

Being stuck in an airport is stressful



More flights are being delayed or cancelled



Easing flight delay frustration in an instant

In the event of a major flight delay, you will receive complimentary access to selected airport lounges worldwide, where you can relax in comfort while waiting for your flight.

SmartDelay™

More and more people are taking an ever-increasing number of flights. As a result, the risk of airline delay increases. In the event that this happens to you, SmartDelay is here to help make the wait more bearable.

Should you experience a delay of 120 minutes or more, SmartDelay can provide you complimentary access to one of over 1,700 airport lounges in more than 500 airports across 100+ countries.

Who can use this service

We have made this exclusive benefit available to you and up to 4 additional passengers on the same journey, so even when you are travelling with family or friends they can join you.

Airport lounge access

You and your guests can enjoy a quiet and comfortable place to relax.

Most lounges provide:

- Complimentary snacks and refreshments
- Free newspapers and magazines
- Free Wi-Fi and device charging stations
- Conference and business facilities

Lounges and lounge alternative can be viewed here: <https://loungefinder.loungekey.com/pass/>

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How it works

- Simply register your flights **at least 24 hours** prior to departure at

<https://csp.smartdelay.com/csp>

You will need your company policy number to register.

All flights need to be registered separately. A flight is defined as a single scheduled airline flight under a single flight number.

- In the event of a qualifying flight delay announcement, SmartDelay will immediately send you an email with your complimentary airport lounge access vouchers attached.

This benefit will not be provided if the reported delay does not meet the qualifying delay requirements.

The delay must be officially announced by the airline as outlined and reported to the flight status data service provider.

Frequently Asked Questions:

Please view the FAQs here: [Frequently Asked Questions](#)