

## MASHREQ PLATINUM ELITE CREDIT CARD – AIRPORT TRANSFER SERVICE TERMS & CONDITIONS

Mashreq Platinum Elite credit cardholders are entitled to avail 3 complimentary Limousine Service uses every calendar year with a maximum of once in a month, subject to having a valid / active Platinum Elite Credit Card.

- This offer is valid only and eligible for the Mashreq Platinum Elite Credit Cardholders (“Cardholder”) issued in the UAE by Mashreq Bank psc (“Mashreq”)
- Utilization of the FREE Airport pick up or drop service shall be subject to a minimum cumulative retail spends of AED 7,000 in the previous billing cycle (“Target Spend”) so that the customer can avail the benefit in the subsequent billing cycle.
- 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 Platinum Elite credit card.
- This service is available only for the transfers from & to the Airport.
- One airport transfer 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.
- Airport Transfer Services are being provided through a third party Derby Marketing LLC in Abu Dhabi
- Cardholder will need to have a valid / active Mashreq Platinum Elite Credit Card in order avail the Airport Transfer Service.
- This service is provided by Derby Marketing is subject to availability of cars during the required time and date.
- This service is offered at the sole discretion of the Bank and the Bank reserves the right to modify or vary the service.
- Mashreq reserves the right to increase or decrease the number of complimentary Airport Transfer services.
- Mashreq reserves the right to modify the monthly minimum spend criteria at its own discretion.
- Mashreq makes no warranties and assumes no liability or responsibility with respect to the services provided by 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 shall 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.

### Service provider Terms & Conditions

- For Limousine services, the booking has to be made directly through the Bank **at least 4 days in advance**
- For Limousine service from Airport to Home, waiting period will not be more than 45 minutes.

### Airport transfer service booking process

Arrivals	Departures
<b>From Airport to the cardholder's destination</b> (Within Dubai or Abu Dhabi city limits)	<b>From cardholder's pickup point to the Airport</b> (Within Dubai or Abu Dhabi city limits)
<p><b>Step 1:</b> Cardholder will call Mashreq call center at least 4 business days in advance from the date &amp; time of pick up.</p> <p><b>Step 2:</b> Bank Call Centre representative will collect the information such as customer name, card number, pick up location, date and time, etc.</p> <p><b>Step 3:</b> Bank Call Centre representative will provide the pick-up details to the service provider</p> <p><b>Step 4:</b> Upon confirmation, Limousine service provider will send an Email confirmation to the card holder.</p> <p><b>Step 5:</b> 12 to 24 hours prior to the pickup time, Limousine service provider will send a SMS to the card holder with the details of chauffeur name and contact details.</p> <p><b>Step 6:</b> Limousine chauffeur will be stationed at the arrival parking lot where the card holder will have to reach the arrival parking slot to continue with the service.</p>	<p><b>Step 1:</b> Cardholder will call Mashreq call center at least 4 business days in advance from the date &amp; time of pick up.</p> <p><b>Step 2:</b> Bank Call Centre representative will collect the information such as customer name, card number, pick up location, date and time, etc.</p> <p><b>Step 3:</b> Bank Call Centre representative will provide the pick-up details to the Limousine service provider.</p> <p><b>Step 4:</b> Upon confirmation, Limousine service provider will send an Email confirmation to the card holder.</p> <p><b>Step 5:</b> 12 to 24 hours prior to the pickup time, Limousine service provider will send a SMS to the card holder with the details of chauffeur name and contact details.</p> <p><b>Step 6:</b> Cardholder to coordinate with the chauffeur and continue to avail the service.</p>