

1. Airport Pick Up or Drop Off bookings can be made only via the web portal form. Only in exceptional cases, the request can be made by contacting concierge desk.
2. Only Primary Cardholder's Credit Card details will be accepted to process the request.
3. Registered Email ID and Mobile number with the bank is mandatory.
4. Travel purchase with eligible Card is mandatory to avail the airport transfer services.
5. Customer's eligibility for airport transfers is based on the Card offers provided by the bank.
6. Customer's eligibility is subject to change as per the bank's discretion.
7. Customer's eligibility period is from January to December and is subject to change as per the bank's discretion.
8. Bookings will be confirmed only upon validations of the registered credit Card details.
9. It is mandatory for customers to book the services 48 hours in advance.
10. Pick up booking time from customer locations needs to be at least 3.5 hours prior to the flight timing.
11. In case of customer no-show, the service will be counted as a service availed.
12. In case, due to wrong details provided in the web booking form, if the service is delayed or could not be completed, it will be counted as a service availed.
13. Maximum waiting period is 15 minutes from the confirmed booking time.
14. This service will be available for intra-emirate and inter-emirate transfer in the UAE within city limits only. The service provided in India is within city limits depending upon the Card eligibility. The number of service instances for the inter emirate transfer will be counted as per below table:

<b>Between</b>		<b>No Of Service Instance</b>
Abu Dhabi/AUH	Dubai/DXB	3
Abu Dhabi/AUH	Sharjah/SHJ	4
Ajman	DXB	2
Ajman	Sharjah/SHJ	2
Al Ain	Abu Dhabi/AUH	3
Al Ain	Dubai/DXB	3
Al Ain	Sharjah/SHJ	4
Dubai/DXB	Sharjah/SHJ	2
Fujairah	Dubai/DXB	3
Fujairah	Sharjah/SHJ	3
Ras Al-Khaimah (RKT)	Dubai/DXB	3
Ras Al-Khaimah (RKT)	Sharjah/SHJ	3
Umm Al Quwain	Dubai/DXB	3
Umm Al Quwain	Dubai/DXB	2

15. For service within the emirate, one-way drive will be counted as one service utilized.
16. Maximum 4 passengers and maximum 3 bags are permitted in a car. In case of excess luggage or passengers an additional car needs to be requested, and this will be counted as additional instances utilized depending on intra-emirate or inter-emirate transfer.
17. Only Sedans cars will be provided for the transfers.
18. In case of any unforeseen delays from the service provider or the service not being provided, the customer can claim only for a reimbursement of the taxi fare upon providing the valid receipt.
19. Cancellations or modifications on a confirmed booking need to be communicated 24 hours prior to the journey or else it would be counted as a service availed.
20. Transfers would be done only from the pick-up point directly to the airport and vice versa and no enroute pick-ups or drop offs will be permitted.
21. The service is for the primary/supplementary Cardholder and his or her immediate family members only.
22. Airport transfer help desk is functional from 8.00 am to 5 pm Saturday to Thursday.