Marhaba Meet & Greet Service - Terms & Conditions

Mashreq Solitaire Credit Cardholders are entitled to avail 6 complimentary Marhaba Silver Meet & Greet Service uses every calendar year with a maximum of 2 in a month, subject to having a valid / active Solitaire Credit Card.

How to make the booking:

At the time of Departure –

- To avail a complimentary Marhaba Silver Meet & Greet service for departures, customer to book at least 3 business days ahead of departure, by calling the Mashreq Solitaire Helpline.
- Bookings cannot be made directly through the Marhaba call center or sales office.

At the time of Arrivals –

- To avail a complimentary Marhaba Silver Meet & Greet service for arrivals, customer to book at least 3 business days ahead of arrival, by calling the Mashreq Solitaire Helpline.
- Bookings cannot be made directly through the Marhaba call center or sales office.

Key Services on Arrival:

Marhaba services representative will be waiting to meet you as soon as the customer arrives at the terminal. Then the customers will be taken to the arrivals area to meet family and friends or make your own way onwards from the airport.

- Meet and greet upon arrival in the terminal
- Fast-track through immigration and security
- An escort right to the meeting point in the arrivals hall
- Hand baggage trolleys on request
- Porter service from baggage reclaim

Mashreqbank PSC is regulated by the Central Bank of the United Arab Emirates.

Key Services on Departure:

Marhaba services representative will meet you as soon as the customer comes up outside the airport and fast-track you through all the airport formalities in a small group of no more than three travelers. There are Marhaba Meeting Lounges near the check-in areas at Dubai International Airport Terminal 1 and Emirates Terminal 3. You can relax, read, and enjoy light refreshments before Marhaba escorts you through the airport.

- Meet and greet from the moment you come up at the airport
- Marhaba representative escorts right to the boarding gate
- Porter service until the check-in counter in Dubai
- Fast-track through check-in, immigration, and security
- Hand baggage trolleys on request

Meet & Greet Terms and Conditions

- Marhaba Meet & Greet Service is provided by a Third Party, dnata, (trading as "marhaba Services")
- This offer is valid only and eligible for the Mashreq Solitaire Credit Cardholders ("Cardholder") issued in the UAE by Mashreq Bank psc ("Mashreq") Cardholders are eligible for 6 complimentary bookings per calendar year.
- Utilization of the FREE Marhaba Meet & Greet service shall be subject to a minimum cumulative retail spends of AED 10,000 in the previous billing cycle ("Target Spend").
- In an event of the Cardholder does not meet the Target Spend criteria or Additional services (uses), the charge for the same will be debited to the Solitaire credit card at the cost mentioned in the below charges
- Marhaba Silver meet & greet: For every extra passenger traveling with you, you will be required to pay AED 140+VAT for DXB Terminal 1,2 & 3 for arrival or departure.
- This service is available only in Dubai.
- No show for a confirmed booking will be counted as a service provided.
- Every request raised for Marhaba bookings on cards, should be complete with the following information:

  - Passenger Name
  - Flight Details
  - Arrival/ Departure Terminal at Dubai International airport
  - Number of people for which Marhaba service is required under the booking
  - Marhaba booking reference number.
- All offers are made available on a best-effort basis and at the sole discretion of Mashreq Bank; Mashreq Bank makes no warranties and assumes no liability or responsibility with respect to the products and services provided by partners or other entities.
- Mashreq Bank reserves the right, at its absolute discretion, to vary, amend, delete, or add to any of these Terms and Conditions from time to time.