

Guide to Benefits for MasterCard® Cardholders

Airport Concierge

1-866-662-4952

<https://mastercardconcierge.globalairportconcierge.com>



MasterCard cardholders enjoy an exclusive 15% savings when booking Meet & Greet Services worldwide.

MasterCard Airport Concierge™ powered by Global Airport Concierge provides enhanced travel benefits for MasterCard cardholders worldwide. Providing a substantial range of luxury concierge services to make the journey through the airport and beyond as stress free and relaxing as possible. Whether you want to be met at the plane door and fast-tracked through immigration, need assistance with baggage on departure, or require a chauffeured luxury vehicle upon arrival – these services and more are available.

MasterCard Airport Concierge™ services are available twenty four hours, seven days a week, three hundred and sixty five days a year at over 450 airports internationally, allowing an authorized meet and greet agent to assist MasterCard cardholders every step of the way making the overall travel experience seamless and stress free.

MasterCard cardholders can enjoy an exclusive 15% savings when booking Meet & Greet services worldwide.

Price of service will vary – based on airport and services requested.

1-866-662-4952

<https://mastercardconcierge.globalairportconcierge.com>

Meet & Greet Services

ARRIVAL SERVICES

MasterCard cardholder(s) are escorted by a dedicated Meet & Greet agent through the airport with all aspects of the arrival process, from the plane to the car/driver. Arrival experience includes:

1. Met by a Meet & Greet agent at the aircraft gate
2. Assisted with any Visas or other documentation
3. Expedited through “fast track” immigration (available at most airports)
4. Escorted curbside (please remember to reserve a car, this is not included as part of the basic Meet & Greet service)

DEPARTURE SERVICES

MasterCard cardholder(s) are escorted by a dedicated Meet & Greet agent through the airport



with all aspects of the departure service, from the moment of arrival at the airport until the flight is airborne. Departure experience includes:

1. Met curb-side by a Meet & Greet agent (for departing passengers the airport agent will call the cardholder or the cardholder's driver in order to arrange a designated meeting point outside the terminal)
2. Escorted to the Airline Desk for check-in (pre-check in service is subject to the airline, with preferred seats arranged)
3. Expedited through all check-in and security processes (available at most airports)
4. Escorted to the aircraft gate

Please remember to request a Baggage Porter if needed. This is not included in the basic Meet & Greet service.

Please note that additional services which are noted below can be added for a more customized experience.

CONNECTING FLIGHT SERVICES

MasterCard cardholder(s) are assisted with all aspects of the transit service - from the moment you land from one flight until the time you are airborne on the next. Connecting flight experience includes:

1. Airside Meet and Greet passengers will be met by a Meet & Greet agent as they exit the aircraft gate. Landside Meet and Greet passengers will be met by a Meet & Greet agent in the arrivals hall.
2. Assisted with any inter-terminal airside transfers/needs
3. Escorted to the aircraft gate

Please note that additional services which are noted below can be added for a more customized experience.

Luggage Assistance/Baggage Porters

MasterCard Airport Concierge™ can arrange for baggage porters to gather luggage either to check-in or from baggage reclaim to your vehicle.

Premium Baggage Collection/delivery (wherever available and applicable)

Whether you're departing and would like your luggage taken prior to your arrival at the airport or you're arriving and don't have the time to wait for your luggage, we can organize a premium baggage collection/delivery service.

Executive Car Transfers/ Limousine Service

MasterCard Airport Concierge™ can arrange both Executive Cars and Multi-Purpose Vehicles to and from city centers within a 25 mile radius. Alternatively, for all Limousine Services and to request a particular car please call us at 1-866-662-4952 or visit <https://mastercardconcierge.globalairportconcierge.com>.

VIP Wheelchairs/PRM service option

MasterCard cardholders have to book wheelchair services through the airline you are travelling on, however if you would like a Meet and Greet agent to assist you through the terminal, please do not hesitate to contact us.



Un-accompanied Minors service

If your child is traveling on their own and for extra peace of mind you would like a Meet & Greet agent to help assist them through the airport.

Seating Assistance

If you would like a particular seat on the aircraft let us assist you.

Valet Car Parking Service

We can arrange for your car to be parked in a secure car park until you return.

Tarmac Transfers

We can arrange inter-terminal airside private transfers and tarmac transfers from the aircraft to the arrivals terminal. This service is only available at select airports.

Electric Buggy

Be whisked through the terminal by your very own electric buggy, whether you're arriving, departing or transiting. This service is only available at select airports.

Car Park Jockey

If you would like us to move your car while you are away from the short term car park to the long term car park or vice versa, we can arrange this.

Airport Courier

Urgent papers to send before flying? Arrange an airport courier service to ensure that items arrive at their appropriate destination both promptly and safely.

Cloak Room service

If you are about to go to a hot location and would rather not carry your large winter coat with you, leave it with your Meet & Greet agent and on your return our airport agent will be waiting for you as you step off the airbridge with your coat. This service is only available at select airports.

Train Bookings (Major UK rail stations including Eurostar in St. Pancras and Gare Du Nord, only.)**Lounge Bookings**

MasterCard Airport Concierge™ can arrange for lounge access.

Meeting & Conference Room bookings

Flying in on business and require a room to hold a meeting in, this can be arranged. Whatever your room size requirement let us know.

Personal Shopper

Should assistance be needed finding a particular type of shop, or should you want something purchased while waiting in a lounge, this can be arranged with the exclusive personal shopper service.

Gift Services on Arrival

From surprise gifts to urgent ones, we can arrange for a number of items including but not limited to flowers and chocolates. For a bouquet of flowers please contact us.

For all other gift service requests, please do not hesitate to contact us: **1-866-662-4952** or visit us online at: <https://mastercardconcierge.globalairportconcierge.com>.

