

## **Annex B: Mastercard® Airport Security Fast Track Client Terms, Conditions and Service Description**

### **Mastercard Airport Security Fast Track Membership**

Mastercard Airport Security Fast Track is provided by DragonPass Airport Security Fast Track Membership (the “Program”) and the Service is offered by DRAGONPASS INTERNATIONAL LTD (Service Provider), a company incorporated in the United Kingdom (Registered No. 08643888) whose registered address is at 173a Ashley Road, Hale, Altrincham, Cheshire, WA15 9SD. Mastercard Airport Security Fast Track Membership is pre-configured by the Service Provider with such entitlements/privileges based on an Mastercard Airport Security Fast Track Membership, valid for a fixed period of time with the option of automated renewal, available across the entire Mastercard Airport Security Fast Track network (unless otherwise specified), which access is subject to availability. The User visits a marketplace or digital instance known as downloading the Mastercard Travel Pass App (available on iOS and Android operating systems) or visit the website at <https://mastercardtravelpass.dragonpass.com/> where they have easy access to all Mastercard Airport Security Fast Track locations, details of entry, opening times, advanced booking conditions etc. Mastercard Airport Security Fast Track access is available with the App or web site at <https://mastercardtravelpass.dragonpass.com/> via a digital membership card. Client has the possibility to offer visits to the User and their guests. Visits offered by the client must be set before the membership ID is created in the system. This is done by the Client defining eligibility using the Deal Information Sheet. Service Provider will then set up eligibility tables in their backend that will allow Users to register and receive the benefit that corresponds with the relevant entitlement. The User downloads the App or visits web site at <https://mastercardtravelpass.dragonpass.com/>, enters their PAN, expiry date and CVV and then creates their account. Any visits outside of the entitlement - for example guest visits or further visits used can be purchased in app.

#### **1. Definitions:**

**Activation Period:** refers to the period during which Mastercard Airport Security Fast Track Memberships can be validly activated.

**App (DP App or App):** means the standard mobile application platform white labelled for Mastercard and called Mastercard Travel Pass for the Mastercard Airport Security Fast Track Program available to download on iOS and Android operating systems.

**BIN:** Bank Identification number.

**Client:** Mastercard Card Issuer with a principal Mastercard license.

**Conditions of Use:** The Service Provider’s Benefit Terms pertaining to the Program, applicable to the Users of the service.

**Deal Information Sheet:** A configuration form to establish the Client’s preferences and parameters for the Program, applicable to the Eligible or Enrolled Cardholder’s use of the service.

**DPID:** Unique identification code that belongs to each User, it is present inside the App. It is the numeric code that identifies the User.

**Expiry Date:** means the date of expiry of the Program as set out in the Deal Information Sheet.

**Implementation Guide:** A document outlining the varying steps, processes, and dependencies to implement a Program.

**Mastercard Account Manager:** Designated Mastercard personnel responsible for management of the Client Mastercard Airport Security Fast Track Passes: the Mastercard Airport Security Fast Track booking details (in electronic form) created upon a User’s booking

**Mastercard Airport Security Fast Track Pass:** means a digital e-ticket booking to get access to Airport Security Fast Track lane at participating airport access. The typical mode of entry will be via QR code that can be accessed online via App or on the website at <https://mastercardtravelpass.dragonpass.com/> or provided offline as printed paper pass at the lane to get access. For the avoidance of doubt, Mastercard Airport Security Fast Track Pass are not legal tender and cannot be howsoever exchanged for cash, for further avoidance of doubt Mastercard Airport Security Fast Track Passes are chargeable at the point of booking, not point of usage.

**Mastercard Airport Security Fast Track Membership:** means the membership configured by Service Provider with such entitlements/privileges based on the Mastercard Airport Security Fast Track Membership Program purchased as set out in the Deal Information Sheet.

**Offline Users:** Users who do not own a smartphone can register on a website at <https://mastercardtravelpass.dragonpass.com/created> for the Client and print out their Airport Security Fast Track pass for access.

**PAN:** Personal Account Number

**Program:** The Mastercard Airport Security Fast Track service and its associated services which Mastercard is offering to the Client and as selected within Annex A.

**Service Provider:** The service provider providing Airport Benefits, DRAGONPASS INTERNATIONAL LTD, a company incorporated in the United Kingdom (Registered No. 08643888) whose registered address is at 173a Ashley Road, Hale, Altrincham, Cheshire, WA15 9SD.

**Service Provider Affiliates:** means any entity that controls, is controlled by, or is under common control with Service Provider. As used herein, "control" means the possession, directly or indirectly, of the power to direct or cause the direction of the management and policies of such entity, whether through ownership of voting securities or other interests, by contract or otherwise.

**Service Provider Marks:** means the trademarks of Service Provider or Service Provider Affiliates, and such other marks relating to the identification of the products and services of Service Provider or Service Provider Affiliates, as may be notified in writing to the Client.

**Service Provider Participating Outlets:** refers to the participating airports and third-party providers of the Mastercard Airport Security Fast Track network, for the Mastercard Airport Security Fast Track Membership Program.

**Services:** The activities to be performed by the Service Provider as part of the Program.

**Start Date:** means the date of commencement of the Program.

**Test Cards:** means all card data, thus PAN, expiry date and CVV that Service Provider needs in order to test the functioning of the Program and the payments inside the website or app. The test card should belong to the ones that are eligible to the Program. Service Provider will agree as part of or before an implementation on the amount the test cards should be founded of.

**Third Party Operators:** Typically, the Mastercard Airport Security Fast Track operator and/or other provider associated with the Program.

**User:** Client Customer which requires enrolling eligible Mastercard card into the Program in order to become eligible for the associated benefits.

**Validity Period:** means the period during which the privileges and the entitlements under the Mastercard Airport Security Fast Track Membership can be utilised.

## **2. Program Terms and Duration:**

Service Provider hereby offers and the Client hereby agrees to the following Program Terms and Conditions pertaining to Mastercard Airport Security Fast Track Program, the applicability shall be determined by the Client's purchase of the applicable Program as selected within Annex A. The Program is only applicable to the Client for its participating Users. This Agreement will take effect from the Effective Date (although the Program will commence on the Start Date) and continue until the Expiry Date, unless earlier terminated in accordance with the terms of this Agreement.

## **3. Program billing and reporting**

Client is invoiced monthly in arrears when payment is made for User and/or guests pre-booked Mastercard Airport Security Fast Track Passes. Where the User pays for visits (and any guest visits) this is charged directly by Service Provider. Service Provider reports on all issued Mastercard Airport Security Fast Track Passes and issued passes usage, these reports are provided monthly to support the invoices. For avoidance of doubt Mastercard Airport Security Fast Track Passes are chargeable at the point of booking, not point of usage.

## **4. Program Implementation**

### **4.1 Procedures:**

4.1.1. Client will receive an Implementation Guide that will provide Client with the necessary forms and processes to launch the Program for Eligible Cardholders or Enrolled Cardholders, including the Deal Information Sheet. Client is responsible for adhering to the processes and procedures in the Implementation Guide and for completing all of the steps identified in the Implementation Guide as required to be completed before the benefit can be launched for Eligible or Enrolled Cardholders.

4.1.2. With the Implementation Guide, Client will also be provided with a form on which Client can elect whether, and how many, lounge visits will be funded by Client for each Eligible or Enrolled Cardholder each year (the "Deal Information Sheet").

4.1.3. After returning the Deal Information Sheet to Mastercard, Client shall also be expected to provide to Mastercard additional implementation prerequisites and upon request, other implementation forms (if needed).

4.2. White Label App Solution Mastercard Airport Security Fast Track Memberships are to be accessed digitally through the Mastercard Travel Pass App available to download on iOS and Android operating systems. The Users may use the App at no additional costs.

4.3. Offline Solution Users who cannot utilise the App Solution due to not owning a smartphone, can register on a website created available at <https://mastercardtravelpass.dragonpass.com//>. On this website they will email a version of their e-ticket and can print this out. The printed pass can then be presented or scanned at the Mastercard Airport Security Fast Track lane as a substitute for the App Solution.

4.4. Program building and testing Once Service Provider receives the required documents and materials, Service Provider will configure the entitlements and payment restrictions, Service Provider will verify the

User journey meets Client requirements and test the controls (card verification or offer codes). For card verification, Client can choose to provide test cards to Service Provider, or to test the Program by itself.

4.5. Marketing and use of Service Provider Marks and Materials Client shall be responsible for the marketing of the Program to its Users creating marketing materials and information letters. The Client shall not use any Service Provider Marks in any of its marketing or promotional materials without the prior written consent of Service Provider.

## **5. User access to Mastercard Airport Security Fast Track lane**

Client will provide details of Users eligibility for the Mastercard Airport Security Fast Track benefit and direct Users register in the App or on the website and get access to the Program. Once registered, a User only needs to login and show the e-ticket pass to the Mastercard Airport Security Fast Track lane to get access. Any Offline Users needs to show their paper pass at the Mastercard Airport Security Fast Track lane to get access. The typical mode of entry will be via QR code. The airport's security procedures must be followed, and the Mastercard Airport Security Fast Track E-ticket is not a substitute against the User's boarding pass.

## **6. Service Provider Participating Outlets**

The list of the Service Provider Participating Outlets specific to the Program will be defined by the Service Provider. All the agreed Service Provider Participating Outlets will be available in the Web and App. Any Service Provider Participating Outlets not particularly specified and agreed upon pursuant to the specification above may be updated/removed/added from time to time in Service Provider's sole discretion and without prior notice to the Client or Users. Such updates to Service Provider Participating Outlets shall be reflected in the App and website. For Mastercard Airport Security Fast Track, pricings may be updated on a regular basis (or at any time) in Service Provider sole discretion without prior notice to Client or Users, however, such updated pricings shall be reflected in the App and communicated to Client. For the avoidance of doubt, unless there is a specific list of the Service Provider Participating Outlets specific to the Program agreed by both Parties pursuant to the specification above and attached to this Agreement, by default, the Service Provider Participating Outlets available to Users who have successfully registered shall be the Service Provider Participating Outlets as reflected thereupon the App and website.

## **7. Terms and Conditions of Use**

The activation of and utilization of the Mastercard Airport Security Fast Track Membership by the Users are subject to the Cardholders Terms and Conditions of Use. The Cardholders Terms and Conditions of Use may be amended and/or varied by Service Provider in its sole discretion at any time. The updated Standard Terms and Condition will be available on the website at <https://mastercardtravelpass.dragonpass.com/> /. Service Provider is not obliged to inform the Client of any such changes individually. Users' data (DPID, first name, last name, email address, phone number, activation date, and entitlement) are copied and stored in Europe. Service Provider maintains primary data storage in Europe. Client accepts Terms and Conditions to the above for the existing solution.

## **8. Duties and Obligations of the Client**

The Client shall (I) ensure that the performance of its obligations under this Agreement shall not violate any applicable laws or regulations; (II) be responsible for all communication between the Client and the Users relating to the Program including but not limited to (a) marketing the Program to the Users; (b) ensuring that all information relating to the Program and the Standard Terms and Conditions of Use (including any instructions relating thereto) are notified and communicated to the Users; and (c) including the following clause in all its communication with the Users: “Upon you using the Mastercard Airport Security Fast Track Membership, you are deemed to have accepted Service Provider’s Standard Terms and Conditions, as the same may be amended from time to time, and which can be accessed at <https://mastercardtravelpass.dragonpass.com/>.**9. Mastercard Airport Security Fast Track Reporting**

The Airport Security Fast Track usage report will contain the following:

- o ASFT Code
- o Airport o Terminal
- o Country
- o No. of Pax
- o Currency
- o Total Order Amount
- o Entitlement used by CH
- o Entitlement used by guest
- o Entitlement fee
- o Entitlement funding (Mastercard or Issuer)
- o CH funded trips used
- o CH fee (paid by CH in app or on the website)
- o Status (Booked/ Cancelled)
- o Program name\*
- o Card BIN
- o ICA\*
- o Issuer Name\*
- o Billing Month
- o Issuer Country

\* this information must be supplied in the DIS forms to be included in reporting from DragonPass

The Airport Security Fast Track Registration report will contain the following:

- o Activation Date
- o Expiration Date
- o Status
- o Passes Used
- o Passes Remaining
- o Program name\*
- o Card BIN o ICA\*
- o Issuer Name\*
- o Billing Month
- o Issuer Country\*

\* this information must be supplied in the DIS forms to be included in reporting from DragonPass

## 10. General Terms

10.1. Client is responsible for notifying Eligible Cardholders of the following:

10.1.1. That Eligible or Enrolled Cardholders are required to comply with the Conditions of Use (available online via the Client's Mastercard Airport Security Fast track URL or Client's mobile application, or for Mastercard Airport Security Fast Track at <https://mastercardtravelpass.dragonpass.com/> or through the Mastercard Airport Security Fast Track App provided by Service Provider mobile application), which may be subject to change at any time.

10.1.2. Mastercard Airport Security Fast Track fees that apply to Eligible or Enrolled Cardholder-paid visits to participating outlets and the number and types of Mastercard Airport Security Fast Track passes that will be funded by the Client.

10.1.3. That Eligible or Enrolled Cardholders can obtain information about the Program, including the list of participating outlets that they are eligible to use and offers that can be redeemed, and more detailed information about those outlets and any offers, including location, opening times, facilities available and any additional terms or conditions, through:

a. the Program website.

b. the Program mobile application

(Eligible Cardholders will be required to register an account before they can access information in the mobile application).

10.1.4. That when the Eligible or Enrolled Cardholder wants to access a participating outlet, they must reference:

a. show online version of Mastercard Airport Security Fast Track Pass via app or website or

b. use printed version of pass in paper format at access lane.

10.1.5. That they may not communicate directly with the operator of any participating outlet on any matter concerning the Program, other than as otherwise provided herein. All queries, complaints, disputes, and requests for assistance raised by the Client shall be taken up with the Mastercard Account Manager and/or with the Customer Technical Support Team at [Loyalty\\_Support@mastercard.com](mailto:Loyalty_Support@mastercard.com) (note this is for Client's only and not Users or Cardholders).

10.1.6. That in order to access Mastercard Airport Security Fast Track lane at participating outlet, the Eligible or Enrolled Cardholder must have:

a. Their online access to access pass via mobile app or website or offline printed copy of access pass

b. Their boarding pass and a form of government issued identification document.

10.2. Client is required to maintain any confidential or proprietary information of Service Provider received by Client in connection with the Program in strict confidence and shall not infringe the intellectual property rights of Service Provider.

10.3. Client shall obtain the authority as required by applicable law for Service Provider to process personal data provided by the Client as required for Service Provider to provide the Program. Client is required to comply with all laws and regulations in the jurisdictions in which the Program is available including, without limitation, applicable laws relating to privacy, confidentiality, processing, use or security of personal data.

10.4. Client shall ensure its Cardholder's abide by the Conditions of Use (available online via <https://mastercardtravelpass.dragonpass.com/>), which may be subject to change without notice to Client.

10.5. Client shall be directly liable to Service Provider for any claims, actions, losses, liabilities, damages, costs, expenses and/or injuries to any person, including reasonable attorneys' fees and expenses which Service Provider may sustain or incur as a result of the gross negligence or wilful misconduct of Client in connection with the Program.

10.6. Client is responsible for the payment of any Mastercard Airport Security Fast Track access completed by its Eligible Cardholders and their guests in connection with the Program unless it has set-up Cardholders to pay.

10.7. Client understands that the availability of Mastercard Airport Security Fast track service for its Eligible Cardholders may be terminated by Mastercard immediately if Mastercard's agreement with the Service Provider with respect to the Program is terminated for any reason or if Client no longer issues eligible Mastercard branded cards. If the Program is terminated by Mastercard or no longer made available to Client's cardholders, Client shall take such steps as are necessary or proper under applicable law and in accordance with good customer relations to advise its cardholders that the Program is no longer available to them.

## **Cardholder Terms and Conditions**

### **Part A: Benefit Terms**

The Service Provider's Benefit Terms are available at the below address:  
<https://mastercardtravelpass.dragonpass.com/>**Part B: Privacy Policy**

The Service Provider's Privacy Policy is available at the below address:  
<https://mastercardtravelpass.dragonpass.com/>