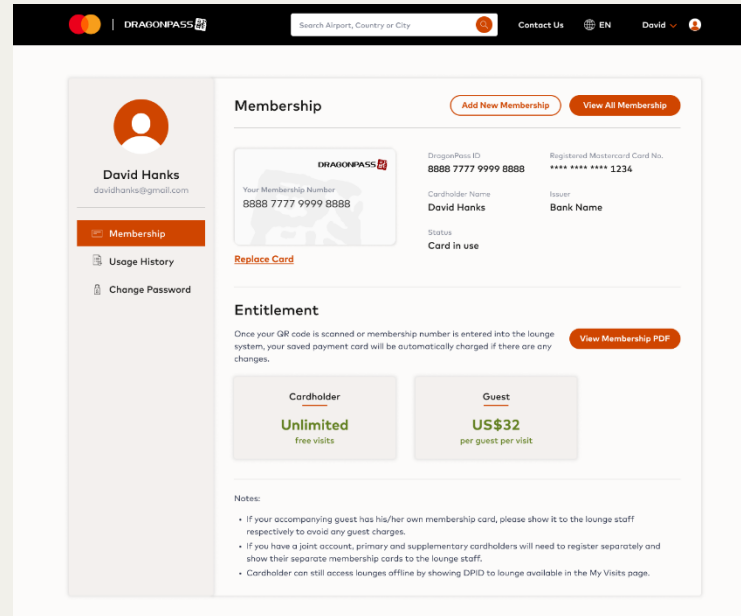
Lounge

View Membership



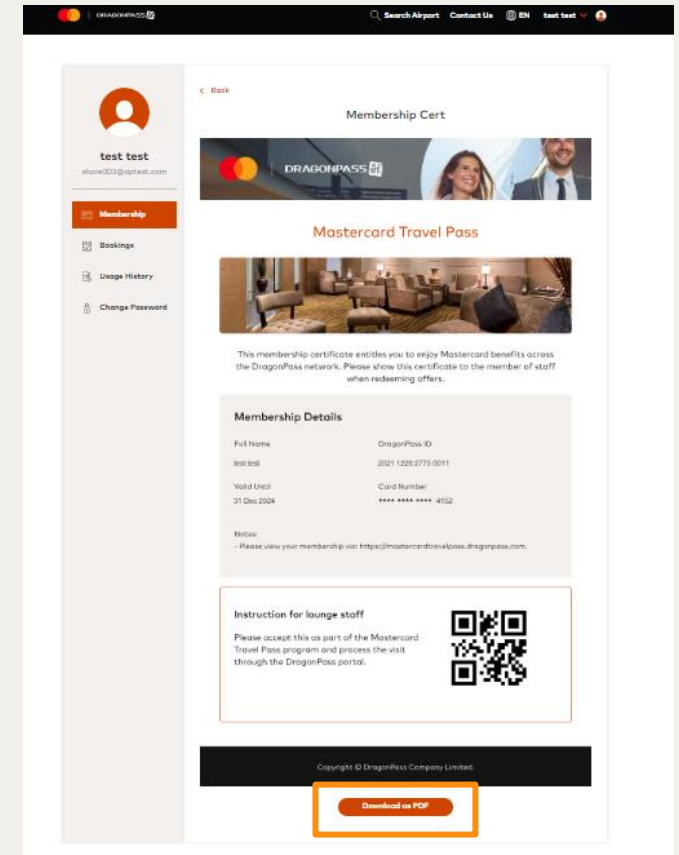
Web Home Page

Logged in homepage. Select **'Membership'** from the dropdown of the profile icon on the top right corner of the page.



Membership Page

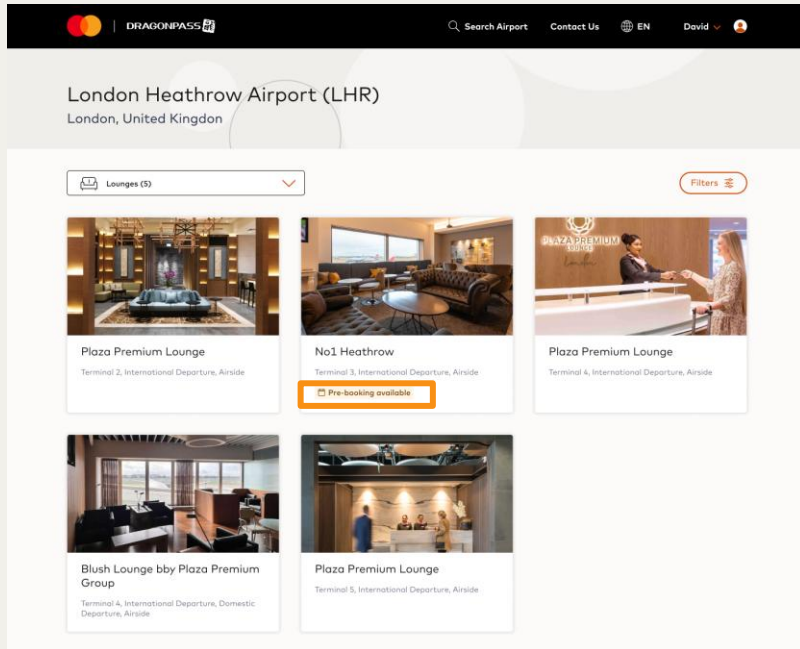
Enter Membership page. Select **'View Membership PDF'**.



Membership Certificate

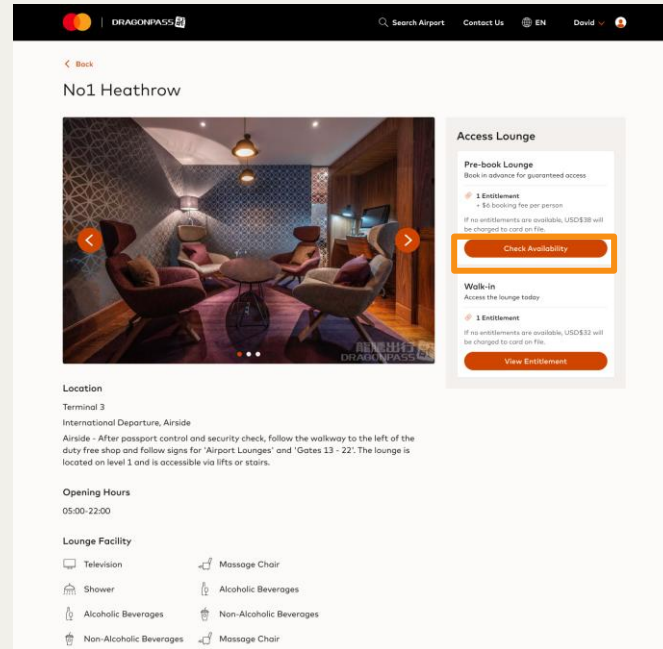
Select **'Download PDF'** and print physical copy. Present the physical copy of the membership certificate to the lounge staff to access the lounge.

Lounge Pre-booking



Lounge Listing Page

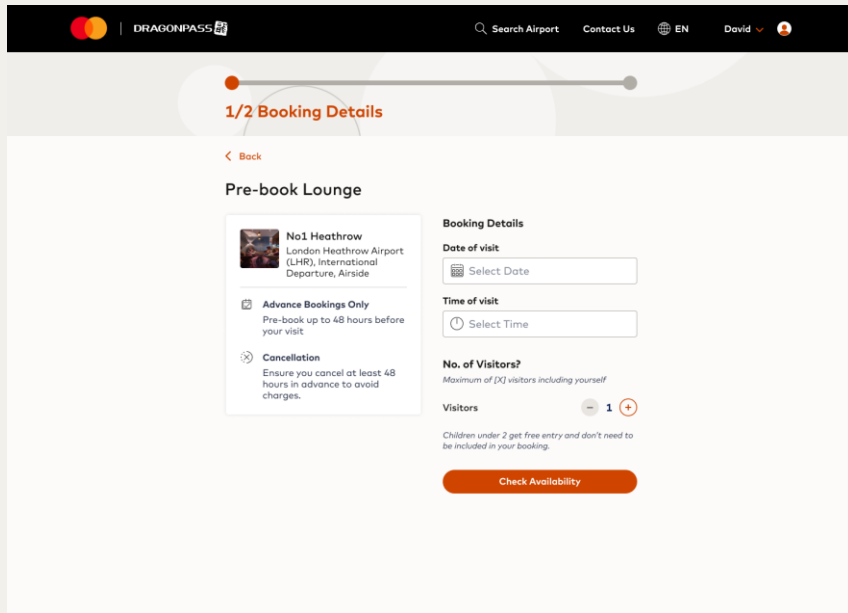
Select lounge with 'Pre-booking available'



Lounge Details Page

User can choose to 'Check Availability' to pre-book lounge.

Lounge Pre-booking



1/2 Booking Details

< Back

Pre-book Lounge

No1 Heathrow
London Heathrow Airport (LHR), International Departure, Airside

Advance Bookings Only
Pre-book up to 48 hours before your visit

Cancellation
Ensure you cancel at least 48 hours in advance to avoid charges.

Booking Details

Date of visit
Select Date

Time of visit
Select Time

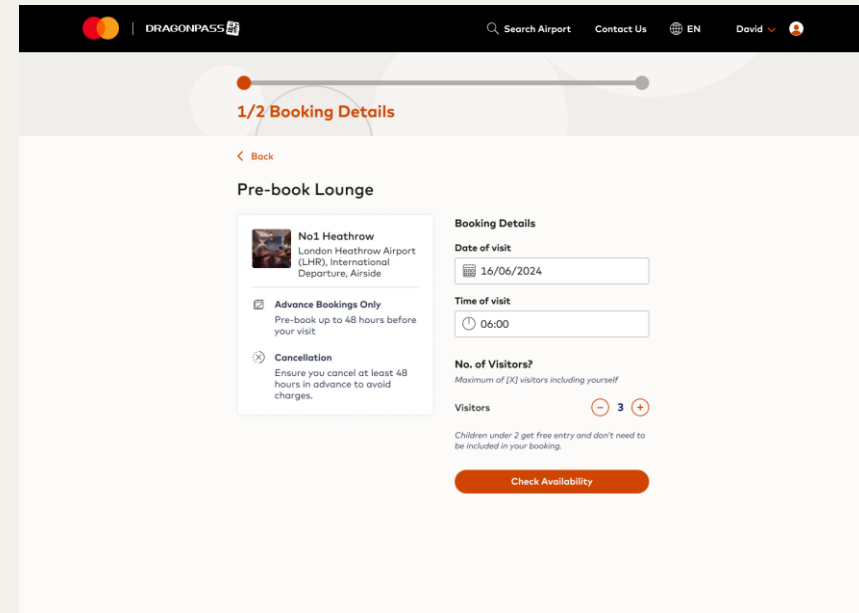
No. of Visitors?
Maximum of [X] visitors including yourself

Visitors - 1 +

Children under 2 get free entry and don't need to be included in your booking.

Check Availability

Pre-booking Step 1



1/2 Booking Details

< Back

Pre-book Lounge

No1 Heathrow
London Heathrow Airport (LHR), International Departure, Airside

Advance Bookings Only
Pre-book up to 48 hours before your visit

Cancellation
Ensure you cancel at least 48 hours in advance to avoid charges.

Booking Details

Date of visit
16/06/2024

Time of visit
06:00

No. of Visitors?
Maximum of [X] visitors including yourself

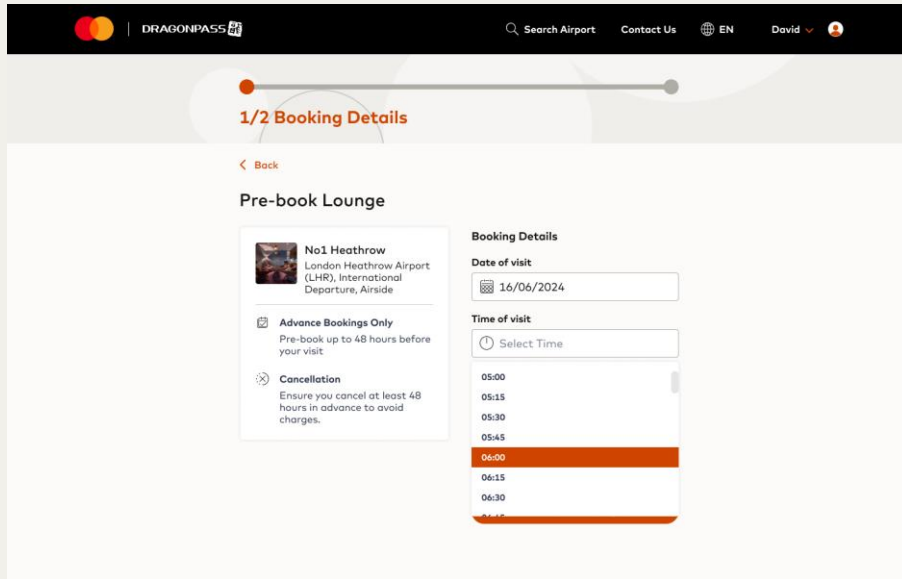
Visitors - 3 +

Children under 2 get free entry and don't need to be included in your booking.

Check Availability

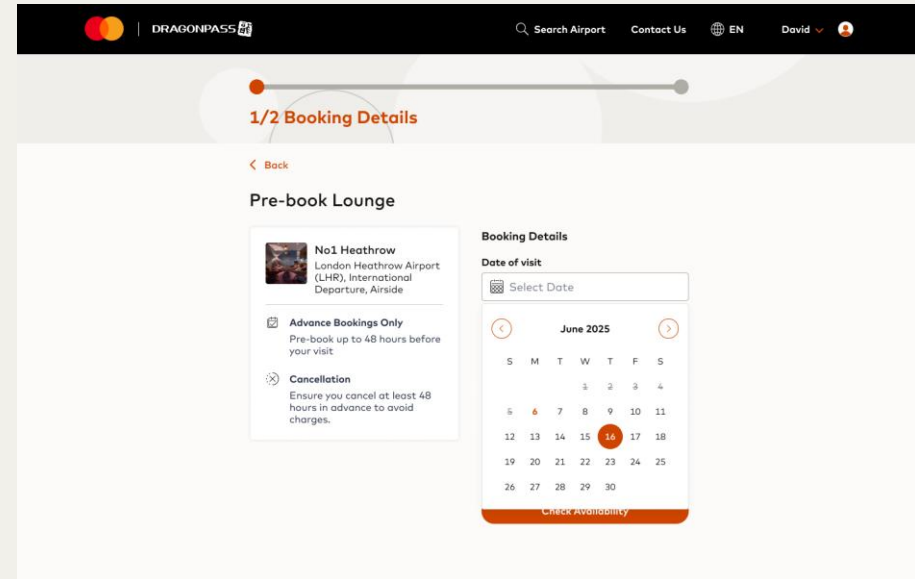
Pre-booking Step 1
User can select the number of
Visitors

Lounge Pre-booking



Step 1

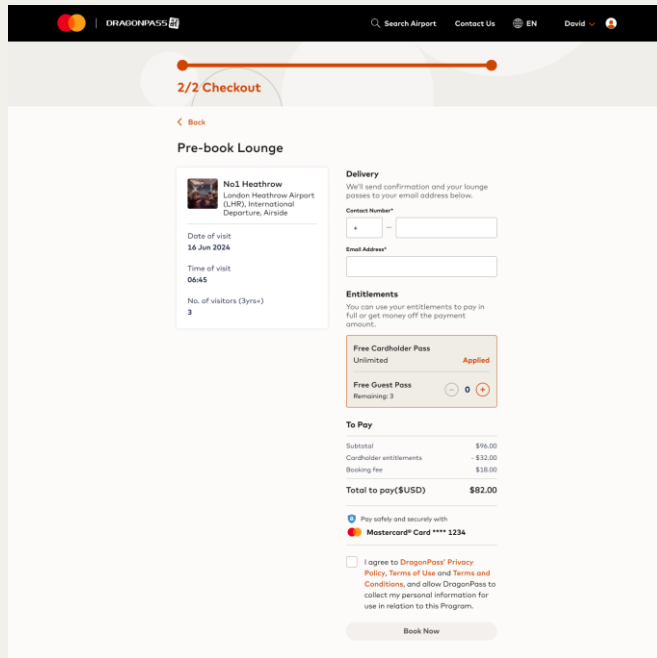
User can select the **Time** of visit



Step 1

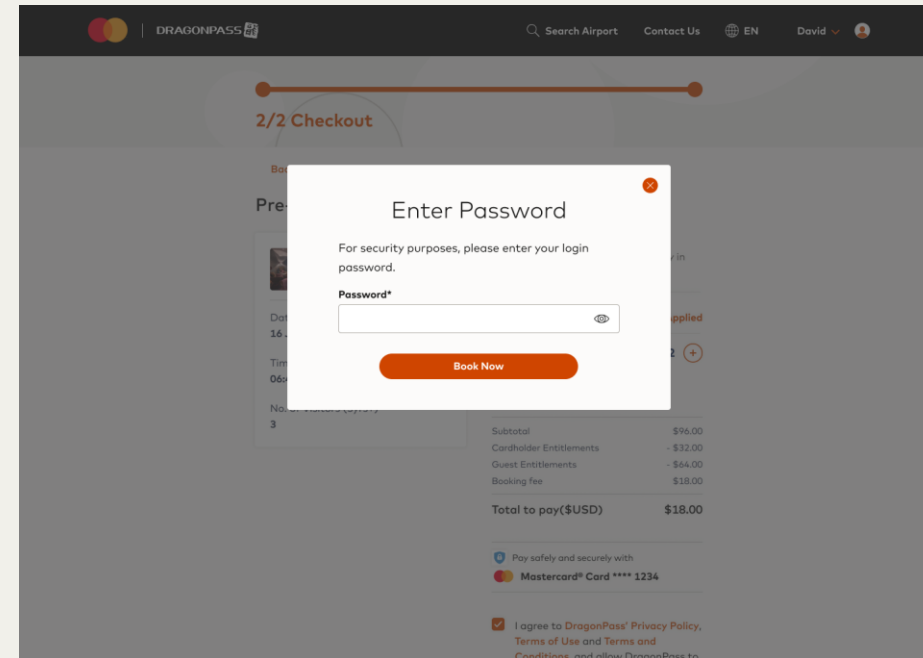
User can select the **Date** of visit

Lounge Pre-booking



Step 2

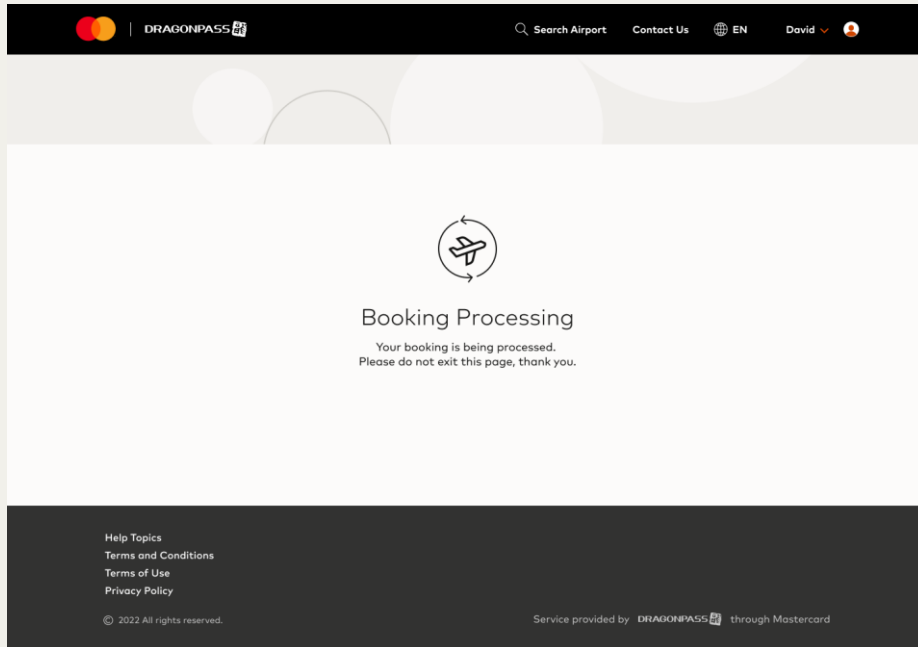
User can review their **Checkout**, **update Email address** and **Phone number** to be used for the booking and adjust **Entitlements** being used.



Final Step

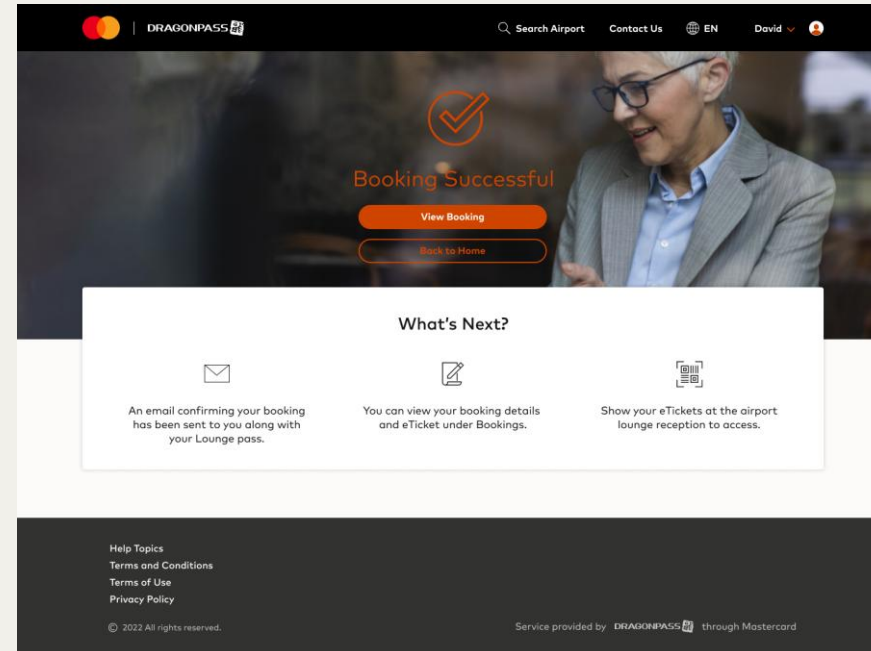
User enters their password to confirm the booking and make payment.

Lounge Pre-booking



Booking Processing

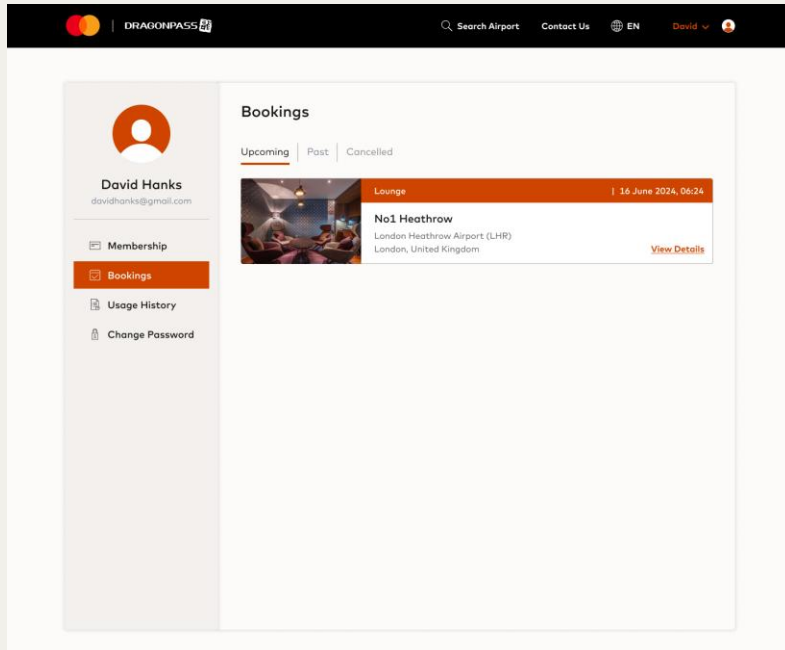
User can see a loading screen while booking is processing.



Final Step

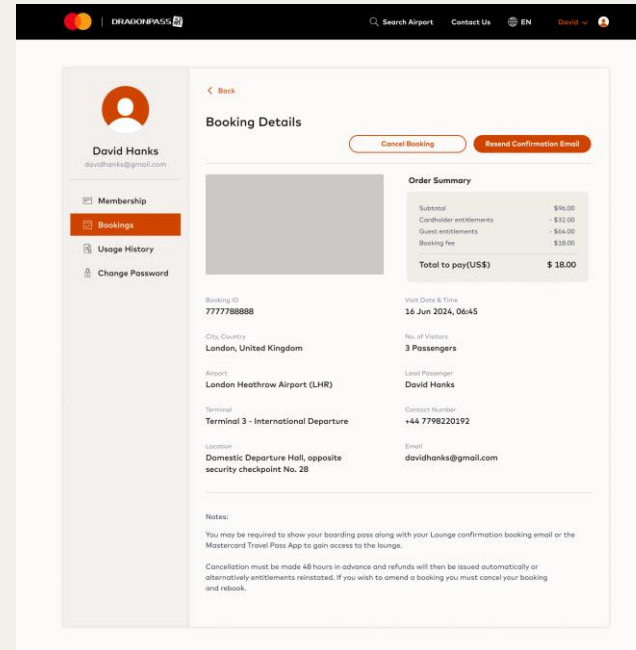
User sees a **Booking Successful** confirmation screen with a link to **View Booking**.

Lounge Pre-booking



View Booking

User can view **Pre-booking** under their **Bookings** and **View Details**.



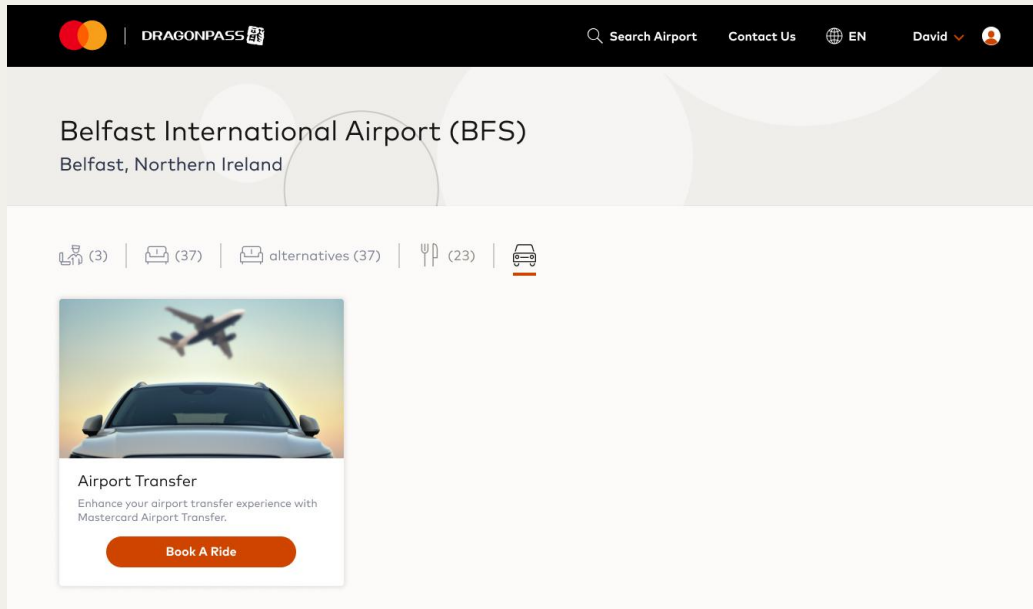
Booking Details

User can view their **Booking Details**, **Resend Confirmation Email** or **Cancel Booking**.



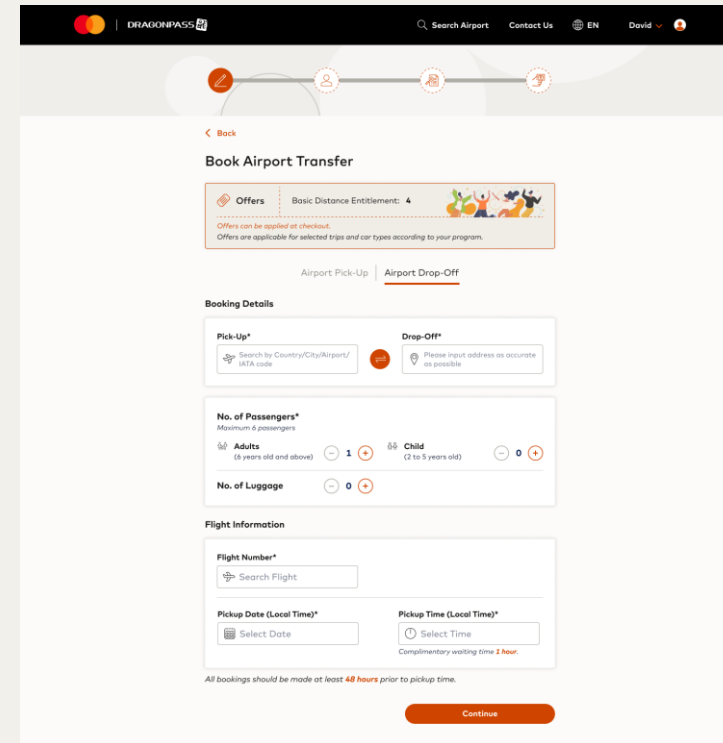
Airport Transfer

Airport Transfer



Airport Listing Page

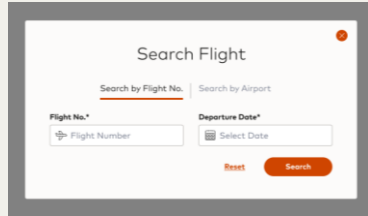
User selects the airport for Airport Transfer service.



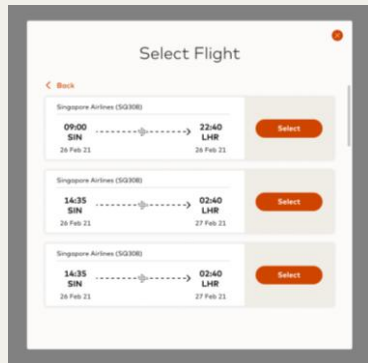
Booking Step 1

Starts booking journey. Entitlement will be shown if available.

Airport Transfer

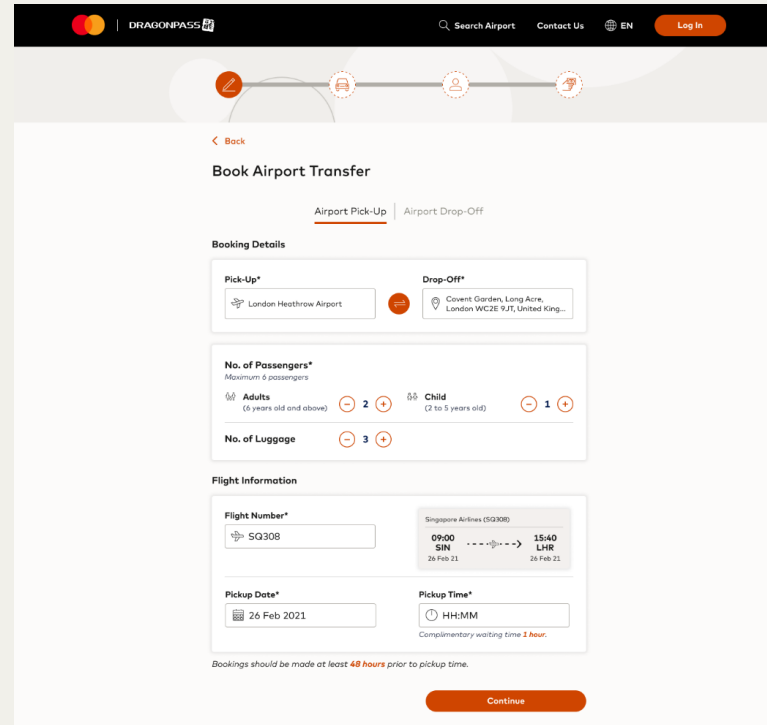


User sees pop-up to search by Flight No. or by Airport



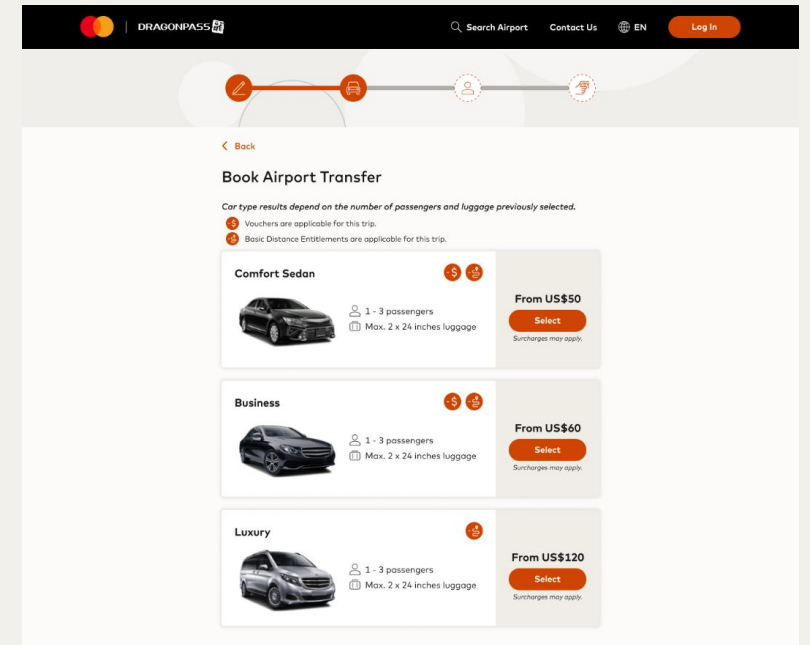
User then proceed to select Flight

Booking Step 1



Booking Step 1

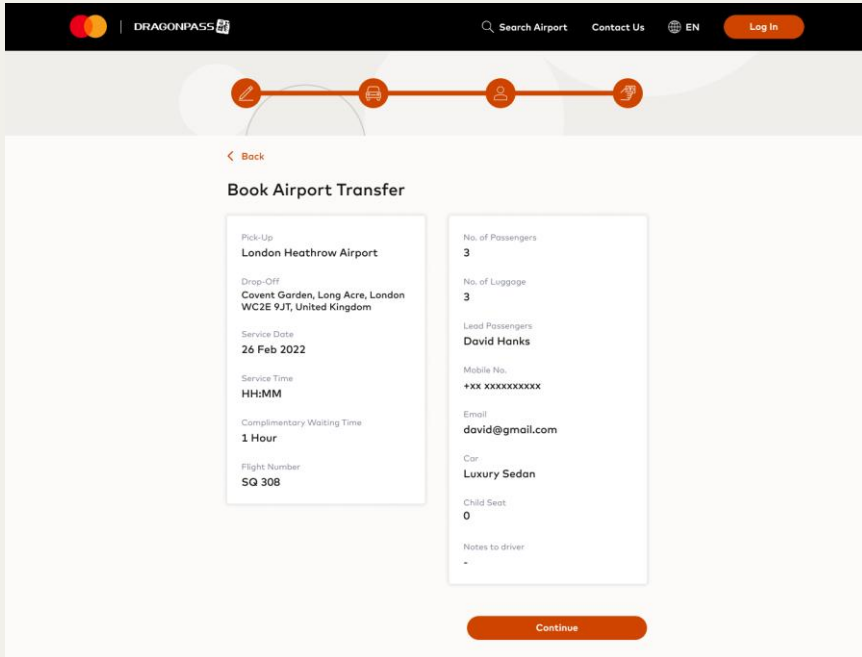
Fill in booking details



Booking Step 2

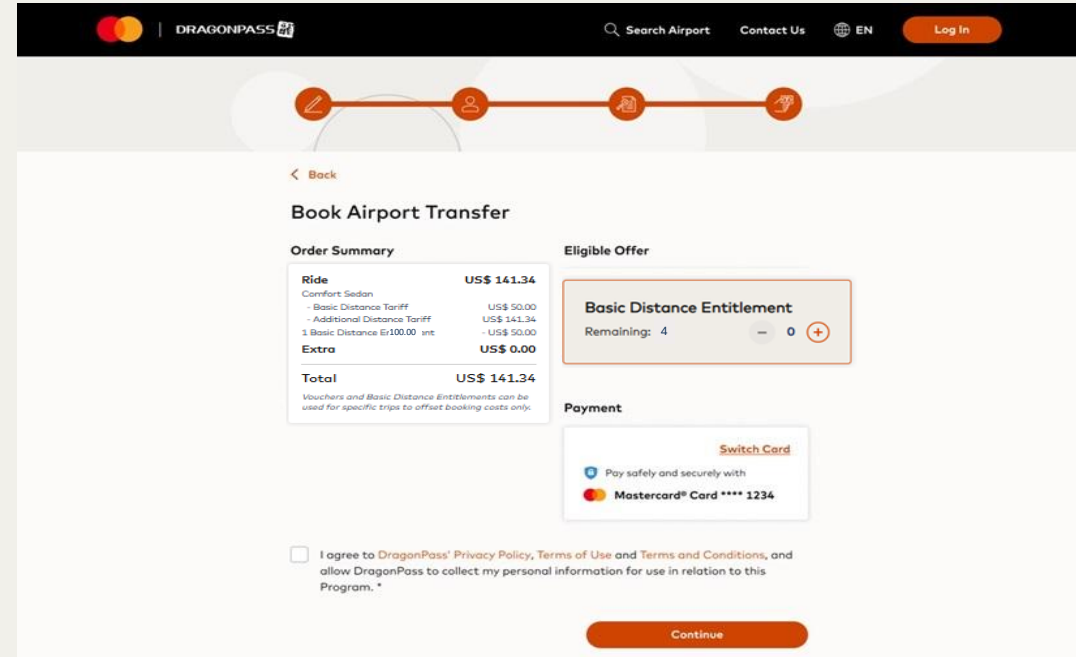
Select vehicle type

Airport Transfer



Step 3

Review booking details



Step 4

If there are entitlements, cardholder can apply in checkout to deduct the payment amount.

Airport Transfer

Enter Password

For security purposes, please enter your login password.

Password*

Pay

Enter Password

DRAGONPASS

Search Airport Contact Us EN David

Booking Processing

Your booking is being processed. Please do not exit this page, thank you.

Help Topics
Terms and Conditions
Terms of Use
Privacy Policy

© 2022 All rights reserved. Service provided by DRAGONPASS through Mastercard

Booking Processing

DRAGONPASS

Search Airport Contact Us EN David

Booking Successful

View Booking
Back to Home

What's Next?

An email confirming your booking has been sent to you along with your Airport Transfer.

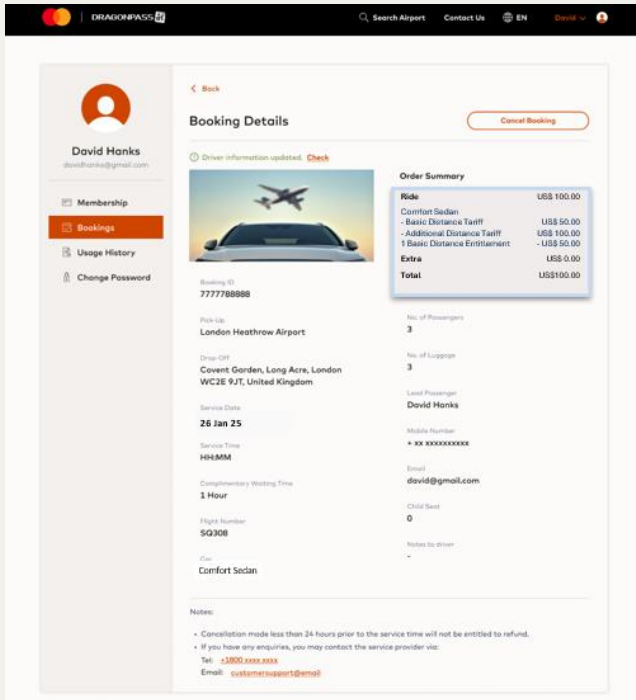
You will receive an SMS and email once your driver is assigned. Then you can view driver details in Bookings.

Help Topics
Terms and Conditions
Terms of Use
Privacy Policy

© 2022 All rights reserved. Service provided by DRAGONPASS through Mastercard

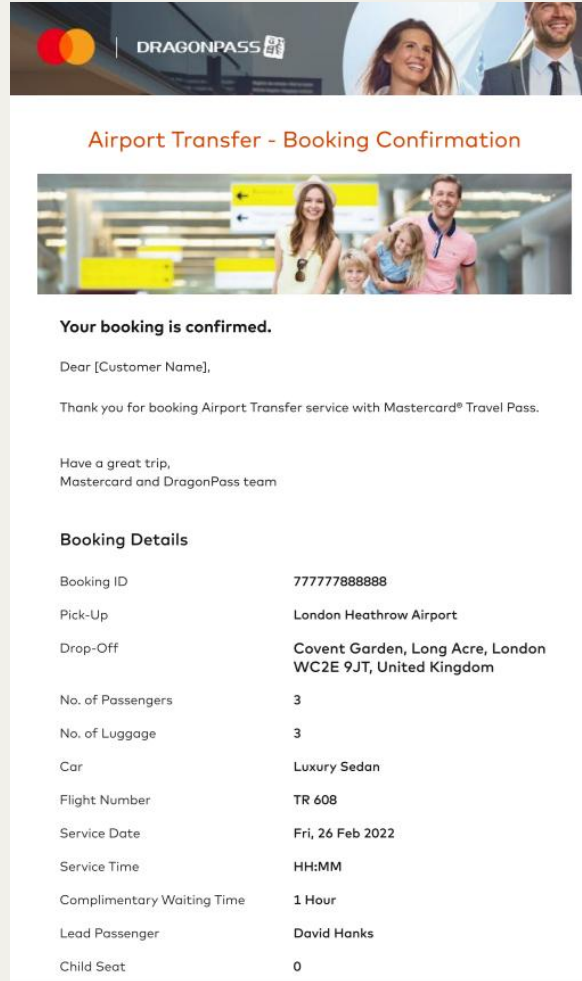
Booking Successful

Airport Transfer



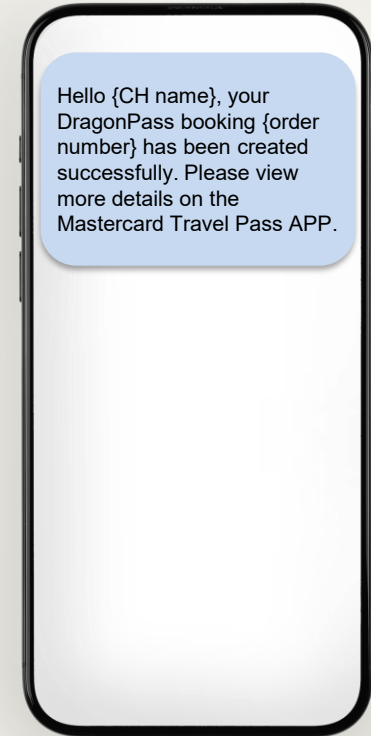
Booking Details

User can view the booking details in Booking section.



Booking Confirmation Email

Booking confirmation email will be sent to user.



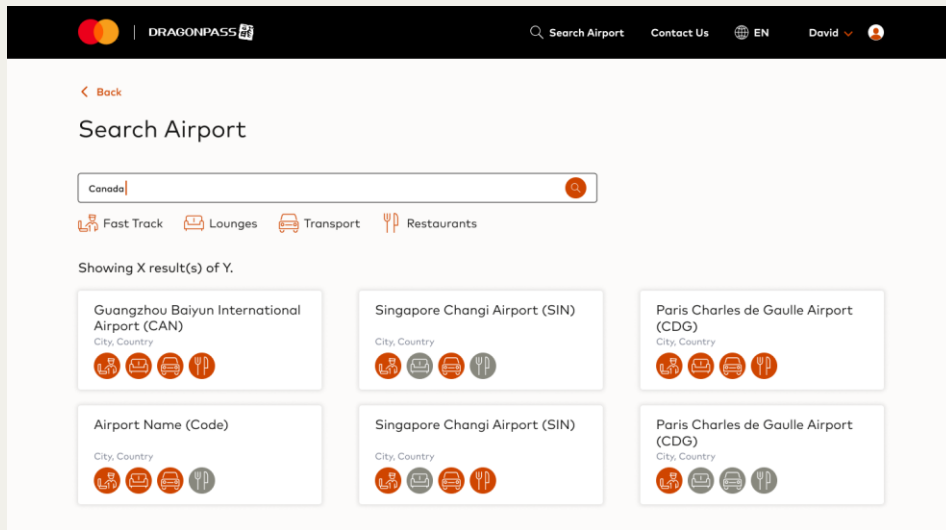
Booking Confirmation SMS

User receives SMS notification when the booking is successful

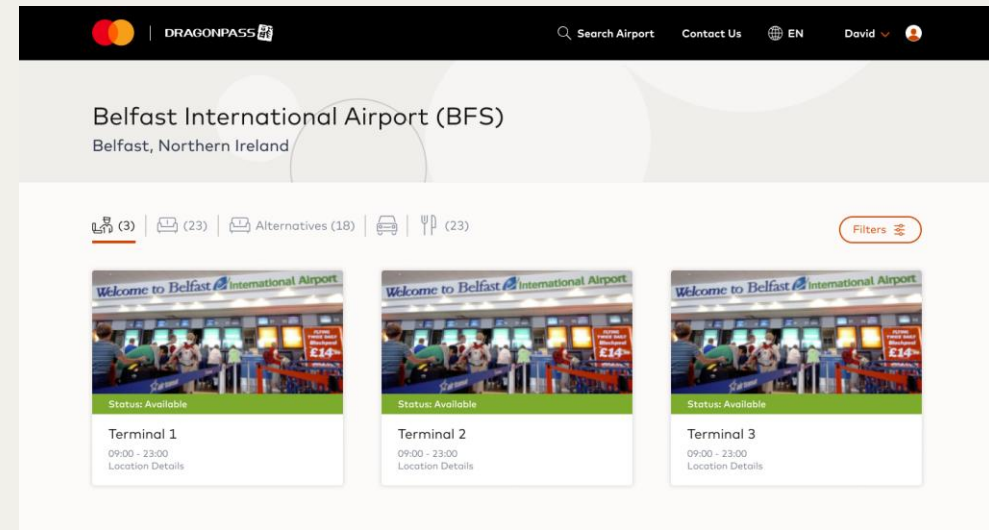


Fast Track

Fast Track



Search Airport



Fast Track Listing Page

Fast Track

The screenshot shows the 'Book Fast Track' form with the 'Lead Passenger' section expanded. The form includes a navigation bar at the top with the Dragonpass logo, search, contact, and user options. Below the navigation bar is a progress indicator with four steps. The main content area has a 'Back' link and a title 'Book Fast Track'. The 'Lead Passenger' section contains input fields for 'First Name* (as in passport)' (David), 'Last Name* (as in passport)' (Hanks), 'Contact Number*' (+ -), and 'Email Address*'. To the right, the 'Additional Passengers' section shows 'Passenger 2' and 'Passenger 3', each with an 'Edit' link. A 'Continue' button is at the bottom right.

Booking Step 1

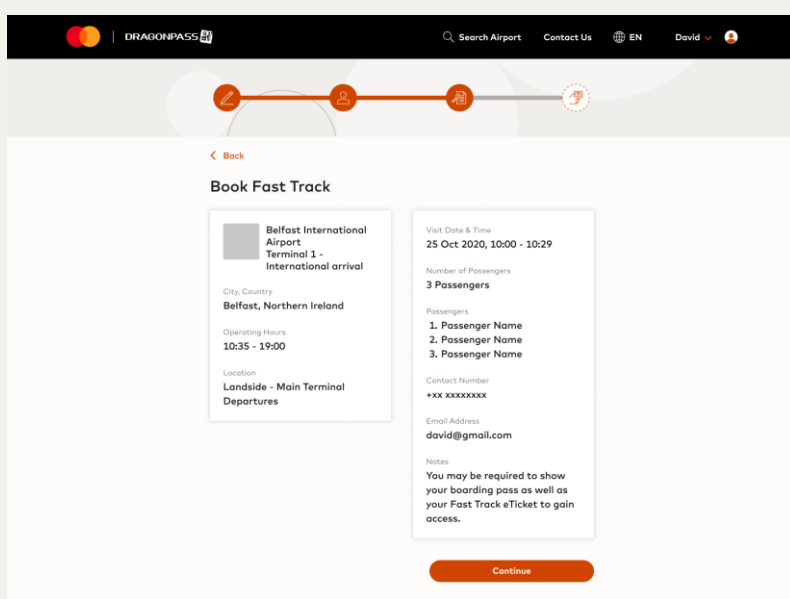
Fill in details of lead passenger

The screenshot shows the 'Book Fast Track' form with the 'Additional Passengers' section expanded. The form includes a navigation bar at the top with the Dragonpass logo, search, contact, and user options. Below the navigation bar is a progress indicator with four steps. The main content area has a 'Back' link and a title 'Book Fast Track'. The 'Lead Passenger' section contains input fields for 'First Name* (as in passport)' (David), 'Last Name* (as in passport)' (Hanks), 'Contact Number*' (+ -), and 'Email Address*'. To the right, the 'Additional Passengers' section shows 'Passenger 2' and 'Passenger 3', each with a '- Hide' link and input fields for 'First Name* (as in passport)' and 'Last Name* (as in passport)'. A 'Continue' button is at the bottom right.

Booking Step 1

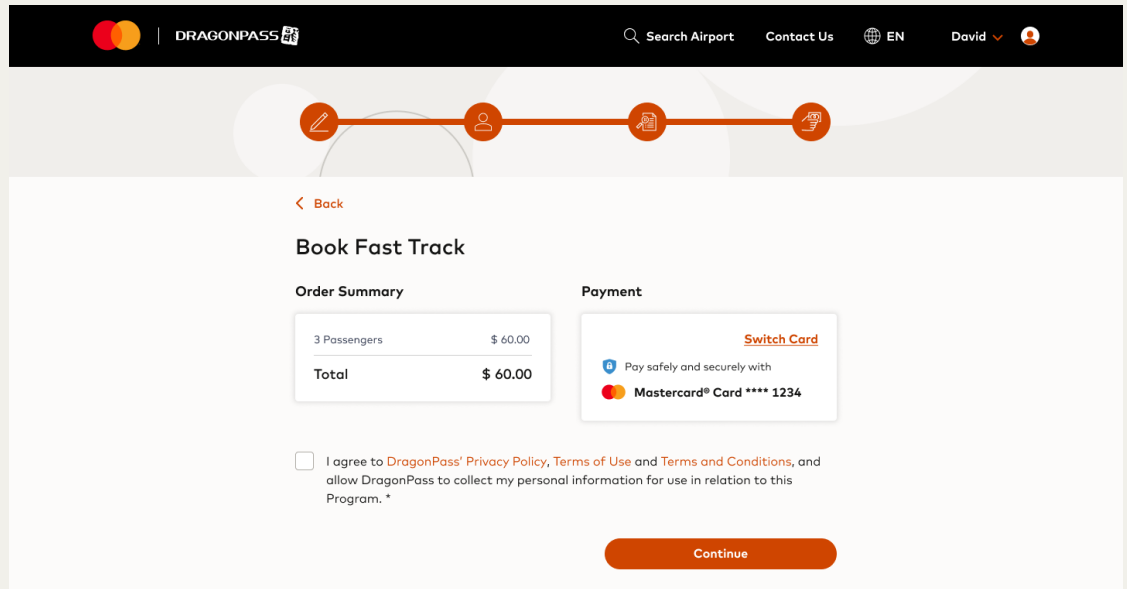
Expand Passengers to fill in their details

Fast Track



Step 2

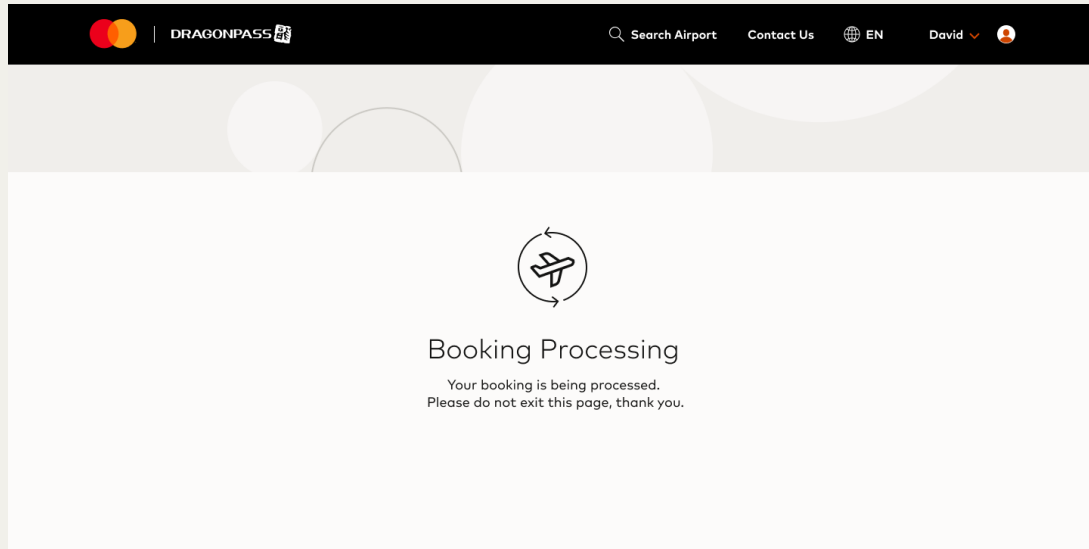
User reviews booking information. Click 'Continue'.



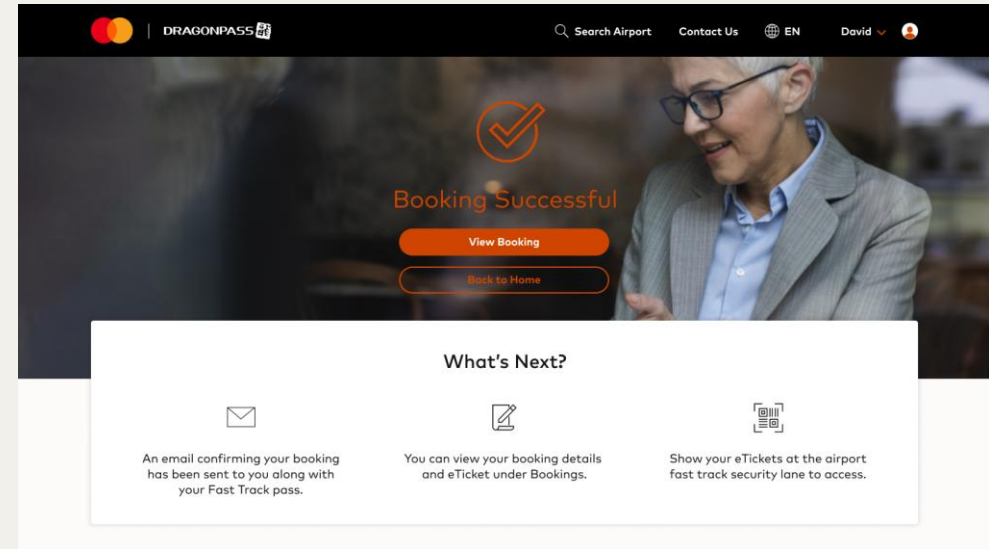
Step 3

User proceeds with payment when there is no Fast Track entitlement.

Fast Track

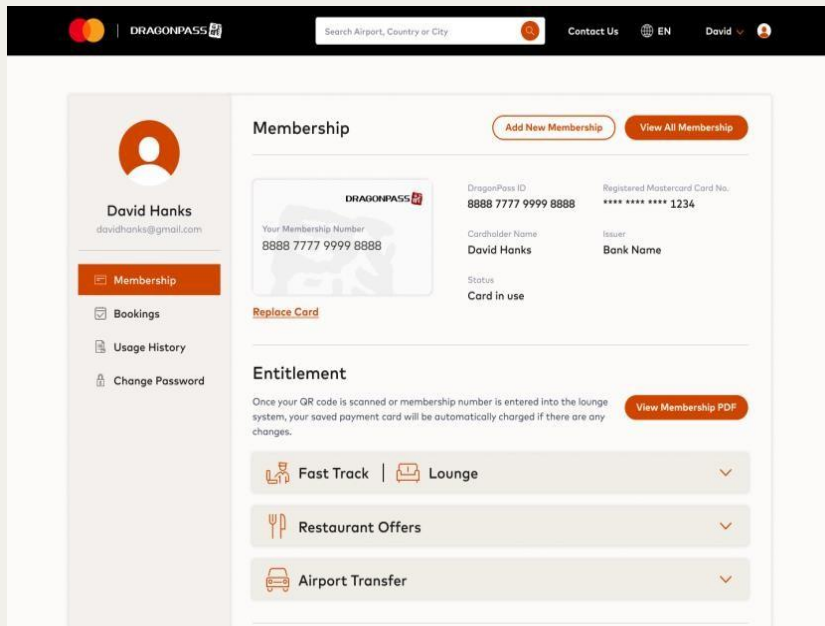


Booking Processing



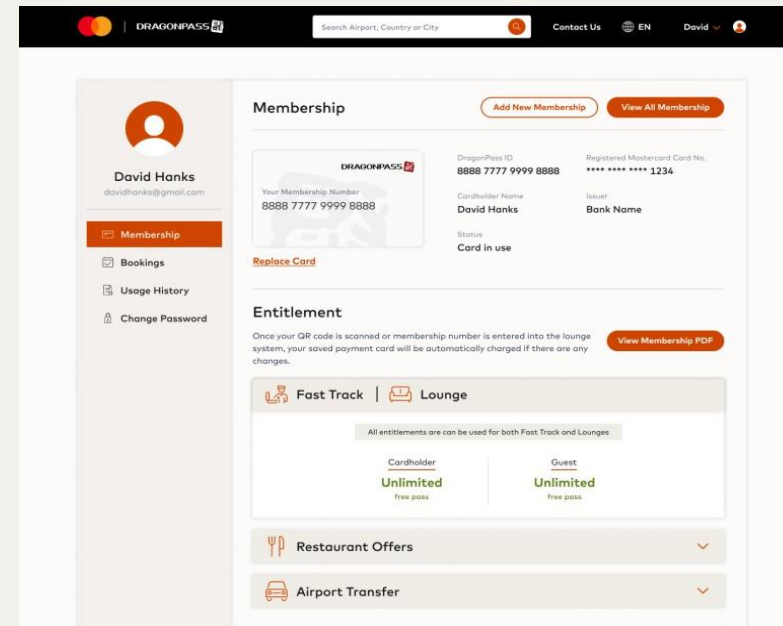
Booking successful

Fast Track & Lounge Swap Entitlement: Membership Page



Membership Page

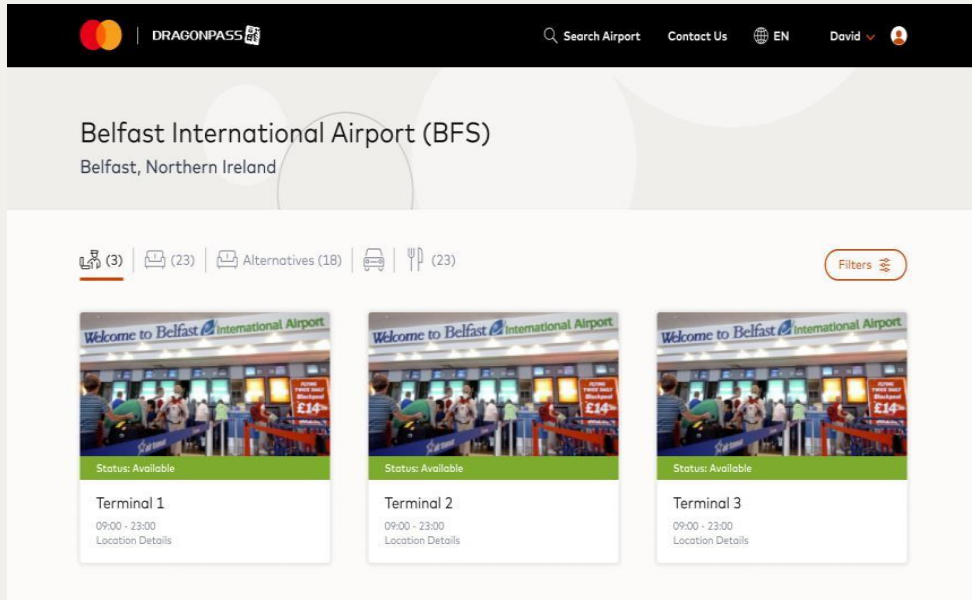
User will see **new Fast Track | Lounge** entitlement section



Membership Page

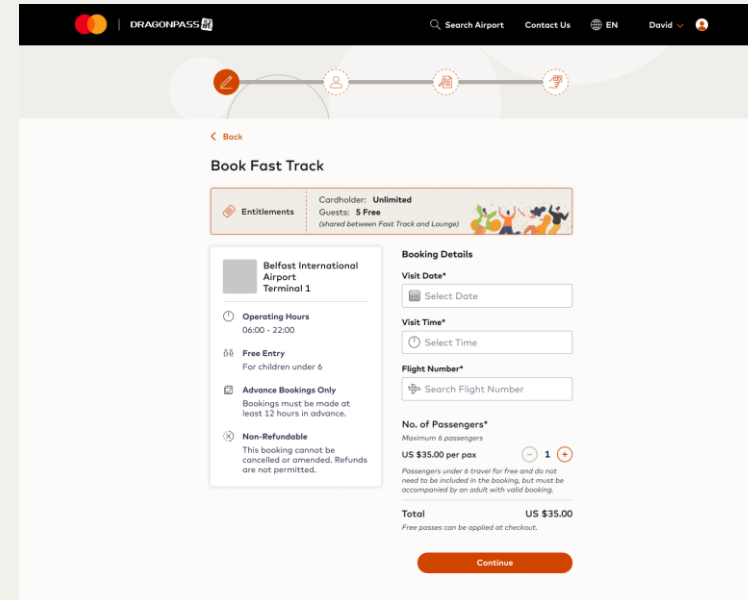
Clicking onto this section will expand the folder and the user will see what entitlements they have

Fast Track & Lounge Swap Entitlement: Fast Track Booking



Fast Track Listing Page

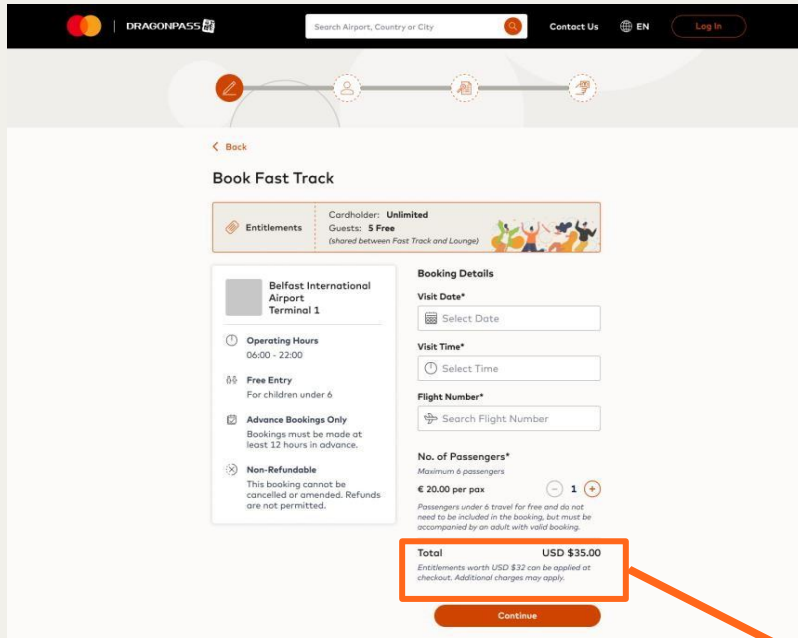
Select terminal from results page



Booking Step 1

User will see entitlements at the top of page. Enter details in required fields and number of passengers.

Fast Track & Lounge Swap Entitlement: Fast Track Booking



Book Fast Track

Cardholder: **Unlimited**
 Guests: **5 Free**
(shared between Fast Track and Lounge)

Belfast International Airport Terminal 1

Booking Details

Visit Date*
 Select Date

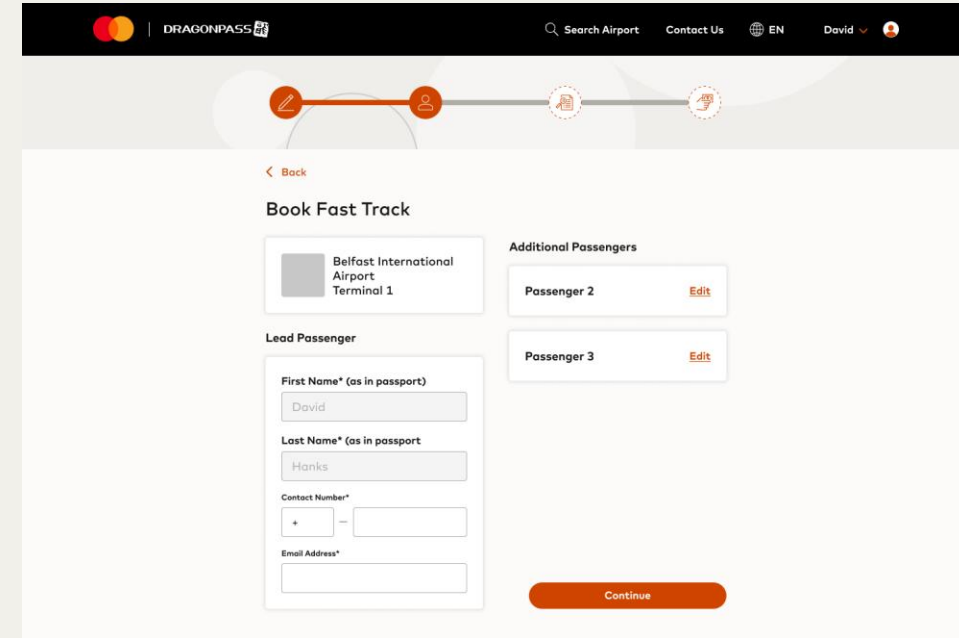
Visit Time*
 Select Time

Flight Number*
 Search Flight Number

No. of Passengers*
 Maximum 6 passengers
 € 20.00 per pax

Total **USD \$35.00**
Entitlements worth USD \$32 can be applied at checkout. Additional charges may apply.

Continue



Book Fast Track

Belfast International Airport Terminal 1

Lead Passenger

First Name* (as in passport)
 David

Last Name* (as in passport)
 Hanks

Contact Number*
 + [] - []

Email Address*
 []

Additional Passengers

Passenger 2 [Edit](#)

Passenger 3 [Edit](#)

Continue

Total **\$35.00**
Entitlements worth USD \$32 can be applied at checkout. Additional charges may apply.

Booking Step 1

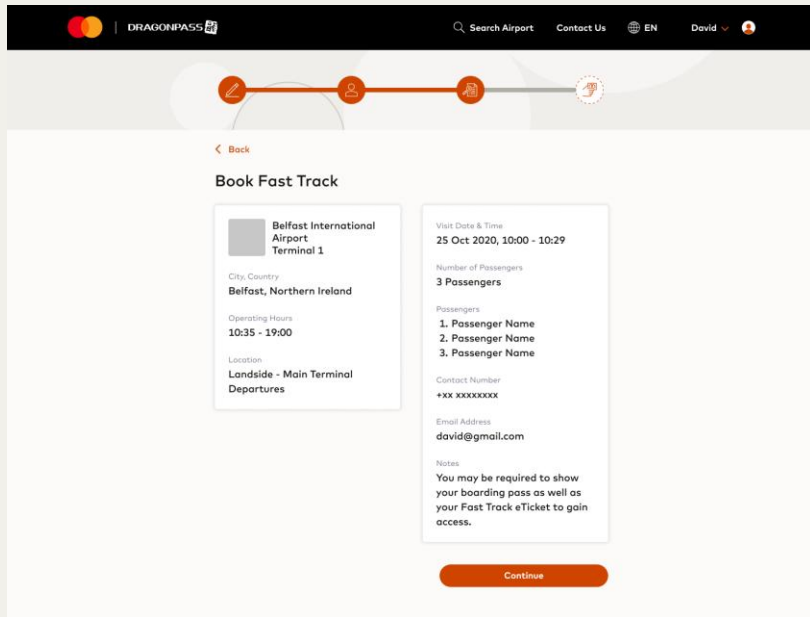
Where lane exceeds \$32, entitlement value note will be shown to advise of additional charges

Booking Step 2

User enters passenger details and clicks 'Continue'

Fast Track & Lounge Swap Entitlement: Fast Track Booking

EXAMPLE 1 - FT Lane =\$32 each



Book Fast Track

Belfast International Airport Terminal 1

City, Country
Belfast, Northern Ireland

Operating Hours
10:35 - 19:00

Location
Landside - Main Terminal Departures

Visit Date & Time
25 Oct 2020, 10:00 - 10:29

Number of Passengers
3 Passengers

Passengers
1. Passenger Name
2. Passenger Name
3. Passenger Name

Contact Number
+xx xxxxxxxx

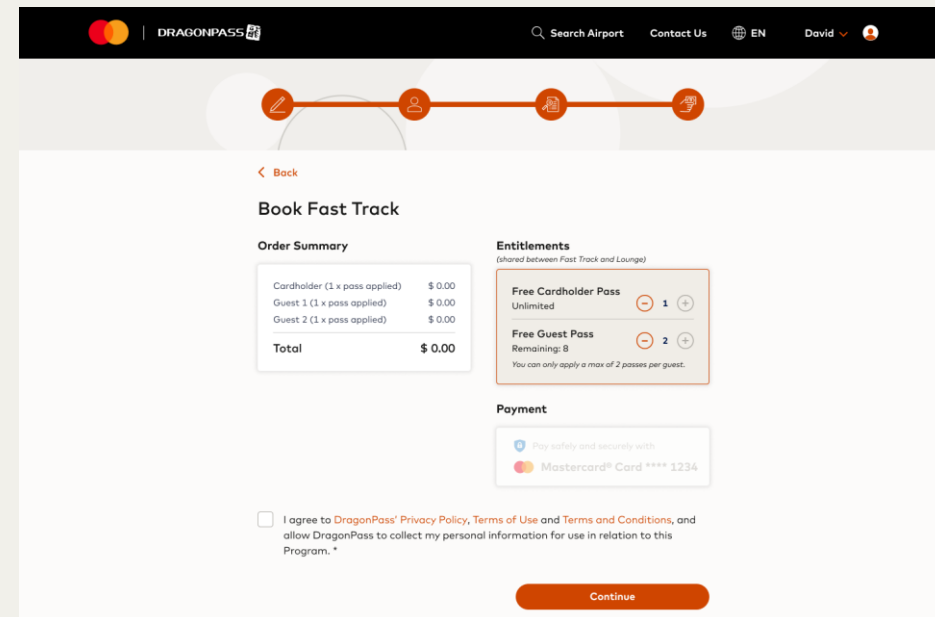
Email Address
david@gmail.com

Notes
You may be required to show your boarding pass as well as your Fast Track eTicket to gain access.

Continue

Step 3

User reviews booking information. Click 'Continue'.



Book Fast Track

Order Summary

Cardholder (1 x pass applied)	\$ 0.00
Guest 1 (1 x pass applied)	\$ 0.00
Guest 2 (1 x pass applied)	\$ 0.00
Total	\$ 0.00

Entitlements
(shared between Fast Track and Lounge)

Free Cardholder Pass Unlimited	- 1 +
Free Guest Pass Remaining: 8 <small>You can only apply a max of 2 passes per guest.</small>	- 2 +

Payment

Play safely and securely with
Mastercard® Card **** 1234

I agree to DragonPass' Privacy Policy, Terms of Use and Terms and Conditions, and allow DragonPass to collect my personal information for use in relation to this Program.*

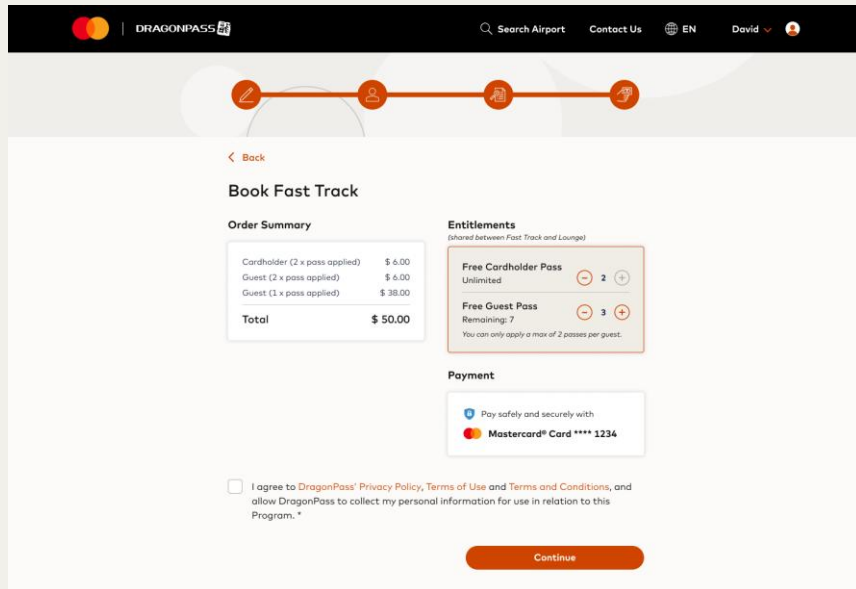
Continue

Step 4

Entitlement will be automatically applied. User can remove if required. Where lane is less than \$32, no charges will be applicable when entitlement is used.

Fast Track & Lounge Swap Entitlement: Fast Track Booking

EXAMPLE 2 - FT Lane =\$70 each



Book Fast Track

[Back](#)

Order Summary

Cardholder (2 x pass applied)	\$ 6.00
Guest (2 x pass applied)	\$ 4.00
Guest (1 x pass applied)	\$ 38.00
Total	\$ 50.00

Entitlements
(Shared between Fast Track and Lounge)

Free Cardholder Pass
Unlimited 2

Free Guest Pass
Remaining: 7 3
You can only apply a max of 2 passes per guest.

Payment

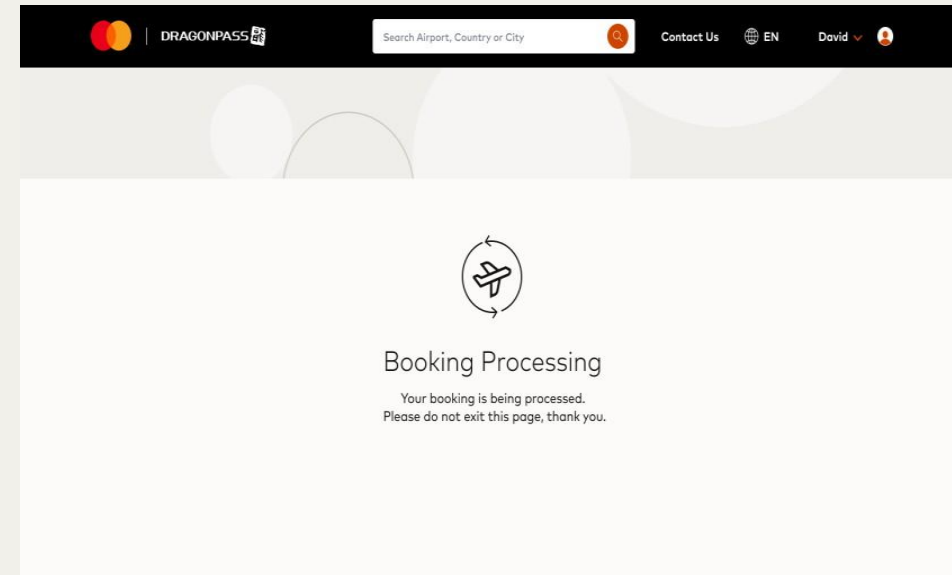
Pay safely and securely with
Mastercard® Card ** 1234**

I agree to DragonPass' Privacy Policy, Terms of Use and Terms and Conditions, and allow DragonPass to collect my personal information for use in relation to this Program.*

[Continue](#)

Step 4

Where lane is more than \$32, user will see additional fee to be paid. Payment made via card on file.

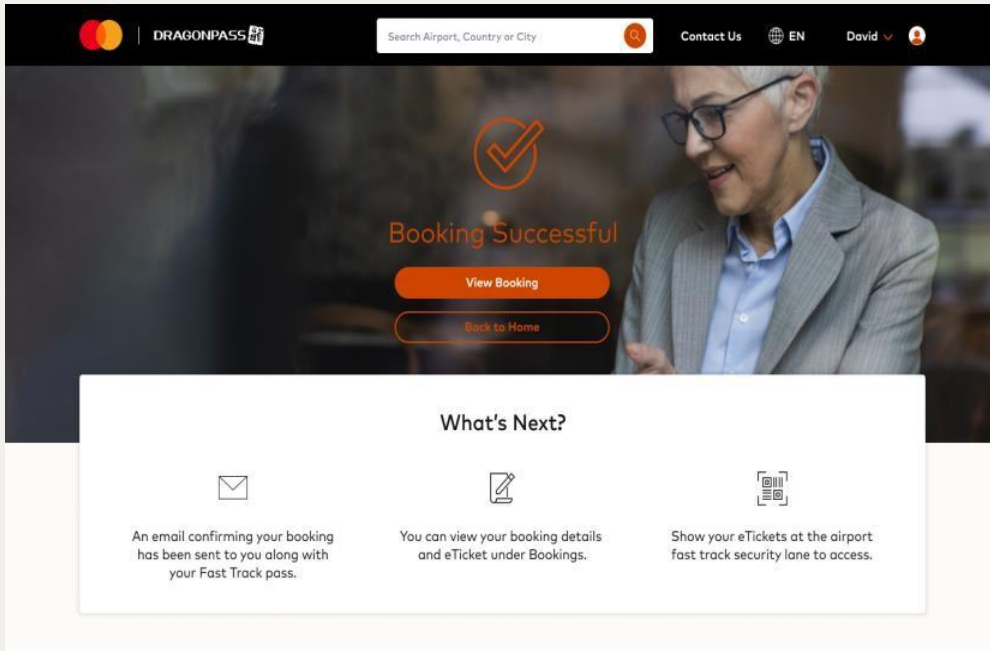


Booking Processing

Your booking is being processed.
Please do not exit this page, thank you.

Booking Processing Page

Fast Track & Lounge Swap Entitlement: Fast Track Booking



Booking Success Page



Dragonpass[®]

Thank you