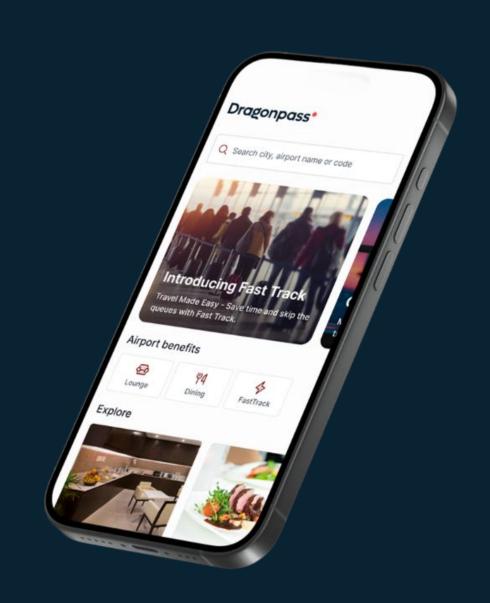
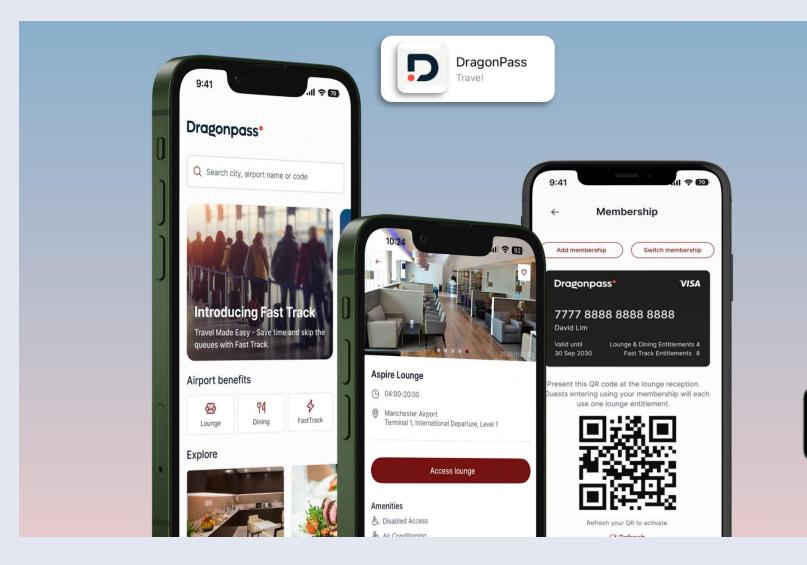
Dragonpass App User manual



Download the Dragonpass App

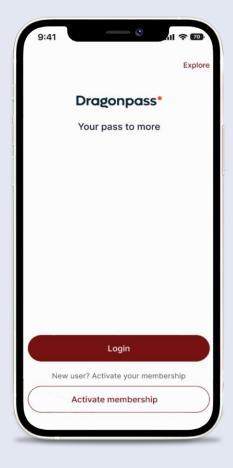


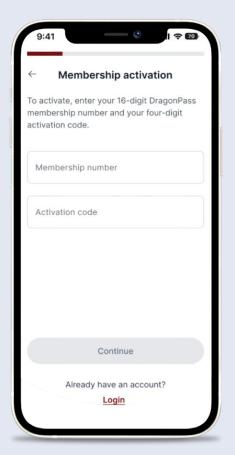
Get access and enjoy exclusive membership benefits with the Dragonpass App.
Available to download from Apple App Store and Google Play. Just search for Dragonpass.

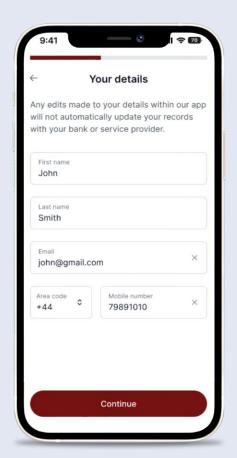


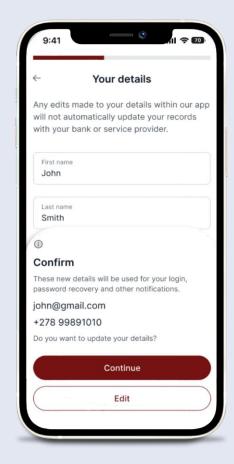


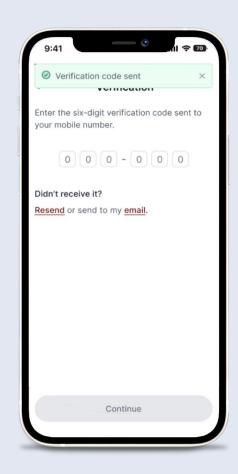
Registration











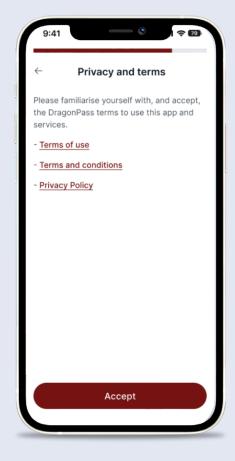
Select 'Create Account'

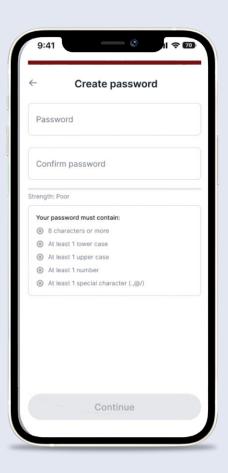
Enter membership number and activation code. Select 'Continue' (button will become active once details are entered into the fields) Enter details and select 'Continue'

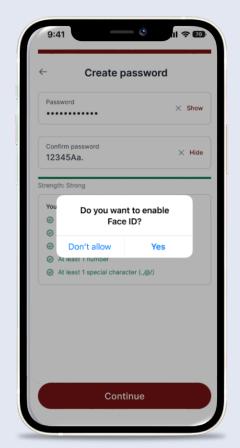
Confirm email and phone number, select continue. An activation code will be sent via SMS

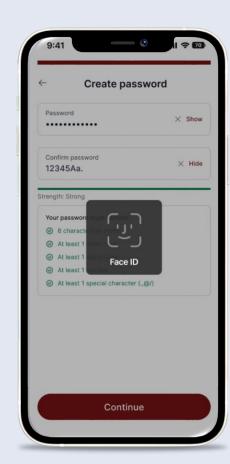
Enter activation code

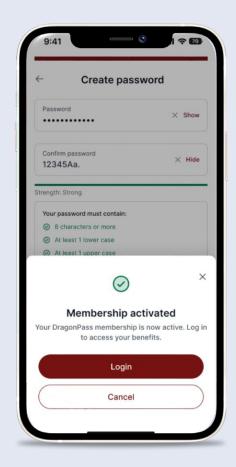
Registration











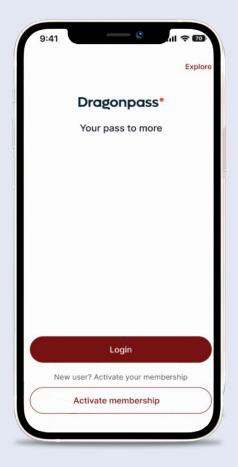
Review and accept T&C's

Create password

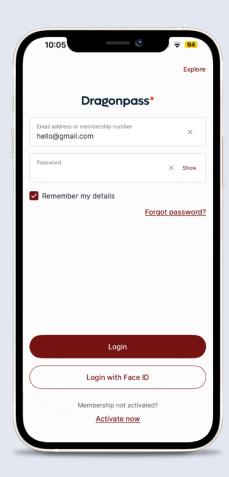
Enable biometrics

Membership is active. Choose to login or leave app

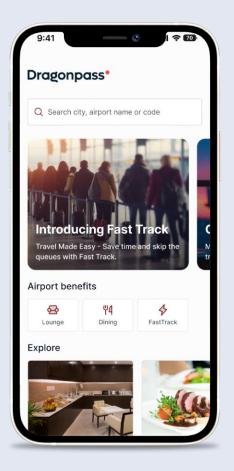
Log In – Username and Password



Select LogIn

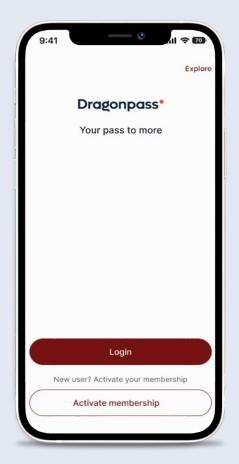


Enter email or DPID and password



Successful login takes user to Homepage

Log In – Biometrics

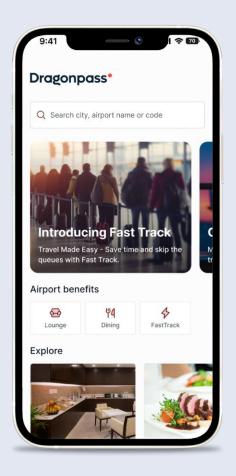


Select Login



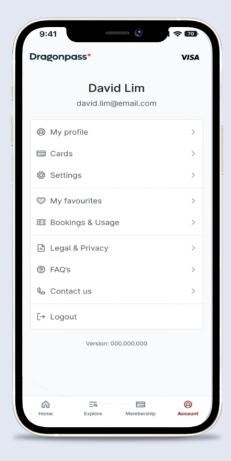
Log in using your Touch ID

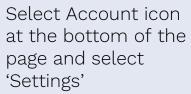
Select "Login with Biometric ID"

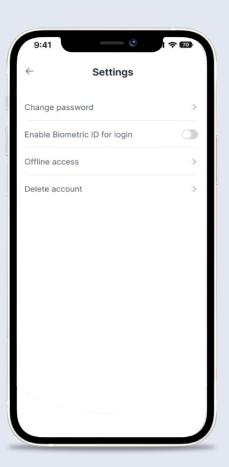


Successful login takes user to Homepage

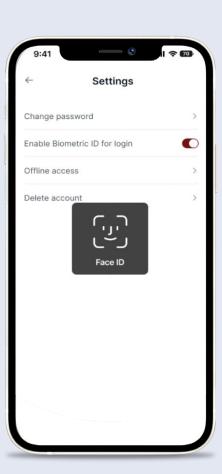
Biometrics - Switching on/off



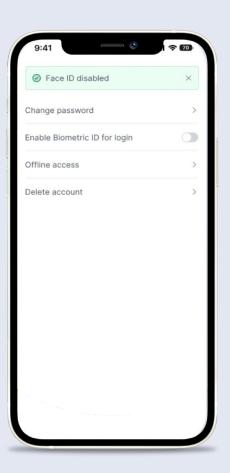




Slide the 'Enable Biometric ID for login' toggle to 'on'

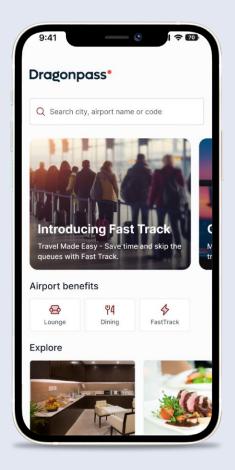


Complete Face ID

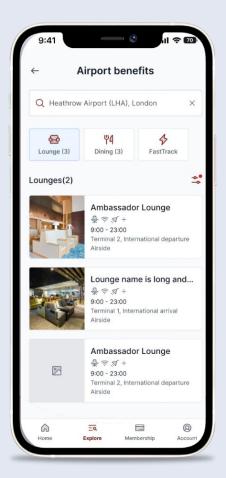


To deactivate, toggle the 'Enable Biometric ID login' to 'off'. Confirmation banner will appear

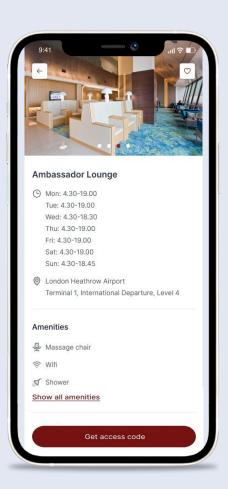
Access a Lounge



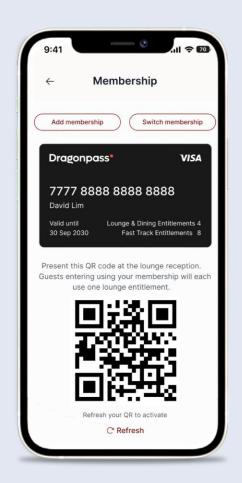
Select 'Lounge' icon on Homepage



Search required airport. See list of available Lounges, and select the required one

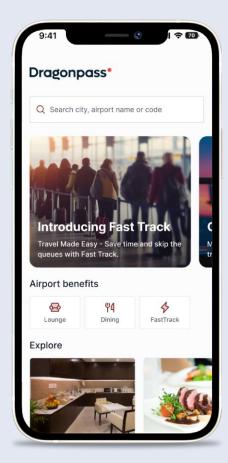


View more details such as the lounge location, opening hours and amenities. Click 'Get access code' to gain access

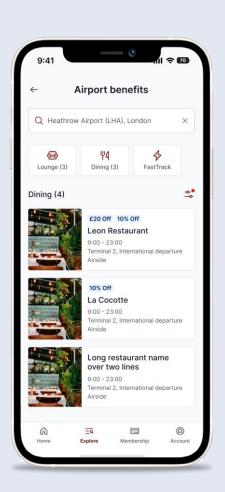


Present access code to the lounge desk team for validation.

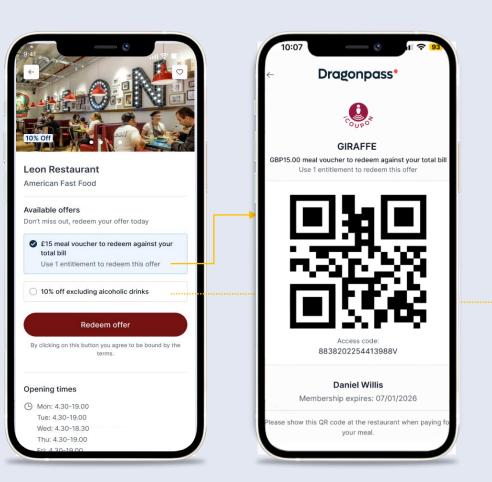
Dining



Select 'Dining' icon on Homepage



Dining list (filtered by airport)



The Dining location details screen will show the available options – either a fixed value voucher in exchange for 1 lounge entitlement, or a percentage discount available as part of

حانها معامما معامما معاملا

If the fixed value voucher is selected, this will remove 1 entitlement and generate a QR code to be scanned by the dining location

If the membership discount is selected, the user will generate a corresponding voucher, but no entitlement reduction is performed.

Dragonpass*

GIRAFFE

15% off Food and Beverages

15% off

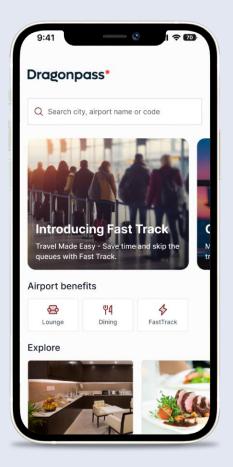
This offer does not deduct your

Daniel Willis

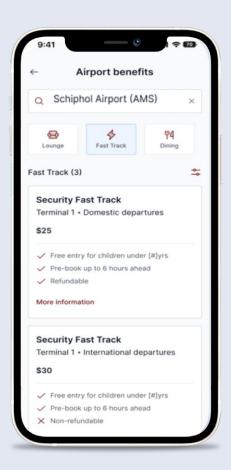
Membership expires: 07/01/2026

Please show this page at the restaurant when paying for

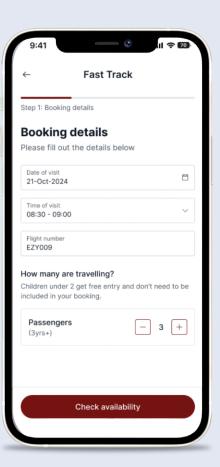
Fast Track



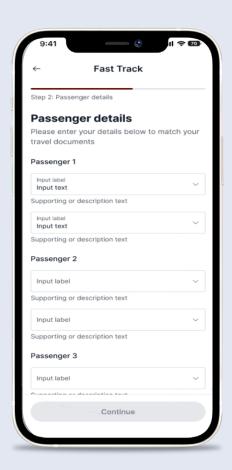
Select 'Fast Track' icon on Homepage



Search required airport. See list of available Fast Track lanes, and select the required one

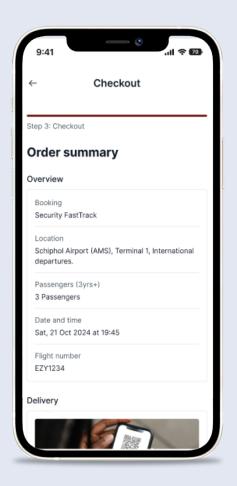


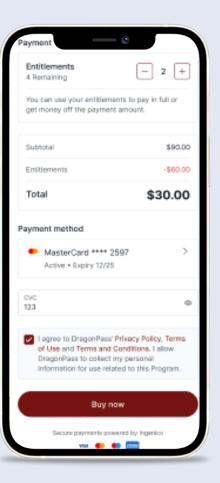
Enter Date and Time, Flight Number (will only show where required) and the number of passengers



Enter passenger details

Fast Track - Pay with entitlements checkout

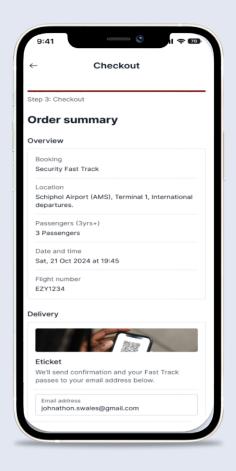


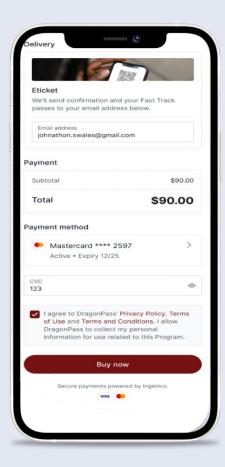


Scroll to review the order summary. Available Fast Track entitlements and shared entitlements will show under the 'Payment' section.

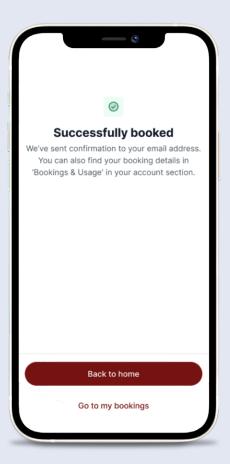
Users can add or remove eligible entitlements, discounting their purchase.

Fast Track - Pay as you go checkout



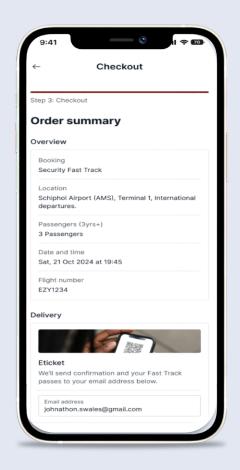


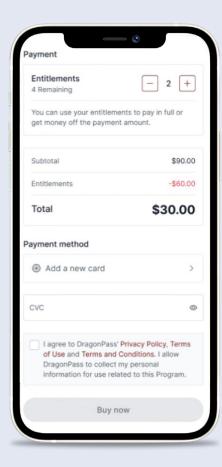
Scroll to review the order summary. Review payment method. Review and accept T&C's. Select 'Buy now'



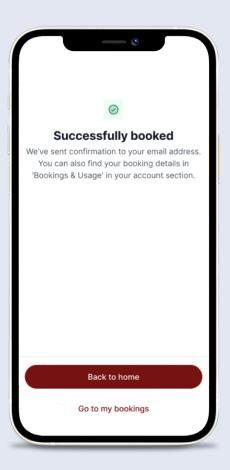
Success page. Select 'Back to home' to return to Homepage or 'Go to my bookings' to view booking

Fast Track - Checkout with entitlements



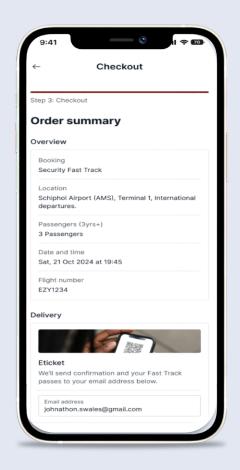


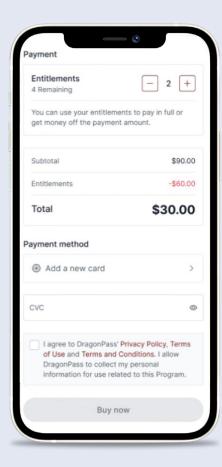
Scroll to review the order summary. Choose whether to redeem entitlements for that booking, by increasing the quantity of entitlements applied. Review and accept T&C's. Select 'Buy now'



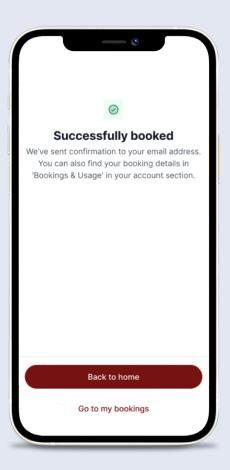
Success page. Select 'Back to home' to return to Homepage or 'Go to my bookings' to view booking

Fast Track - Checkout with entitlements



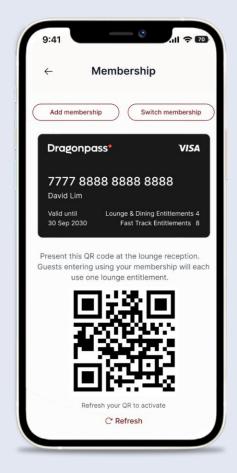


Scroll to review the order summary. Choose whether to redeem entitlements for that booking, by increasing the quantity of entitlements applied. Review and accept T&C's. Select 'Buy now'

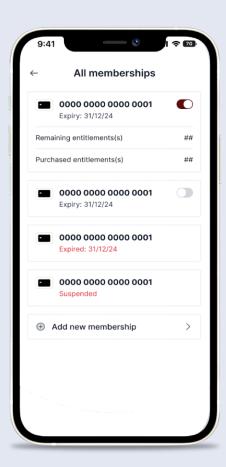


Success page. Select 'Back to home' to return to Homepage or 'Go to my bookings' to view booking

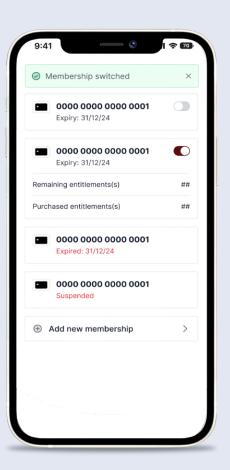
Switch Membership



Select Membership icon at the bottom of the page and then select 'Switch membership' button

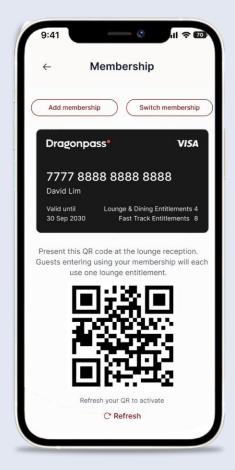


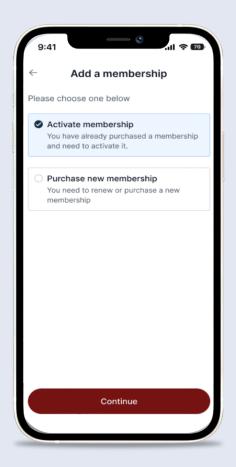
Switch to the required membership by toggling the slider next to each membership

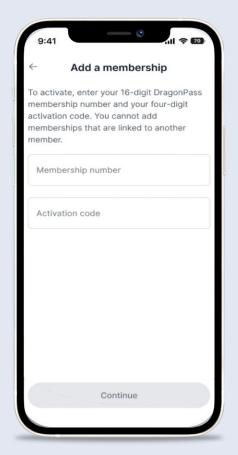


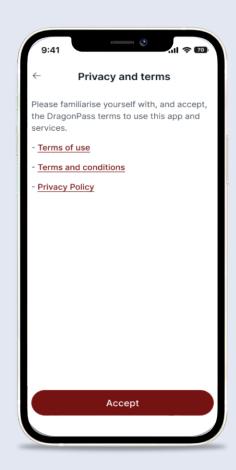
When toggling between memberships user will see confirmation banner when switch occurs

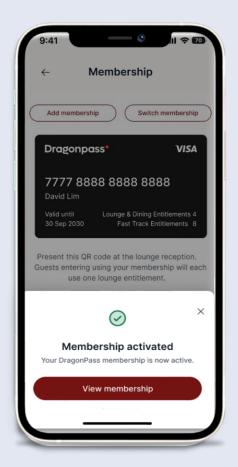
Add Membership











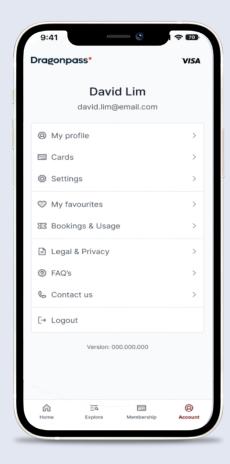
Select Membership icon at the bottom of the page and then select 'Add membership' button

Select 'Activate membership'

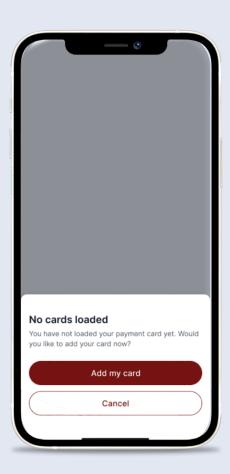
Enter membership number and activation code. Select 'Continue' (button will become active once details are entered into the fields) Review and accept T&C's

Success page

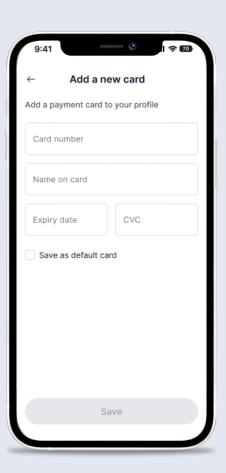
Add card



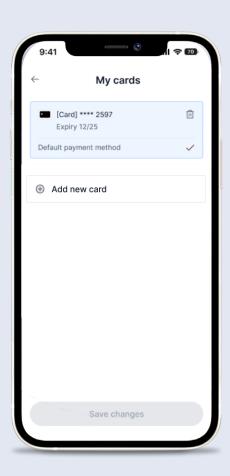
Select Account icon at the bottom of the page and then select 'Cards'



Select 'Add my card'

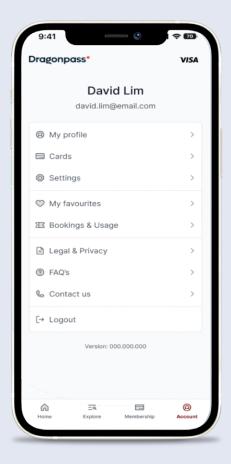


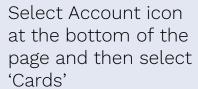
Enter card details and select 'Save' (button will become active once details are entered into the fields)

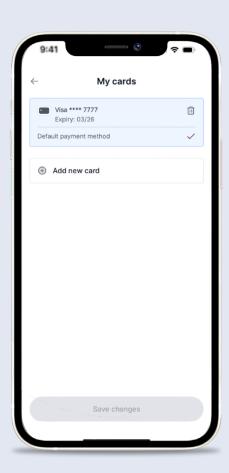


Card is added to 'Cards' section

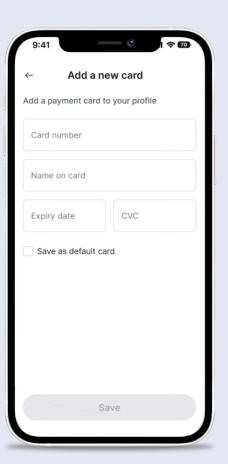
Adding additional cards



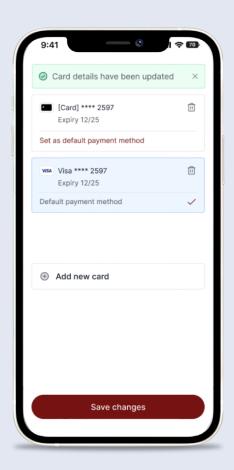




Select 'Add new card'

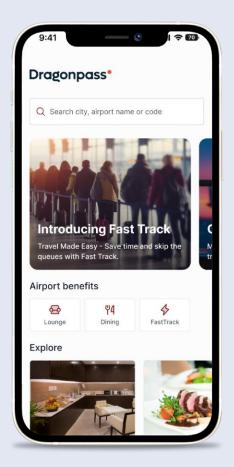


Enter card details, if required check Save as default card.
Select 'Save'
(button will become active once details are entered into the fields)

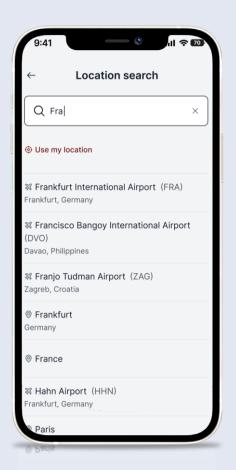


Details will show on Card section of Account page. User will see confirmation banner. Select 'Save Changes'

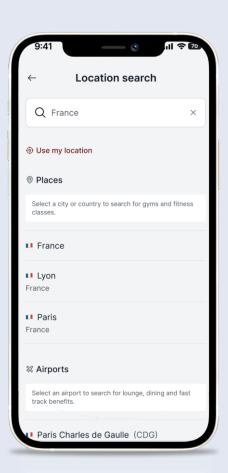
Fitness – Find Gyms



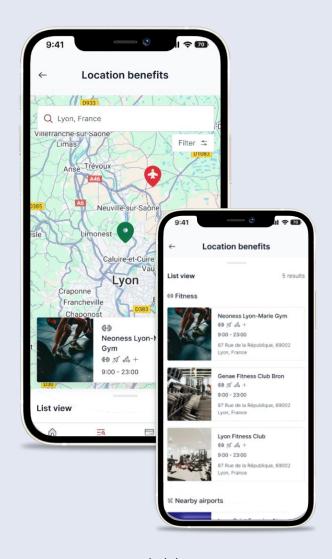
Select 'Fitness' icon on Home Screen underneath "Lifestyle & travel benefits"



Search locations (country or city), or use your location

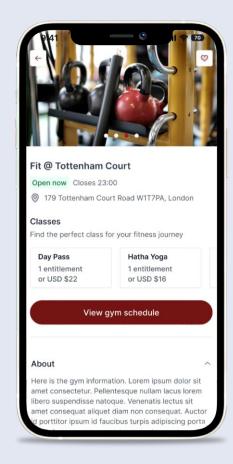


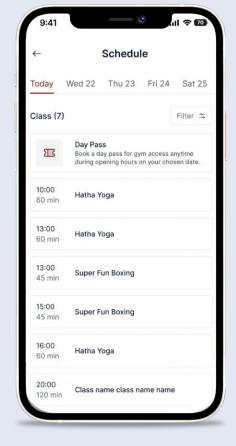
Select a city from search results (if no gyms, only airports will show)



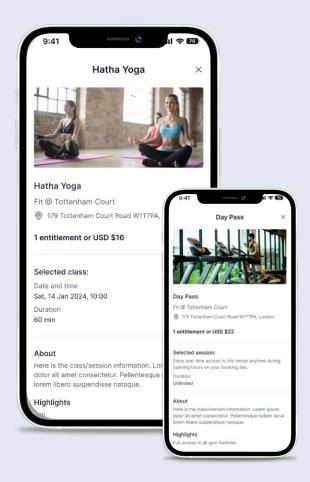
View available gyms on Map View or List View, and select to view.

Fitness - Gym/Class Listings



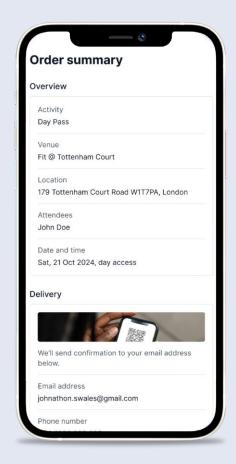


Browse gym information, facilities and view gym schedule / select day pass View gym schedule for next 7 days, and select to begin booking process

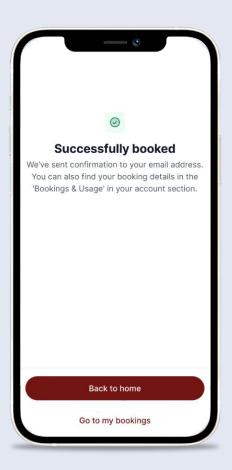


Review booking information for selected class or day pass

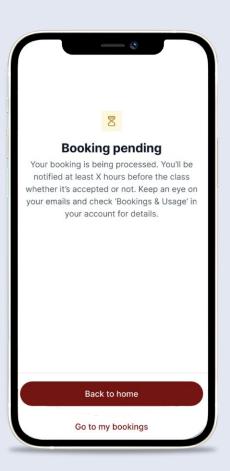
Fitness – Booking Flow



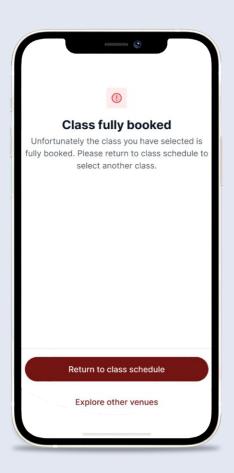
Review order information and select payment method (PAYG or Entitlement)



Successful Booking and Confirmation Email Sent to User

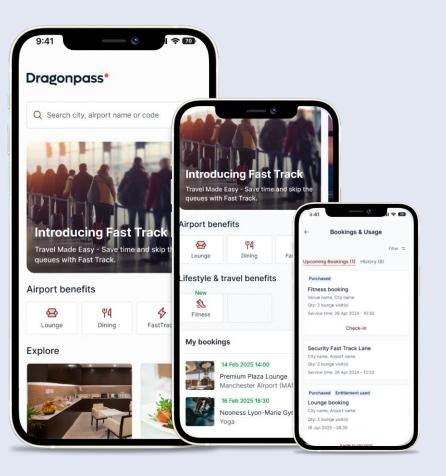


Booking Pending / awaiting gym confirmation (approx. 20% of gyms)



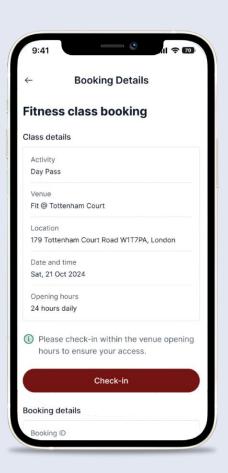
Class fully booked and booking not made due to this

Fitness - Check In



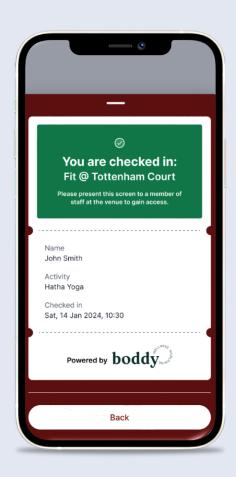
View booking on Home Screen in Upcoming Bookings module or at top of the page for imminent bookings.

User can also go into Bookings & Usage to press "Check in"



Press "Check-in" button up to 1 hour before class, and up to 1 hour after class.

User can also cancel booking 2+ hours before from here.



Show the Check-in screen to the gym provider and enjoy the gym/class!