

Flight Delay Benefit

Complimentary Airport Lounge Access for Bank Alfalah Mastercard Optimus/Titanium Credit Card Cardholders

Bank Alfalah Mastercard Optimus/Titanium Credit Card Cardholders are eligible to enjoy **complimentary airport lounge access** through the **Flight Delay Pass benefit**, in case their registered flight is delayed.

This benefit grants access to **1,300+ airport lounges across 135+ countries**, allowing you to relax in comfort while you wait.

How It Works

1. **Download the Mastercard Travel Pass App**
 - Available on:
 - [Google Play Store](#)
 - [Apple App Store](#)
2. **Register Your Flight (At Least 24 Hours Before Scheduled Departure)**
 - Open the app and click on the "Flight Delay" banner.
 - Enter the following details:
 - Card number
 - Email address
 - Mobile number (with country code)
 - Flight details
3. **Receive Flight Registration Confirmation**
 - A confirmation email will be sent, containing a link to check eligible lounges.
4. **In Case of Delay (Minimum 60 Minutes)**
 - You'll receive an **SMS notification**.
 - A **Lounge Access Pass** (valid for 24 hours) will be emailed to your registered email address.
5. **Access the Lounge**
 - Present the QR code (from email or printed) at any eligible **DragonPass lounge**.
 - Ensure your **name on the lounge pass matches your boarding pass**.

Flight Delay Benefit

- **Guests are not included;** each cardholder (primary or supplementary) must register and present their own QR code.

Offer Prerequisites

- **Internet access/data connectivity** is required to:
 - Download and register on the Mastercard Travel Pass App.
 - Register the flight through the app.
 - Receive the Lounge Pass email.
- **Roaming must be activated** to receive the SMS notification.
- The lounge QR pass can be printed if mobile access is unavailable.
- **Up to 4 flights can be registered per session**, and **unlimited flights** can be registered annually.

Offer Details

- **Minimum Flight Delay Required:** 60 minutes (1 hour)
- **Lounge Access Validity:** 24 hours from issuance of pass
- **Access Type:** Cardholder-only (no guest access)
- **Benefit Scope:** Access to eligible DragonPass airport lounges globally
- **Technology Partner:** DragonPass
- **Notification Channels:** SMS and Email

Eligibility Criteria

Criteria	Details
Card Type	Bank Alfalah Mastercard Optimus/Titanium Credit Card
Issuing Countries	Pakistan, United Arab Emirates

Flight Delay Benefit

Criteria	Details
Cardholder Type	Both Primary and Supplementary cardholders (must register separately)

Validity

- **Effective Date:** April 1st, 2025
- **Offer Period:** Evergreen (available until year-end and beyond)

Note: Previous lounge access benefits for Bank Alfalah Mastercard Optimus/Titanium Credit Card holders will be discontinued starting April 1st, 2025, and replaced by this enhanced Flight Delay benefit.

Check Eligible Lounges

A link to view eligible DragonPass lounges will be included in:

- The **Flight Registration Confirmation Email**, and
- The **Lounge Pass Email** (sent in case of delay)

Terms & Conditions

1. This benefit is applicable only to Bank Alfalah **Mastercard Optimus/Titanium Credit** cardholders issued in **Pakistan and the UAE**.
2. Lounge access is valid only when the cardholder's **registered flight is delayed by a minimum of 60 minutes**.
3. **Flight registration must be completed at least 24 hours prior** to the original scheduled flight departure.
4. Access is granted **only to the registered cardholder**. Guests are not permitted.
5. Each cardholder (primary and supplementary) must:
 - Register separately
 - Present their **individual lounge pass QR code**
6. Cardholder's **boarding pass name must match** the name on the lounge pass for entry to be granted.

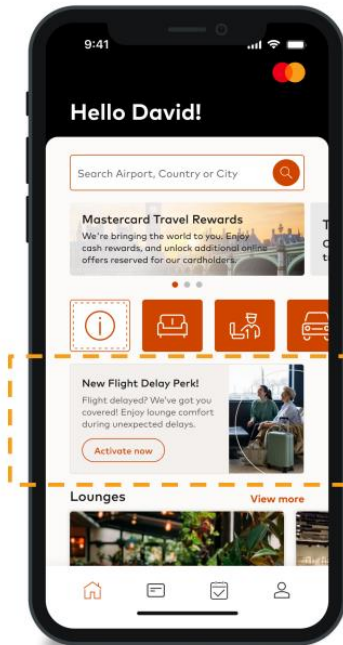
Flight Delay Benefit

7. Lounge passes are **valid for 24 hours** from issuance and are **non-transferable**.
8. Cardholders must have **data connectivity or internet access** to:
 - Register their flight
 - Receive the lounge pass email
 - Access the QR code (printed or digital)
9. **Roaming must be active** for SMS notifications in case of a delay.
10. Mastercard and DragonPass reserve the right to:
 - Modify or withdraw the benefit without prior notice
 - Disqualify any misuse or fraudulent activity
11. The list of eligible lounges may change and should always be verified from the link provided in the confirmation or pass email.
12. Mastercard is not responsible for any issues arising from:
 - Failure to register the flight on time
 - Delay notifications not being received due to telecom or network issues
 - Unavailability of lounges due to capacity, operational hours, or other local restrictions
13. Other DragonPass and Mastercard general terms and conditions apply.

Flight Delay Benefit

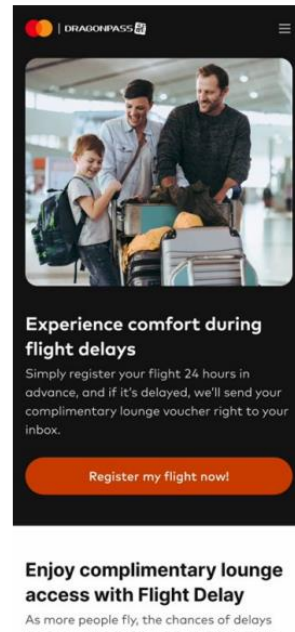
How it Works – CX Steps

Download Mastercard Travel Pass app, verify card & click Flight Delay banner



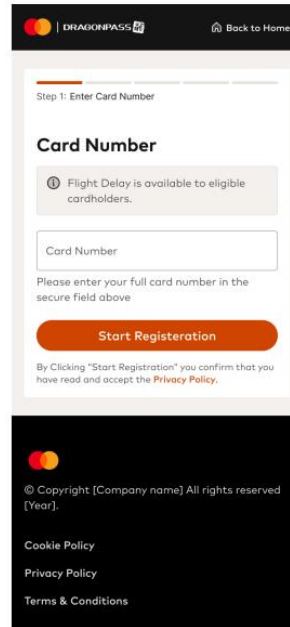
Step 1

Cardholder taken to Flight Delay website. Click Register my Flight Now.



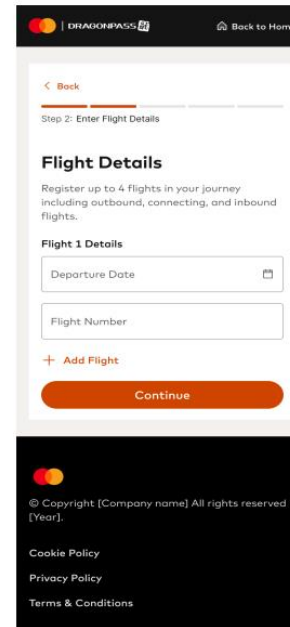
Step 2

Enter Mastercard card number to verify eligibility



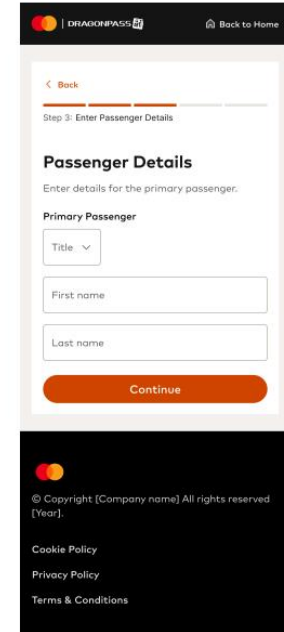
Step 3

Enter Flight Details (unlimited flights can be registered, up to 4 flights can be added in 1 session)



Step 4



Enter passenger details (only cardholder allowed; guest not included)




Step 5

Flight Delay Benefit


Flight Registration is Complete.
Flight is tracked in backend to
check for delays

 | DRAGONPASS  [Back to Home](#)

 **Your registration is complete**
You will receive an email confirming the registration details.

We will now track the status of your flight. In the case of a delay, we'll send you complimentary airport lounge access straight to your registered email and phone via SMS.

[Start New Registration](#)



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Step 6

Cardholder receives Flight Registration
confirmation email. Eligible lounges can be
viewed from the enclosed link

 | DRAGONPASS 

Flight delayed voucher

Dear Sara,

We are sorry that your flight has been delayed.
Please see attached your voucher for lounge entry to any of our **participating airport lounge**.

Please take a moment to confirm that the registration information below is correct.

Flight Details

SIN - SYD (EZ1234) - 16/06/2025

Passenger

Miss Sara Smith

Contact Details

Email
sarahsmith@gmail.com

Mobile Number
+4407798229127


Register another flight?
Use this link to **register another flight with xxx**.

The XXX Team

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[Company address]

Step 7

In case registered flight gets delayed, cardholder
receives notification via SMS and a Lounge Pass via
email which can be used in eligible DragonPass lounges

 | DRAGONPASS 

Lounge Pass

We are sorry that your flight has been delayed.

Please present this pass to any of our participating airport lounge.


BE sarah@dragonpass.com
E +447729009738

Passenger
Mrs Sara Smith

Terms of use
Lounge access depends on lounge capacity.

Valid issuance
Pass will be valid for 24 hours from the time it has been issued.

Notes
For more information about the lounge you plan to visit, please check the lounge details page. You will find opening hours, services available, and other features the lounge offers.

DragonPass QR Code

7101108260344831
Sara Smith

Instruction for lounge staff
Please accept this as part of the DragonPass program and process the visit through the DragonPass portal.

Help & Support
If you have any questions, visit our FAQs for a quick solution.
If you need further assistance, please contact us.

Service provided by **DRAGONPASS**  through Mastercard

Step 8