

Mashreq Solitaire Credit Card – Valet Parking Service Terms & Conditions

Mashreq Solitaire Credit Cardholders are entitled to avail 2* complimentary valet parking uses every billing cycle as specified below, by presenting their valid / active Solitaire Credit Card at any of the below locations.

1. For Solitaire Credit Card customers:

LOCATION	TIMINGS	EMIRATE	SERVICE PROVIDER	NUMBER OF VISITS
Dubai Mall	As per Mall timings	Dubai	The Valet	2 standard visits per billing cycle month
Ibn Battuta Mall	As per Mall timings	Dubai	Valtrans	
Dubai International Airport (Terminal 1 & Terminal 3)	1 st Hour only	Dubai	Valtrans	
Bluewaters	As per timings	Dubai	Valtrans	
Nakheel Mall	As per Mall timings	Dubai	Valtrans	
The Pointe	As per timings	Dubai	Valtrans	
Mall of the Emirates, Dubai	As per Mall timings	Dubai	Valtrans	
Deira City Centre, Dubai	As per Mall timings	Dubai	Valtrans	
Mirdif City Centre, Dubai	As per Mall timings	Dubai	Valtrans	
Yas Water World	As per Water world timings	Abu Dhabi	Valtrans	
Ferrari World	As per Ferrari World timings	Abu Dhabi	Valtrans	
Marina Mall	As per Mall timings	Abu Dhabi	Valtrans	
Dalma Mall	As per Mall timings	Abu Dhabi	Valtrans	
Deerfields Mall	As per Mall timings	Abu Dhabi	Valtrans	
Yas Mall	As per Mall timings	Abu Dhabi	Valtrans	

2. For MAI Solitaire credit card customers:

LOCATION	TIMINGS	EMIRATE	SERVICE PROVIDER	NUMBER OF VISITS
Dubai Mall	As per Mall timings	Dubai	The Valet	2 standard visits per billing cycle month
Ibn Battuta Mall	As per Mall timings	Dubai	Valtrans	
Dubai International Airport (Terminal 1 & Terminal 3)	1 st Hour only	Dubai	Valtrans	
The Beach	As per The Beach timings	Dubai	Valtrans	
Nakheel Mall in Palm Jumeirah	As per Mall timings	Dubai	Valtrans	
City Walk 1	First 5 hours only	Dubai	Valtrans	
City Walk 2	First 5 hours only	Dubai	Valtrans	
Wafi City	As per Wafi City timings	Dubai	Valtrans	
Bluewaters	As per Bluewaters timings	Dubai	Valtrans	
The Pointe	As per timings	Dubai	Valtrans	
Mall of the Emirates, Dubai	As per Mall timings	Dubai	Valtrans	
Deira City Centre, Dubai	As per Mall timings	Dubai	Valtrans	
Mirdif City Centre, Dubai	As per Mall timings	Dubai	Valtrans	
Warner Bros. World	As per Warner Bros. world timings	Abu Dhabi	Valtrans	
Yas Water World	As per Water world timings	Abu Dhabi	Valtrans	
Ferrari World	As per Ferrari World timings	Abu Dhabi	Valtrans	
Marina Mall	As per Mall timings	Abu Dhabi	Valtrans	
Dalma Mall	As per Mall timings	Abu Dhabi	Valtrans	

Deerfields Mall	As per Mall timings	Abu Dhabi	Valtrans	
Yas Mall	As per Mall timings	Abu Dhabi	Valtrans	

- Utilization of the FREE Valet Parking service is **subject to a minimum cumulative retail spend of AED 10,000 in the previous billing cycle.** **
- In an event of the customer not meeting the Minimum Spend criteria or Additional visits (uses), the charge for the same will be debited to the Solitaire credit card at the cost mentioned in the below charges table.
- Charges for additional visits (uses) for valet services are not reversible.
- Valet Services are being provided through a third party, VALTRANS Transportation Systems and Services LLC. ("Valtrans"), The Valet (Dubai Mall) and TVC (The Valet Co.)
- To be able to use the valet services you will need to present your Mashreq Solitaire Credit Card to the Valtrans, The Valet (Dubai Mall) and TVC personnel at any of the above-mentioned locations.
- Customer should write down their name and complete credit card number on the registration form at any of the above-mentioned locations.
- This service provided by the service provider is subject to availability of parking space.
- This service is offered at the sole discretion of the Bank and the Bank reserves the right to modify or vary the service. • The Bank reserves the right to Add or Delete any location.
- The Bank reserves the right to modify the monthly minimum spend criteria at its own discretion.

Valtrans Terms & Conditions

Standard Complimentary Parking Validity: For all locations with standard complimentary parking validity, the maximum time period that a single visit can constitute of is the period from the time the Cardholder hands over the keys at the valet desk to the end of valet operational hours on the same day.

Limited Time Complimentary Parking Validity: For all locations with limited time complimentary parking validity, the maximum time period that a single visit can constitute is set out in the table above. Important! In case the Cardholder's vehicle is parked at a Valtrans location and The Valet (Dubai Mall) for a time exceeding the limited time complimentary parking validity, the Cardholder will be liable to pay the charges for excess usage/overtime as set out in the table above. These charges may either be payable in cash on location at the Valtrans kiosk.

Charges

The below mentioned charges will be debited to the card holder upon exceeding the permitted 2 complimentary monthly uses or in the event of not meeting the monthly spend criteria for this service.

LOCATION	CHARGE PER VISIT (AED)
Ibn Battuta Mall, Dubai	AED 50
Dubai International Airport, Dubai	AED 70 (1 st hour only)
Bluewaters	AED 75
The Beach	AED 75

Nakheel Mall	AED 55
The Pointe	AED 55
Mall of the Emirates, Dubai	AED 85 (standard)
Deira City Centre, Dubai	AED 85(standard)
Mirdif City Centre, Dubai	AED 85 (standard)
Wafi City	AED 50
City Walk 1	AED 75
City Walk 2	AED 75
Warner Bros World Abu Dhabi	AED 75
Yas Water World, Abu Dhabi	AED 50
Ferrari World, Abu Dhabi	AED 50
Yas Mall, Abu Dhabi	AED 50
Marina Mall, Abu Dhabi	AED 50
Dalma Mall	AED 50
Deerfields Mall	AED 50

Charges for parking locations at Dubai Mall MASHREQ SOLITARE (Standard / Normal Parking Only)

Location	Parking Type	Day	Rate (AED)
Fashion Ave. Boulevard	Standard / Normal	Monday to Thursday	150.00
		Friday to Sunday	250.00
		Public Holiday	300.00
Fashion Parking Level 3	Standard / Normal	Monday to Thursday	150.00
		Friday to Sunday	200.00
		Public Holiday	250.00
Bloomingdale's	Standard / Normal	Weekday (Monday to Thursday)	52.00
		Weekend (Friday to Sunday) & Public Holiday	105.00
The Souk	Standard / Normal	Weekday (Monday to Thursday)	52.00
		Weekend (Friday to Sunday) & Public Holiday	105.00

Lafayette	Standard / Normal	Weekday (Monday to Thursday)	52.00
		Weekend (Friday to Sunday) & Public Holiday	105.00
Zabeel	Standard / Normal	Weekday (Monday to Thursday)	52.00
		Weekend (Friday to Sunday) & Public Holiday	105.00
Dubai Marina Mall	Standard / Normal	All Week (Monday to Sunday Including Public Holiday)	50.00
Pier 7	Standard / Normal	All Week (Monday to Sunday Including Public Holiday)	100.00

MASHREQ SOLITARE – AL ISLAMI (Standard / Normal and VIP Parking)

Location	Parking Type	Day	Rate (AED)
Fashion Ave. Boulevard	Standard / Normal	Monday to Thursday	150.00
		Friday to Sunday	250.00
		Public Holiday	300.00
Fashion Parking Level 3	Standard / Normal	Monday to Thursday	150.00
		Friday to Sunday	200.00
		Public Holiday	250.00
Fashion Ave. Boulevard	VIP	Monday to Thursday	280.00
		Friday to Sunday	400.00
		Public Holiday	480.00
Fashion Parking Level 3	VIP	Monday to Thursday	200.00
		Friday to Sunday	320.00
		Public Holiday	400.00
Bloomingdale's	Standard / Normal	Weekday (Monday to Thursday)	52.00
		Weekend (Friday to Sunday) & Public Holiday	105.00
	VIP	All Week (Monday to Sunday)	168.00
		Public Holiday	252.00
The Souk	Standard / Normal	Weekday (Monday to Thursday)	52.00
		Weekend (Friday to Sunday) & Public Holiday	105.00
	VIP	All Week (Monday to Sunday)	168.00
		Public Holiday	252.00
Lafayette	Standard / Normal	Weekday (Monday to Thursday)	52.00

	VIP	Weekend (Friday to Sunday) & Public Holiday	105.00
		All Week (Monday to Sunday)	168.00
		Public Holiday	252.00
Zabeel	Standard / Normal	Weekday (Monday to Thursday)	52.00
		Weekend (Friday to Sunday) & Public Holiday	105.00
Dubai Marina Mall	Standard / Normal	All Week (Monday to Sunday Including Public Holiday)	50.00
	VIP	All Week (Monday to Sunday Including Public Holiday)	80.00
Pier 7	Standard / Normal	All Week (Monday to Sunday Including Public Holiday)	100.00

With effect from 1st January 2018, all fees & charges mentioned are subject to additional 5% Value Added Tax.

- * *Private Banking Solitaire credit card customers will be eligible for unlimited valet parking services.*
- ** *No minimum spends criteria applicable for Private Banking Solitaire credit card customers for availing complimentary airport pickup/drop services.*

Disclaimer:

Effective 1 May 2025, valet services at Bloomingdales, Grand Atrium, The Souk, and Galleries Lafayette will no longer be available on your Mashreq Cards due to the closure of valet parking services as part of the mall expansion until further notice.

However, the valet services will continue to operate on locations Fashion Avenue Boulevard, Fashion Avenue P3, China Town, Zabeel-Dubai Mall locations.