



Terms and Conditions Governing the HSBC TravelOne Credit Card Mastercard Travel Pass (MTP) by DragonPass Programme (“Programme”)

1. The HSBC TravelOne Mastercard Travel Pass (MTP) by DragonPass Programme (“Programme”) is only applicable for principal HSBC TravelOne credit cardholders that have registered for membership with DragonPass International Ltd (“DragonPass”) and linked their membership to their HSBC TravelOne Credit Card (“Cardmember”).
2. The Programme period starts from 11 May 2023 until terminated by HSBC.
3. Each Cardmember is entitled to 4 complimentary airport lounge visits per calendar year. For any additional visit, as well as visits by supplementary cardholders and guests, the Cardmember will have to make payment directly to DragonPass via the MTP app. Please refer to the DragonPass website for further details.
4. Any unused complimentary airport lounge visit(s) for any given calendar year cannot be carried forward or refunded in any circumstances.
5. To access a participating lounge, Cardmembers will need to log in to the MTP app with their DragonPass membership number that is linked to their HSBC TravelOne Credit Card.
6. Use of the lounges is subject to DragonPass’ terms and conditions. For more information and the full terms and conditions, visit <https://mastercardtravelpass.dragonpass.com/terms-and-conditions> or <https://mastercardtravelpass.dragonpass.com/terms-of-use>.
7. In the event a Cardmember cancels their HSBC TravelOne Credit Card, the corresponding DragonPass membership shall be invalid effective from the cancellation date of their HSBC TravelOne Credit Card.
8. Availability of lounge services is subject to the capacity of the lounge operators and may not be available in the event of high traffic caused by flight or train delays.
9. HSBC is not the supplier of and accepts no liability for the goods and/or services provided by the merchant involved in this Programme.
10. HSBC reserves the right to withdraw the Programme or revise these terms and conditions at any time.
11. All information is correct and accurate at the time of publishing or posting online.



Frequently Asked Questions (FAQs) on the HSBC TravelOne Credit Card Mastercard Travel Pass (MTP) by DragonPass Programme (“Programme”)

Q: How do I get to enjoy the 4 complimentary airport lounge visits under the Programme?

A: You can simply follow the below steps to start enjoying your benefit:

Step 1: Download Mastercard Travel Pass (MTP) app (available on the Apple App Store and Google Play)

Step 2: Click on “Sign up” to register for the Programme if you are not a Mastercard Travel Pass member. Else, log on to your Mastercard Travel Pass account.

Step 3: Enter your HSBC TravelOne Credit Card details for a one-time verification

Step 4: Complete your personal details for Mastercard Travel Pass account registration (do enter your name as shown in your passport)

Step 5: Set your account password

Simply use the membership number stored under 'my visits' when visiting airport lounges.

With the app, you can also view the airport lounges and restaurants available, keep track of your usage history and access many more services.

Q: How long is my HSBC TravelOne Credit Card Mastercard Travel Pass (MTP) complimentary visits valid for?

A: Once you successfully registered for a DragonPass Membership Number linked with your HSBC TravelOne Credit Card, the complimentary visits are valid until the end of the calendar year. The membership will be auto-renewed and the visits refreshed on 1st Jan each year, as long as the card is active.

Q: What happens if I utilise more than 4 complimentary airport lounge visits?

A: The excess visits will be charged to your HSBC TravelOne Credit Card. Please refer to the DragonPass website for further details.

Q: Do I get 4 complimentary airport lounge visits if I am a supplementary HSBC TravelOne Credit Cardholder?

A: No, the complimentary airport lounge visits are valid for primary HSBC TravelOne credit cardholders only. For any visits by a supplementary HSBC TravelOne credit cardholder and guests, the Cardmember will have to pay directly to DragonPass via MTP app, charged to Primary HSBC TravelOne Credit. Please refer to the DragonPass website for further details

Q: Can I carry forward any remaining/ unused complimentary airport lounge visit(s) for previous year into next year?

A: No, complimentary airport lounge visits cannot be carried forwarded (or refunded in any circumstances) to the next year i.e. it is not possible to bring forward 2 remaining complimentary airport lounge visits from the previous year into the new calendar year. We encourage primary HSBC TravelOne credit cardholders to fully utilise all your complimentary visits before it resets annually on 1st Jan each year.

Q: Can I add/ link my HSBC TravelOne Credit Card to my current MTP account? I am already subscribed as a member.

A: Yes, once you have logged into your MTP account, go to the “Membership” section of the app/website, click the “+” in the top right-hand corner and click “Add a new membership card”. Once you add your HSBC TravelOne Credit Card, you will be able to view your benefit/entitlement under the Programme. To enjoy the complimentary airport lounge visits under the Programme, simply select the membership with HSBC TravelOne Credit Card in the app to redeem the benefit.

For further or more details, queries or Help Topics, visit <https://mastercardtravelpass.dragonpass.com/faq>.