

Mastercard® Airport Limo by DragonPass™

Frequently Asked Questions

About the Program

What is Mastercard Airport Limo provided by DragonPass?

Mastercard Airport Limo provided by DragonPass (“the Benefit” or “the Program”) offers eligible Cardholders and/or their designated beneficiary(ies) (“Customers”) transportation services including but not limited to Limousine services, Airport transfer and Chauffeur services which are offered through the Program website. Airport Limo provides ground transport for Customers from participating airports to city centre locations or from city centre locations to participating airports.

Who is eligible for the Program?

Mastercard Airport Limo provided by DragonPass is provided to selected cardholders in Asia Pacific. Eligibility and cardholder benefits will be dependent on the Issuer of your Mastercard payment card.

How do I access the Program?

Cardholders can access the Program at the Program Website: travelwithus.mastercard.com. A Cardholder visiting the Program Website for the first time will be required to perform a one-time registration to create a user account. Cardholders who hold a valid and eligible Mastercard payment card will be able to register an account and access the Program.

What benefits would an eligible Cardholder enjoy?

All eligible cardholders who have successfully registered a user account for the Program will be able to make reservations for the Airport Limo service. Depending on your issuing bank’s participation in the Program, you may be able to enjoy reservations at preferential rates charged to your eligible Mastercard payment card and/or entitlements to complimentary Limo rides. You may contact your issuing bank for more information about your benefits and eligibility.

Registration & Login

How do I register an account to access the Program?

Cardholders will be able to perform a one-time registration to create a user account via the Program Website. The Website is accessible via desktop or mobile. Cardholders will be validated for eligibility during the process.

Why do I have to enter the middle digits of my eligible card every time I log in?

This allows your eligibility and benefits to be refreshed every time you log in. If you have new entitlements, you will be able to use them immediately when you see them in your account.

Can I change my registration details after registration is complete?

You can only update your mobile number and email address after your account registration is complete. You may contact the DragonPass customer service team for assistance at +65 6741 4197 or email support.mc@dragonpass.com.cn. Eligible World Elite Mastercard Cardholders may also reach out to Mastercard Concierge for assistance.

[Entitlements](#)

What are Entitlements?

Entitlement is the number of complimentary Airport Limo rides assigned to an eligible Cardholder. Cardholders can use their Entitlements to redeem for complimentary Airport Limo service on the standard car type on the Program Website. Eligibility is dependent on the Issuer of your Mastercard payment card. Please contact your issuing bank for more information about your benefits and eligibility.

How do I redeem/use my Entitlements?

To redeem/use an Entitlement, please apply the Entitlement upon check out at the end of the Limo reservation process. Only one Entitlement can be applied for each reservation. Each Entitlement can be used only once. Entitlements can only be redeemed against the standard service reservation, and do not cover surcharges incurred due to add-ons to the standard service such as car type upgrade. Entitlements not used during the validity period will expire, with no exception.

What is the validity of my Entitlements?

The validity of entitlement may vary based on the Issuer program. Cardholder may check the validity of their Entitlement by clicking "Entitlement" on the Program Website and referring to the expiry date stated at the bottom right of each entitlement voucher.

[Service Reservation](#)

How do I make a reservation for the Limo service?

Reservations for the Limo service can be made on the Program Website once a Cardholder has successfully created a user account.

The cost of the service based on the Cardholder's booking requirements will be provided during the reservation process.

If Entitlements are available to the Cardholder, this may be used during check out to offset against the full cost of the reserved service.

Where Entitlements are not available or insufficient to cover the full cost of the service, Cardholder will be able to charge the payable amount to the eligible Mastercard payment card.

All reservations for Limo services must be completed at least 48 hours prior to the scheduled pick-up time.

Is Limo reservation only available via the website?

Currently reservations are only offered via the website, which is accessible via desktop or mobile. Eligible World Elite Mastercard Cardholders may also reach out to Mastercard Concierge for assistance.

What personal information will be captured via the Program Website?

During registration, the following information will be captured and stored in secure servers:

- Cardholder's name (please note this cannot be changed upon registration)
- Cardholder's email address
- Cardholder's mobile number

During reservation, the following information will be captured and stored in secure servers:

- Passenger's name
- Passenger's contact details
- Flight number(s)
- Flight departure and/or arrival location, date and time

How do I decide on the car type to select when making a reservation?

The Airport Limo service offers different car types to cater to different capacity requirements. The capacity details for number of passengers and number of luggages are indicated for each car type offered. Please consider this information when making a selection. Other factors to also take into account would be the size of the luggages as well as whether child seat/s is/are required.

Actual vehicle make and model provided may vary according to region of travel and availability at time of service.

Comfort: Toyota Crown, Honda Accord, Nissan Teana or similar.

Sedan: Audi A6 or similar in Mainland China cities, Toyota Camry or similar in selected Asian cities, Mercedes-Benz E-Class, BMW 5 Series or similar in most other cities.

MPV: Buick GL8 or similar in Mainland China cities, Mercedes-Benz V-Class, Toyota Alphard or similar in most other cities.

Can I make a Limo reservation on behalf of someone else?

Yes, you can. To reserve the service on behalf of someone else, pls indicate by selecting the checkbox "I'm making this booking for someone else" in the reservation form on the Program Website. Kindly note that service entitlement given by Mastercard or the Issuing Bank is strictly not to be resold and meant for use by the cardholder and/or guest of the cardholder exclusively. DragonPass reserves the right to void any bookings and forfeit the related entitlement if the booking is found to be resold.

How do I know if my reservation is successful?

After you have completed your reservation via the Website, you will be able to retrieve your reservation details under 'My Order History'. You will also get a confirmation SMS and email at the mobile number and email address you have provided for the reservation.

What is the cost of the Limo service, and do I need to pay for it?

The cost of the service based on the Cardholder's booking requirements will be provided during the reservation process.

Factors which will determine the cost of the service are:

- Car type: The car type differs in terms of capacity for number of passengers and number of luggages. The larger car type will typically be at a higher cost.
- Time of reservation: There will be a surcharge of 20% for all Airport Limo services between 21:00 to 08:00 hours.
- Excess mileage: Airport Limo provides ground transport from participating airports to city centre locations or from city centre locations to participating airports. Excess mileage will

incur a surcharge for pick-up/drop-off point located outside the city centre.

- Infant/Child Seat: Add-on of Infant or Child Seat/s will incur a surcharge. This is applicable regardless of whether the selection to add on is due to local regulations or otherwise.
- Special Events: There may be a limited supply or non-availability of limo services before, during, and/ or after special events (such as the Olympics and Rugby World Cup in Japan and the Formula 1 races in Singapore) because such special events may impact the available resources and operations in the host city. As such, additional surcharges may apply for Limo services reserved before, during, and/ or after such special event periods.

Where surcharges are applicable, the surcharge amount will be itemized and displayed with the full cost of the reserved service during the online check out process.

If Entitlements are available to the Cardholder, this may be used during check out to offset against the full cost of the reserved service. Entitlements are not redeemable against surcharges.

Where Entitlements are not available or insufficient to cover the full cost of the service, Cardholder will be able to charge the payable amount to the eligible Mastercard payment card.

I need a child seat. How can I request for one?

Please select the "Child Seat" option when making the reservation on the Program Website. Please note the surcharge applicable displayed next to the option when making the selection.

Can I cancel/amend a reservation?

Cancellations of reservation of the Limo service can be done via the Website. In addition, eligible World Elite cardholders who had reserved their Limo service via Mastercard Concierge will be able to also cancel their Limo reservation via Mastercard Concierge. Cancellations for the Airport Limo service made at least 24 hours in advance of scheduled service time will be eligible for a refund of entitlement and/or payment amount, based on mode of payment applicable for the reservation. Refunds will be issued based on the payment method Cardholders have used and will take up to 14 Business days.

Amendments to a reservation cannot be made after a reservation has been submitted. If you wish to amend your reservation, please cancel the existing reservation and make a new reservation with the new details. Service reservation must be at least 48 hours in advance of scheduled service time. Eligible World Elite cardholders who had reserved their Limo service via Mastercard Concierge can contact Mastercard Concierge for assistance.

How will I be informed of the driver's details for the Limo service reservation?

You will receive a notification SMS and email with the information of the assigned driver at least 3 hours prior to the scheduled pick-up time. You can also retrieve details of your reservation under "My Order History" on the Program Website.

What should I do if I have not received the notification SMS/email with the driver's information?

If you have not received the notification with the details of the assigned driver at least 3 hours prior to the scheduled pick-up time, please contact the customer service team via the available options found on the Contact Us page on the Program Website.

How will the driver contact me for pick-up?

The assigned driver will contact you on the mobile number provided when the reservation was made. Please ensure that the number you provide during the reservation process is the one

that you can be contacted at when your driver arrives. If you require assistance, please call the customer service team at +65 6741 4197 or email support.mc@dragonpass.com.cn.

Is there a grace period or waiting time for my pick up?

The waiting time for Limo service is as follows:

- 1) For Arrivals: 60 minutes from the actual flight arrival time. Once waiting time is exceeded, and the Customer/s has/have not boarded the vehicle, the Airport Limo service will be considered cancelled and no refund of entitlement and/or payment will be provided.
- 2) For Departures: 15 minutes from the scheduled pick up time. Once waiting time is exceeded, and the Customer/s has/have not boarded the vehicle, the Airport Limo service will be considered cancelled and no refund of entitlement and/or payment will be provided.

What should I do if my driver does not turn up?

Please ensure that the number you provide during the reservation process is the one that you can be contacted at when your driver arrives, also please keep the SMS with driver details so you can also contact the driver when necessary.

If you require assistance, please call the customer service team at +65 6741 4197.

I need to book more than one vehicle. How do I make multiple reservations?

If you would like to book more than one vehicle, please place multiple reservations. Only one vehicle can be reserved for each reservation.

Are there any limitations for Airport Limo service?

- The Airport Limo service is only available from an airport to a single destination chosen by you, or vice versa.
- Each reservation is only allowed a single pick up point and drop off point. No additional pick up and drop off points are permitted.
- For the full Terms and Conditions of the Airport Limo service, please refer to the Program Website.

[My Account](#)

I have several eligible Mastercard cards, how do I access my entitlements on each of them? Can I combine my entitlements when making reservations for the service?

If you have several Mastercard payment cards, you must register each card to access your entitlement for that card. You may link up to 2 eligible Mastercard payment cards per program to a single user account identified by your registered email address. While on the Program Website, you may switch between your registered cards to access the benefits for each card. Please note that you will only be able to redeem one entitlement for each reservation, hence you will not be able to combine and redeem entitlements across multiple cards when making a reservation.

Can I save multiple payment cards to my user profile?

Yes, as long as they are eligible Mastercard payment cards, but when you make reservation under issuer program, if any payment occurs, the payment needs to be made by the payment cards issued by the same issuing bank.

Where can I see my order and payment history?

You can view all payments made in the “My Order History” section in your user account on the Program Website.

Where can I see my available Program benefits?

Your program benefits will be displayed on the Website. For more information please contact your issuing bank for details about your Program benefits.

What happens if I lose/misplace my Mastercard payment card? Will my user account and benefits still be valid?

Your user account along with the benefits are valid as long as your eligible Mastercard payment card is active and eligible. For the purpose of payment, if your card has been cancelled, you will need to delete the lost card from “Saved Cards” and save the new replacement card for your use.

[Others](#)**Is my information secure on the web?**

Industry-standard SSL encryption technologies are used when transferring and receiving your personal information. The Program Website is hosted on secure servers which are certified by VeriSign. Appropriate security measures are in place to protect against the loss, misuse or alteration of information collected from the services. Please refer to the privacy policy for more information on the storage of your personal information.

Will I be able to update my personal information stored on the Program Website?

You will be able to update contact information (your mobile number and email address) on the Website.

[Limitations & Feedback](#)**Who should I contact if I have queries about my Airport Limo benefit and entitlements?**

Please contact your issuing bank if you have queries about your benefit and program entitlements.

Who should I contact if I need assistance with my Airport Limo reservations?

Currently Airport Limo reservations are only offered via the website, which is accessible via desktop or mobile. Eligible World Elite Mastercard Cardholders may also reach out to Mastercard Concierge for assistance.

If you are experiencing technical issues accessing the Program Website, please call the customer service team at +65 6741 4197 or email support.mc@dragonpass.com.cn

How do I provide feedback or complaints?

You may leave your comments on the “Service Review” section in your user account on the Program Website.