



Al Hilal Bank Mastercard Cards Airport Lounge Access & Dining Offers Updates

1. Al Hilal Bank Mastercard Platinum Cashback Credit Card

Travel Benefits*

From dining to travel and entertainment, enjoy exclusive access and benefits that will make your trip abroad or stay at home even more rewarding.

Airport lounge access

As a Al Hilal Bank Mastercard Platinum Cardholder, you receive the following:

- Complimentary access for you to over 25 regional and international airport lounges, Marhaba, and CAC lounges using Mastercard Travel Pass App. To view applicable airport lounges, please download Mastercard Travel Pass app and register your Al Hilal Bank Mastercard card.

Effective 01 May 2025 following changes will be made to the Airport Lounge programme:

- Complimentary lounge access visits will be capped at 4 visits per calendar year*.
- Mastercard Platinum cardholders will be required to spend a minimum of USD 1 (local currency equivalent) in cross-border transactions with their Al Hilal Bank Mastercard card to enjoy complimentary airport lounge access and dining offers.
- USD 1 (local currency equivalent) transaction made during the (01 Feb 2025 till 30 Apr 2025) or beyond will give cardholders access to the airport lounge for 3 calendar months.

2. Al Hilal Bank Mastercard World Credit Cards

Complimentary access to over 1,200 airport lounges across the globe with Mastercard Travel Pass app*

Effective 01 May 2025 following changes will be made to the Airport Lounge programme:

- Complimentary lounge access visits will be capped at 8 visits per calendar year*.
- Mastercard World cardholders will be required to spend a minimum of USD 1 (local currency equivalent) in cross-border transactions with their Al Hilal Bank Mastercard card to enjoy complimentary airport lounge access and dining offers.
- USD 1 (local currency equivalent) transaction made during the (01 Feb 2025 till 30 Apr 2025) or beyond will give cardholders access to the airport lounge for 3 calendar months.

3. Al Hilal Bank Mastercard World Elite Card

Complimentary access to over 1,200 airport lounges across the globe with Mastercard Travel Pass*

Effective 01 May 2025 following changes will be made to the Airport Lounge programme:

- Complimentary lounge access visits will be capped at 14 visits per calendar year*.
- Mastercard World Elite cardholders will be required to spend a minimum of USD 1 (local currency equivalent) in cross-border transactions with their Al Hilal Bank Mastercard card to enjoy complimentary airport lounge access and dining offers.
- USD 1 (local currency equivalent) transaction made during the (01 Feb 2025 till 30 Apr 2025) or beyond will give cardholders access to the airport lounge for 3 calendar months.

Good to know:

- Any cardholder who does not spend a minimum of USD 1 (local currency equivalent) from 1 February to 30 April will have their lounge access benefit limited to one complimentary access for Platinum and World, and two complimentary accesses for World Elite Mastercard, effective 1 May 2025. If after using the complimentary access they still do not make an international transaction, their lounge access will be paused, and they will not be able to access the airport lounge unless they make a payment of USD 32 using their Al Hilal Bank Mastercard card at the lounge. After the lounge has been paused, the cardholder may regain their airport lounge access benefit by spending





a minimum of USD 1 (local currency equivalent) on their Al Hilal Bank Mastercard card on a cross-border transaction. The lounge will then be enabled for three calendar months after the spend is achieved. Complimentary lounge access will be reinstated up to 72 hours of the USD 1 (local currency equivalent) transaction spend.

- Primary and supplementary cardholders must register their individual Al Hilal Bank Mastercard cards on the Mastercard Travel apps and meet the spend threshold of USD 1 (local currency equivalent) individually to continue complimentary lounge access.
- Both cardholders (Primary and Supplementary) must also show individual QR codes at lounges to avoid guest charges. The primary cardholder must not add supplementary cardholders under their profile in the app to avoid lounge access issues, and supplementary cardholder must create their own profile on a separate phone.

FAQs:

Q: What is the new International Transaction requirement on the Mastercard airport lounge benefit about?

A: You will be required to make at least one USD 1 international transaction (local currency equivalent) at point of sale or online (e-commerce) to be eligible for your lounge benefit.

Q: When is the new requirement coming into effect?

A: The new requirement comes into effect on 1st May 2025. However, you must make an international transaction between 1st February 2025, and 30th Apr 2025, to ensure that you keep your lounge access after 1st May 2025.

Q: Which cards are subject to this requirement?

A: Mastercard Platinum, World and World Elite Mastercard cards are subject to this requirement.

Q: What will happen to my lounge benefit once the new requirement comes into effect?

A: From 1st May 2025, you will need to log onto the Mastercard Travel Pass app to re-enter your Al Hilal Bank Mastercard card details if you already have an account. If you do not have an existing account, you will need to register. Once you do this, any transaction you made with a minimum international transaction of USD 1 or its local currency equivalent from 1st February 2025, and 30th Apr 2025 will give you access to complimentary airport lounge for 3 calendar months from the date of the transaction. To extend further, you will need to continue using your Al Hilal Bank Mastercard card for an international transaction of minimum of USD 1 extending your access for 3 calendar months from the date of the last transaction. However, if you did not spend a minimum of USD 1 (local currency equivalent) from 1st February 2025, and 30th Apr 2025, then your lounge access benefit will be limited to 1 complimentary access for Platinum and World, and 2 complimentary accesses for World Elite Mastercard effective 1st May 2025. If after using your complimentary access, you still do not make an international transaction, you will not be able to access the airport lounge unless you make a payment of USD 32 on your Mastercard card.

Q: If my lounge benefit is paused because I did not make an international transaction, how can I regain my lounge benefit?

A: If your lounge has been paused, you may regain access by making an international transaction of a minimum of USD 1 (local currency equivalent) on your Al Hilal Bank Mastercard card at point of sale or online (e-commerce). Your access will be re-instated after up to 72 hours.

Q: If my bank issues me with a brand-new card after 1st May 2025, how will I get my lounge benefit?

A: If you have a new Al Hilal Bank Mastercard card issued after 1st May 2025, you will have 1 complimentary lounge access with your Mastercard Platinum or Mastercard World Card, or 2 accesses with your Mastercard World Elite Card immediately after your enrolment into the Mastercard Travel Pass app. To unlock additional accesses as per your Al Hilal Mastercard card tier, you will be required to make at least one USD 1 international transaction (local currency equivalent) at point of sale or e-commerce.

Q: What is the validity of the complimentary lounge access I get the first time I enrol into the Mastercard Travel Pass app and before making an international transaction?

A: Your complimentary access will be given to you when you first enrol into the Mastercard Travel Pass and thereafter at the beginning of each calendar year (1st January) and will expire at the end of the same calendar year (31st December)

Q: What does international transaction mean when it comes to this requirement?

A: An international transaction refers to any purchase or payment made physically at a point of sale outside of the country where your Al Hilal Bank Mastercard card is issued from or a payment or purchase made online from an international website or





merchant.

Q: Can my domestic transactions at local points of sale or at local online / e-commerce websites or merchants qualify for this new requirement?

A: No, only international point of sale or international online (e-commerce) transactions count towards your eligibility.

Q: Can my transactions prior to my re-enrolment into the Mastercard Travel Pass help me meet this new requirement?

A: If you made a transaction between 1st February 2025, and 30th Apr 2025, you would meet the new requirement. Any transaction made before the 1st of February 2025 is not counted.

Q: Is my supplementary card also subject to this requirement?

A: Yes, your supplementary Al Hilal Bank Mastercard card will also need to spend a minimum of USD 1 on the card in international transaction at point of sale or online/e-commerce to unlock airport lounge access.

Q: How many yearly complimentary accesses do I get?

A: As of 1st May 2025, lounge accesses or dining offers for Platinum and World Mastercard Cards will be capped as follows:

Card Type	Lounge or dining offers cap
Mastercard Platinum	4 airport lounge visits or dining offers per calendar year*
Mastercard World	8 airport lounge visits or dining offers per calendar year*
Mastercard World Elite	14 airport lounge visits or dining offers per calendar year*

Please note that cardholders can choose either airport lounge access or airport dining offers, but both benefits contribute to the total number of the above caps.

*A calendar year is defined as the period starting from 1st January to 31st December in any given year. However, for 2025, the calendar year will be from 1st May to 31st December.

Q: Can I use any unused lounge accesses from the previous year?

A: No, all lounge accesses should be used within the calendar year. Lounge access may not be carried to the following year if unused by 31st December.

Q: Can I use any of my lounge visits for a guest?

A: You can bring a guest who is traveling on the same flight as you only if you have complimentary guest visits in your entitlement (please check your Mastercard Travel Pass app and view eligibility for a guest on your card type). Otherwise, a fee of USD 32 per guest will be charged to your Al Hilal Mastercard card.

Q: Where can I see the number of lounges accesses, I have at any given time?

A: You may log into your Mastercard Travel Pass app and see the number of accesses you have available. If your accesses have been paused because you have not spent the minimum requirement, you will see this on the app and be reminded to spend to reinstate your access.

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