

AIRPORT TRANSFER

TERMS & CONDITIONS

All requests should be made 72 hours prior to the service date. Requests received between 8.30 am and 5.30 pm from Monday to Saturday (excluding Sunday and public holidays) will be accepted.

Only RAKBANK cardholders can request up to six complimentary airport transfers in one calendar year (January – December)

Only primary cardholder's credit card details will be accepted to

To avail of the Concierge benefits, cardholders will need to provide card details of a valid and eligible RAKBANK Credit Card to the Concierge Desk.

Air Ticket purchase with eligible card is mandatory to avail of the airport transfer services. Derby makes no warranties and assumes no liability or responsibility with respect to the Air ticket being purchased by the customer on eligible RAKBANK card.

All Concierge Services are provided by our authorized third party service provider Derby Marketing LLC. RAKBANK makes no warranties and assumes no liability or responsibility with respect to the services provided by the Service Provider.

The service will be available for intra-emirate and inter-emirate transfer in the UAE. Intra-emirate transfer will be available within city limits and inter-emirate transfer will be available from/to select locations within the city limits. The service will be available in India also in five metros Delhi, Mumbai, Chennai, Kolkata and Bangalore within the same city limits.

RAKBANK will count the number of instances towards customer eligibility depending on the travel distance for Airport Transfer and reserves its right to determine, revise or amend it from time to time. Few examples of number of instances for intra and inter emirate transfer are given below:

Dubai Airport to (Terminal 1,2,3)	
From/To	Count of Instance
Deira, Bur dubai, Karama, Satwa, Al Ghusais	1
Jumeirah, umm Suqueim, Al Barsha	1
4th Interchange Sheikh Zayed Road to Jabel Ali	1
Bab Al Shams, Jebel Ali Hotel	1
Sharjah (Within City Limits)	2
Abu Dhabi City	4
Dubai Airport (DWC)	
From/To	Count of Instance
Deira, Bur dubai, Karama, Satwa, Al Ghusais	2
Jumeirah, umm Suqueim, Al Barsha	1
4th Interchange Sheikh Zayed Road to Jabel Ali	1
Bab Al Shams, Jebel Ali Hotel	1
Sharjah (Within City Limits)	3
Abu Dhabi City	4
Abu Dhabi Airport	
From/To	Count of Instance
Abu Dhabi City (Within City Limits)	1
Dubai before 4th Interchange on Sheikh Zayed Road	4
Dubai After 4th Interchange on Sheikh Zayed Road Until World Trade Centre, Dubai Main City, Dubai Airport	4
Sharjah (City Limits)	5

Sharjah Airport	
From/To	Count of Instance
Sharjah (Within City Limits)	1
Dubai (Upto Mall of Emirates within the city limits)	2
Dubai (From Mall of Emirates within the city limits)	2
Abu Dhabi City	5

RAK Airport	
From/To	Count of Instance
RAK City limit / Marjan Island RAK	1
AUH City Limit	6
Dubai City Limit	3
SHJ City Limit (service not available from SHJ to RAK)	2

An Airport Pickup or Drop in India will be considered as 1 instance. A maximum of only 3 instances can be availed in India from the total eligible instances.

A pre-auth of AED 1 will be made on your card as a confirmation of your service for which you will receive an SMS alert on your registered mobile number. However, this amount will not reflect in your card statement.

Cardholders are kindly requested to call the chauffeur upon landing to enquire about the meeting point.

For pick-up from Dubai Terminal 1 & 3, please call the chauffeur upon landing

Waiting period for Chauffeur: For Airport Pickup: 60 minutes from the requested time of service at the Airport. For Airport Drop: 30 minutes waiting period near residence/pick-up location from the requested time of service.

A no show will be counted as a service utilized.

All services will be provided in the city limits only.

A one way service will be counted as one service utilized.

Any additional car request will be counted as an additional service and will be deducted from the complimentary services available or charged directly to the customer if the complimentary services have been exhausted.

Any delay, such as flight delay should be communicated to the Concierge Desk 6 hours prior to the service request time on the form. If such delays are not communicated 6 hours prior to the stipulated service time then the service will be considered as a no show and the service will be considered as utilized.

These terms & conditions are binding on the customer as soon as they request for the service without any further signatures/agreements.

Derby will not be liable for any fines/violations or customers missing the flight due to customer negligence or any other unforeseen circumstances.

Passengers are fully responsible for belongings left behind in the vehicle, including but not limited to sunglasses, mobile phones, CDs, tapes, laptop, jewelry or cash etc. Any disputes arising out of loss due to personal negligence will not be entertained.

While Derby endeavors and promises to provide the best possible service to the customer, there may be times when the customer experiences unavoidable service delays. These usually occur due to heavy demand for services during unusual conditions, religious days especially during the Holy Month of Ramadan, EID, Festival seasons, shopping festival, New Year's eve, traffic jams, etc. and extreme weather conditions such as rain, fog or due to any unforeseen circumstances.

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.

There are restrictions on the number of passengers and bags allowed in the vehicle hence additional passengers requiring an additional car will be considered as additional instance having been utilized. However, if instance were not to be available, customer will be charged extra.

During this pandemic period, the COVID 19 rules imposed by the government will apply. Customers need to abide by the rules. Any fines arising due to the violation of these rules will not be borne by Derby.