

# Frequently Asked Questions

## CIBC Lounge Changes (for Mastercard Cardholders)

### What will happen to my unused Priority Pass lounge visits for the year starting July 1, 2022?

Eligible cardholders can continue to use their existing Priority Pass membership and visit entitlement until June 30, 2022. Effective July 1, 2022, the Priority Pass program and your membership will no longer be available, meaning you will no longer be able to use any remaining unused Priority Pass lounge visits. However, starting July 1, 2022, once you register for Mastercard Travel Pass you will receive your new annual visits entitlement for access to airport lounges through Mastercard Travel Pass.

### Why is CIBC changing from Priority Pass to Mastercard Travel Pass?

The change from Priority Pass to Mastercard Travel Pass is a decision that has been made by Mastercard for airport lounge benefits on Mastercard travel credit cards.

### Do I need to wait for a new membership card to arrive in the mail before I can use the Mastercard Travel Pass?

No, you will not receive a physical card as it is not required to access the lounge benefits under the Mastercard Travel Pass. Once registered for the new program on or after July 1, 2022, you can access any participating lounge immediately by showing your digital membership card or your eligible CIBC credit card when at the airport lounge.

### How do I register for MasterCard Travel Pass?

Eligible cardholders can register online for Mastercard Travel Pass provided by DragonPass at [mastercardtravelpass.dragonpass.com](https://mastercardtravelpass.dragonpass.com), or by downloading the Mastercard Travel Pass app, starting July 1, 2022..



## When does my annual entitlement of free visits under new Mastercard Travel Pass reset?

Lounge visits expire on the anniversary of your registration for the new Mastercard Travel Pass. Unused free visit entitlements cannot be carried over to the next year or transferred to another person. You can use your annual visit entitlements for you and any accompanying guests. Each person entering the lounge would be treated as one visit entitlement.

## How do I find out what lounges are available to me through Mastercard Travel Pass?

To view a full list of participating airport lounges, their facilities, the current lounge access fee, opening times and restrictions, visit the Mastercard Travel Pass App and website ([mastercardtravelpass.dragonpass.com](https://mastercardtravelpass.dragonpass.com)) on or after July 1, 2022.

## Will I receive a physical membership card for Mastercard Travel Pass?

No, a physical card is not required to access the lounge benefits. Once you've registered for Mastercard Travel Pass, you can access any participating lounge immediately by showing your digital membership card or your eligible CIBC credit card when at the airport lounge.

## Is there a fee for enrollment in the new Mastercard Travel Pass?

No, there is no enrollment fee for the Mastercard Travel Pass. However, once your free visit entitlements are used, all additional visits beyond the free visits are subject to a fee of \$32 USD (subject to change) per person per visit, charged by the program. Applicable lounge access fees will be billed to the CIBC credit card that is connected to the cardholder's program membership. Please visit the Mastercard Travel Pass App and website ([mastercardtravelpass.dragonpass.com](https://mastercardtravelpass.dragonpass.com)) on or after July 1, 2022, to view the latest lounge access fee details.



## Is the lounge access free for kids and seniors?

Each lounge is operated differently. Please visit the respective program's website or app for details on each lounge, including hours, amenities and the charge for children and seniors.

## Can airport lounge access be pre-booked to guarantee availability?

At present pre-booking airport lounge access is not available.

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