



What is LoungeKey™?

LoungeKey™ is the new innovative Airport Lounge Access that allows you to access lounges with just a swipe of your BDO Platinum or Titanium Mastercard. With a network of over a thousand lounges across the world, it is aimed to enhance your travel experience regardless of airline or ticket class.

How is LoungeKey™ different from Priority Pass?

LoungeKey's network of airport lounges allows entry just by presenting your valid BDO Platinum or Titanium Mastercard and identifying yourself as a LoungeKey™ member.

With LoungeKey™, you do not need to carry an additional membership card while Priority Pass members must carry their valid Priority Pass membership card to gain entry to a lounge.

What are my LoungeKey™ benefits?

With your BDO Platinum or Titanium Mastercard, you are eligible to receive:

- Complimentary LoungeKey™ membership. A charge of US\$27 per person per visit will automatically be charged to your Card for each lounge visit you make as well as the accompanying guest.
- Access to over 1,000 lounges worldwide
- Complimentary refreshments and snacks
- Business amenities such as Wi-Fi and conference spaces
- Entry for accompanying guests

Lounge policies apply.

Enrollment and Eligibility

Do I need to enroll prior to enjoying LoungeKey™?

Enrollment is required to avail of the benefits of the program. To enroll for free, visit the following links and provide below information:

bit.ly/BDOLKPlatinum (for Platinum Mastercard)

bit.ly/BDOLKTitanium (for Titanium Mastercard)

- Last Name, First Name
- 16-digit Credit Card Number
- Mobile Number (must be same as the number provided with the bank)

How would I know if my account is already enrolled and ready for use?

After submission of the required information, you will be notified via SMS on the status of your enrollment within fifteen (15) banking days.

I received an SMS stating that my enrollment was not processed. What are the possible reasons for this?

Unsuccessful enrollments may be caused by one of the following reasons:

- Your mobile number does not match your mobile number with the bank.
- Your BDO Platinum or Titanium Mastercard is Inactive / Cancelled



Do Supplementary Cardholders need to be enrolled?

Enrollment to the program is on a per Card basis. Both Principal and Supplementary Cardholders need to be enrolled in order to avail of the benefit and access participating airport lounges.

I have multiple BDO Platinum and Titanium Mastercard Credit Cards, can I use any of these Cards to access the lounge?

Since enrollment to the program is on a per Card basis, you can only use the specific Credit Card Number enrolled to LoungeKey™.

I've got my card replaced; do I have to enroll again using the new Card Number?

In case of lost, stolen or replaced Card, you must re-enroll using your new Card Number to ensure uninterrupted access.

What happens if my card has been stolen or lost?

Contact us immediately at (02) 631-8000 / 1800-10-6318000 (Domestic Toll-Free No.) or (IAC)+800-8-6318000 (International Toll-Free Number) to report the loss. We will block access to the lost/stolen card and this will be flagged out as a blocked card if anyone attempts to access a lounge with it. Re-enrollment is required for your replacement Card.

Lounge Access

How do I find LoungeKey™ lounge information?

To check lounge coverage at your travel destination, nearest lounge location and the individual lounge Terms and Conditions, please visit the [LoungeKey™ website](#) and/or download the LoungeKey™ Mobile App.

How can I use the LoungeKey™ Mobile App?

After enrolling your Card to the LoungeKey program, you will need to:

1. Create an account online at [LoungeKey™ website](#).
2. Download the LoungeKey™ App from the Android Market or Apple Store.
3. Login with your account details to personalize the app and see the lounges available any time, any place.
4. Review your personal LoungeKey™ dashboard whilst on the move.
5. Use online or offline – It is recommended that you update the lounge information when connected to Wi-Fi.

How do I gain entry into the lounge?

1. Visit the [LoungeKey™ website](#) and/or the LoungeKey mobile app for a list of applicable lounges.
2. Present your BDO Platinum or Titanium Mastercard at the lounge, your boarding pass and identify yourself as a LoungeKey member.
3. Your Card will be swiped to confirm eligibility and to record your visit. You will then be asked to confirm the visit information (date, location and number of visitors) and sign the card reader to certify the lounge visit.
4. Please note that you are responsible to confirm details of the transaction (time of entry, number of guests you are bringing in with you into the lounge). In the unlikely event that the lounge staff is not familiar with LoungeKey, please show them the listing on the website or mobile app.



Can someone else use my card to gain access to a lounge?

No, as access to lounges is only valid for the Cardholder with an eligible BDO Platinum or Titanium Mastercard. You will be required to present your Card, your boarding pass and/or other travel documents such as passport, for identity verification prior to lounge entry.

Is there a Lounge Usage Fee?

A Usage Fee of US\$27 per use of the lounge, per person applies. This will be reflected as "LOUNGEKEY – AIRPORT LOUNGE VISIT" on your monthly Statement of Account.

Can I bring guests to the lounge? Is there a limit to the number of guests allowed?

Each lounge has their own terms and conditions. Typically, there is no limit on the number of guests; however, each lounge has the right to limit based on occupancy and their own policy. You can find the guest policy for participating LoungeKey lounges on the [LoungeKey™ website](#) and/or mobile app. Usage Fee of US\$27 per use of the lounge, per person applies.

Can I bring children into the lounge?

Children are welcome at many lounges when accompanied by an adult. The admission policy for children varies by lounge, so it is important that you check the Lounge Details page on the [LoungeKey™ website](#) and/or the LoungeKey mobile app for any restrictions.

Is there a dress code to enter the lounge?

Each lounge has their own dress codes. As a general rule, please expect a smart/casual dress code. Details on specific dress code for each lounge can be found on the Lounge Details page on the [LoungeKey™ website](#) and/or the LoungeKey mobile app.

How long can I stay in a lounge?

Each lounge has its own policies regarding length of stay. Please check the lounge information in Find lounges and more on the website or app to confirm the policies and conditions of each individual lounge.

How can I find out about lounge policies and services?

Each individual lounge has its own policies and services. To find out more about a lounge, please access the [LoungeKey™ website](#) and/or the LoungeKey mobile app.