

Diamond Prestige Lounge Benefit Change

Current offerings: Until 30 Apr 2026

One visit per day for Diamond Prestige cardholders. Cardholders can enter designated lounges by presenting the credit card.



Interim phase: 1 May 2026 to 21 May 2026 (End Date TBC)

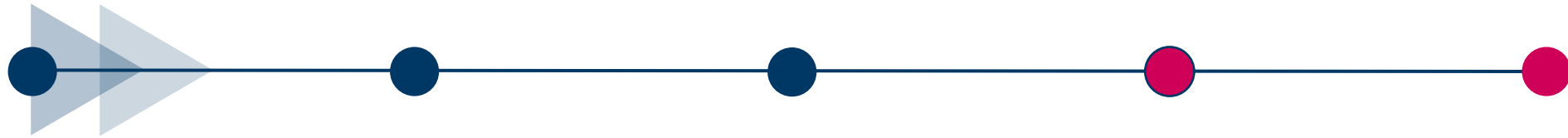
LKP will be given to cardholders for visiting lounges (by request; Each CH can only redeem 1 pass during the interim period)

No. of Passes	Redemption Period	Pass Validity
200	1 May 2026 – 21 May 2026	One Year Upon Pass Issuance

LoungeKey phase: 22 May 2026 to 31 Dec 2026 (Start Date TBC)

Cardholders will be entitled to LoungeKey membership with 10x complimentary lounge visits within the period

Lounge Key Pass Cardholder Journey



Customer contacts UPI Concierge for registration at Hotline (Hong Kong): +852 2169 0108 / Hotline (Macau): +853 6262 6324/ Email: premiumhk@unionpayintl.com.



Identity Validation

UPI concierge to validate the cardholder's identity by BIN (First 10 digits) and cardholder's name. (Note: Cardholder's name must be the same as traveller's passport name.)

Information required:

- DP Card number
- Cardholder's name
- Email address



Purchase confirmation

After verification, UPI will enter LoungeKey Pass Site to generate the LKP.

UPI adds lounge voucher to basket and fill cardholder's passport name and email address to redeem their LK Pass using voucher code **within the redemption period.**



Generate QR code

Customer will receive the QR code via desired email address.



Access Lounge

At the airport, customer visits the lounge and uses LoungeKey Pass for lounge access **within one year.**

The QR code will include traveller's (i.e. cardholder's) name for cross-checking with boarding pass.

Suggested Message to Cardholders (EN)

EN:

Important Notice for UnionPay Diamond Prestige Cardholders

From **1 May 2026** to **21 May 2026**, UnionPay Diamond Prestige cardholders may redeem **one single-use LoungeKey Pass** to access over 1,800 participating LoungeKey airport lounges worldwide. Quotas are served in first-come-first-serve basis.

To redeem your pass, please contact the UnionPay Concierge via:

Hotline (Hong Kong): +852 2169 0108

Hotline (Macau): +853 6262 6324

Email: premiumhk@unionpayintl.com

When making your request, please provide your **Diamond Prestige card number, cardholder's full passport name and email address** for registration.

** Cardholders are suggested to contact the concierge for LoungeKey Pass issuance 3 days prior to travel date for better travel experience.

Suggested Message to Cardholders (TC, SC)

TC:

致 UnionPay 鑽石 Prestige 持卡人的重要通知

由 2026 年 5 月 1 日至 2026 年 5 月 21 日期間，UnionPay 鑽石 Prestige 持卡人可兌換 單次 LoungeKey Pass 一張，尊享全球超過 1,800 個指定 LoungeKey 機場貴賓室服務乙次。數量有限，送完即止。

如需兌換通行證，請聯繫 UnionPay 禮賓服務：

熱線電話（香港）：+852 2169 0108

熱線電話（澳門）：+853 6262 6324

電郵：premiumhk@unionpayintl.com

登記時請提供您的鑽石 Prestige 卡號、持卡人護照姓名，及電郵地址。

****建議持卡人在出發日期前至少 3 天聯繫禮賓服務以便利出行。**

SC:

致 UnionPay 鑽石 Prestige 持卡人的重要通知

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T&C

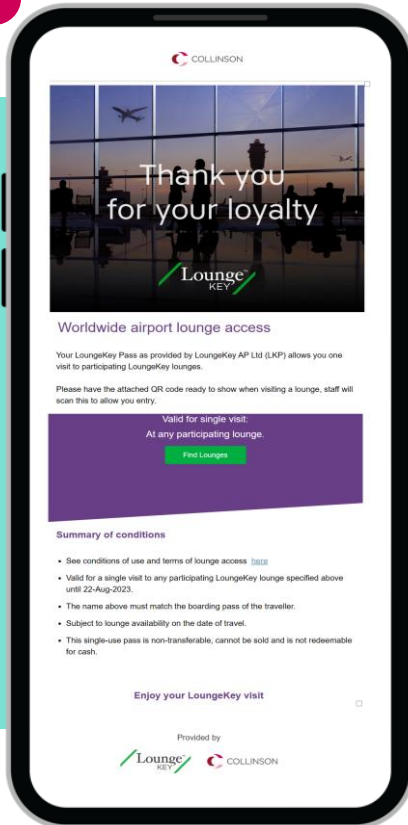
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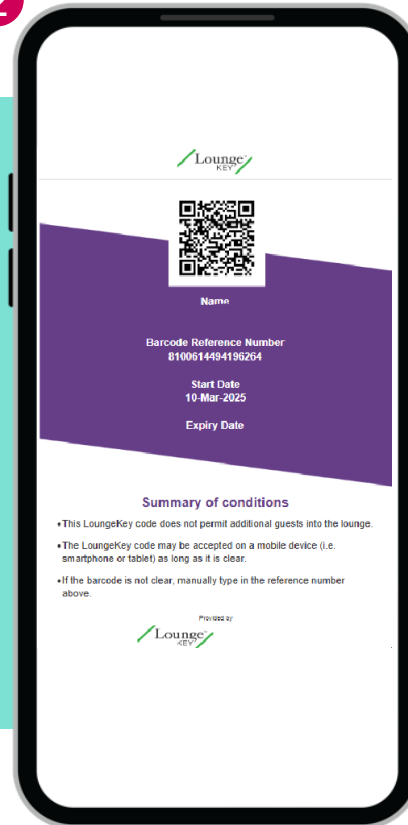
[Privacy Policy](#)

Email and QR code

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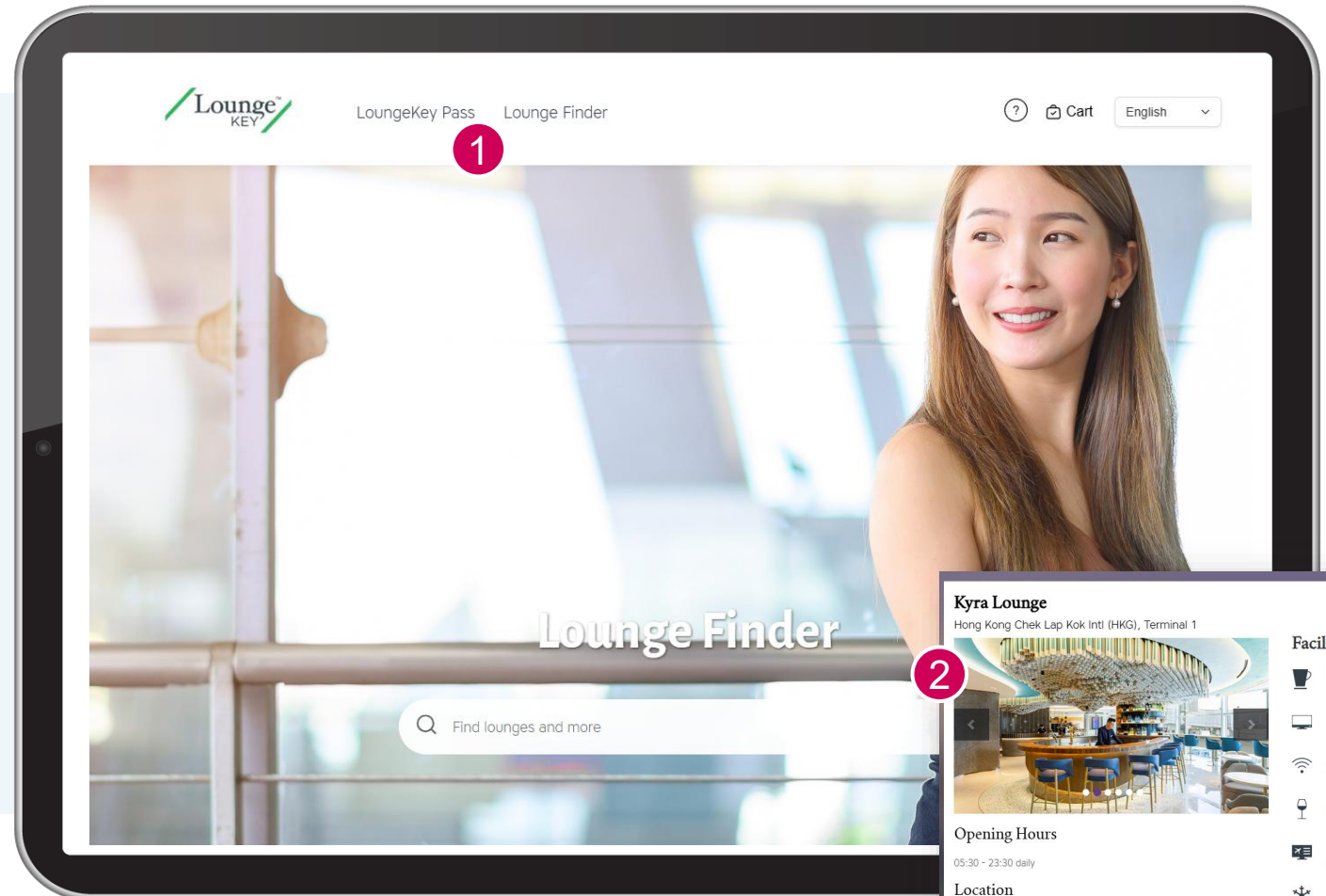
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1. Receive an email to the address provided during the purchase
2. Use the LoungeKey Pass QR code for lounge access

Lounge Search

1. Enter Lounge Finder
(The link is included in the LoungeKey Pass email)
2. Enter location to look for more details



Kyra Lounge
Hong Kong Chek Lap Kok Intl (HKG), Terminal 1



Facilities

- Refreshments
- Television
- Wi-Fi
- Alcohol
- Flight Information Monitor
- Air Conditioning
- Disabled Access
- No Smoking

Opening Hours
05:30 - 23:30 daily

Location
Airside - International Departures, Level 6, near Gate 23.

Conditions
Access is permitted 3 hours prior to scheduled flight departure - Children under 2 years are admitted free - Quiet area - Smart casual dress at all times.