

Terms & Conditions for Airport Transfer Service on Mashreq Credit Cards

- Mashreq credit cardholders are entitled to avail complimentary Airport Transfer Service (“Offer”), subject to having a valid / active Mashreq credit card.
- This offer is valid only for eligible Mashreq Credit Cardholders (“Cardholder”) issued in the United Arab Emirates (UAE) by Mashreqbank psc (“Mashreq”).
- This service is available on Solitaire Credit Card, and Platinum Elite Credit Card (“Eligible Cards”).
- Utilization of the complimentary Airport Transfer Service shall be subject to a minimum cumulative retail spends on the Eligible Card (“Eligibility Criteria”) please refer to the respective product webpages for the details regarding the Eligibility Criteria. No minimum spends criteria (Eligibility Criteria) are applicable for Mashreq Private Banking Solitaire Credit Card customers for availing complimentary Airport Transfer Services.
- Retail spends do not include easy cash, balance transfer, easy payment plan, cash withdrawals, fees & charges levied by Mashreq, transactions reversed by the merchant and quasi cash transactions.
- In an event a Cardholder does not meet the Eligibility Criteria or uses additional Airport Transfer Services, the charges for the same will be debited to the credit card.
- This Offer is available only for transfers from & to the Airport.
- One Airport Transfer Service is defined as a one-way trip from either the airport to the Cardholder’s location or from the Cardholder’s location to the airport, within one vehicle.
- No show for a confirmed booking will be counted as a service provided.
- Charges for additional Airport Transfer Services (uses) are not reversible.
- Mashreq reserves the right to increase or decrease the number of complimentary Airport Transfer Services at any time at its own discretion by providing a 60 days’ notice before any changes
- Mashreq reserves the right to modify the monthly minimum spend criteria (Eligibility Criteria) at any time at its own discretion by providing a 60 days’ notice before any changes .
- Mashreq makes no warranties and assumes no liability or responsibility with respect to the Airport Transfer Services provided by its third-party service provider Derby.
- Mashreq may, at its absolute discretion, exclude any account/card from the Offer without giving notice and/or reason, including, without limitation, accounts/card which it deems, in its absolute discretion, to be doubtful, delinquent or not managed in a satisfactory manner.

- In no event should Mashreq, any of its affiliates, or any of its officers, directors, employees or agents be liable or responsible for any loss, damage or expense arising out of or otherwise related to this Offer.
- Mashreq shall not be in breach of its obligations or otherwise be liable to continue this Offer as a result of any Force Majeure Event. A Force Majeure Event in these terms and conditions, shall mean circumstances beyond the reasonable control of Mashreq including, amongst other things, acts of God, industrial disputes, acts and regulations of any governmental or authority in any jurisdiction. In such circumstances, Mashreq's obligations to the Cardholder shall automatically stand discharged without the need to provide notice.
- These terms and conditions are in addition to the respective standard Mashreq Card terms and conditions. In the event of any inconsistency, these terms and conditions shall prevail. These terms and conditions are governed by and construed in accordance with the laws of the United Arab Emirates and the Emirate of Dubai.

To book your Airport Transfer Service simply follow the bellow steps:

- **Step 1:** Cardholder to make the booking request on Mashreq Mobile App at least 4 business days in advance from the date & time of pick up.
- **Step 2:** Login to Mashreq Mobile App, select your card & then select "Request airport transfer". Cardholders have to enter information such as name, flight details, passenger, and luggage information, pick up location, date, and time, etc. and submit the request.
- **Step 3:** Upon request submission, a confirmation SMS and email will be sent to card holder.
- **Step 4:** The Bank will share the booking request details for pick-up/drop off with the Cab service provider.
- **Step 5:** 12 to 24 hours prior to the pickup time, Cab service provider will send a SMS to the card holder with the details of chauffer name and contact details.
- **Step 6:** Cab chauffer will be stationed at the Pickup location where the card holder can meet the Cab chauffer and continue with the service.

For detailed product level T&Cs, please visit:

Solitaire Credit Card – mashreq.com/solitaire

Platinum Elite Credit Card – mashreq.com/elite

Mashreq Al Islami Platinum Credit Card – mashreqalislami.com/maic

Mashreq Al Islami Emirati Solitaire Credit Card – mashreqalislami.com/solitaire