

Terms and Conditions

Aafaq Platinum Credit Card Complimentary Meet & Greet Services –



Booking Process

1. The Primary Cardholder must initiate the booking through <https://aafaq.ae/meetandgreet/> at least **two (2) working days** prior to the desired service date.
2. The Cardholder is required to complete and submit the booking form through the provided web link with all necessary details.
3. Once the form is successfully submitted, the Aafaq customer service team will confirm the booking and send a confirmation message to the Cardholder via email to the registered email address.
4. The Meet and greet service is currently offered for Dubai airport only.
5. In case of cancellation, the Primary Cardholder is to contact the Aafaq Call Centre at least **two (2) working days** prior to the service date.

Eligibility and Usage Terms for Meet & Greet Service.

1. Booking Requirement

To be eligible for this service, travel tickets must be purchased using an eligible Aafaq Credit Card within sixty (60) days prior to the date of the service booking request, subject to availability

2. Spending Criteria

Aafaq Platinum Credit Cardholders are entitled for a complimentary Meet & Greet service benefits upon achieving a minimum spend of AED 5,000 in a calendar month of the service request.

Retail spends do not include easy cash, balance transfer, easy payment plan, cash withdrawals, fees & charges levied by Aafaq, transactions reversed by the merchant

In the event that the Cardholder does not meet the minimum spending requirement or exceeds the eligible number of meet and greet service, a fee of AED 100 per passenger, plus applicable VAT, will be charged and reflected in the subsequent Aafaq Credit Card statement.

3. No-Show Policy

Failure to appear for a confirmed booking will be considered as a service rendered and will count towards the annual service limit.

4. Service Entitlement

The Meet & Greet service is available to both Primary and Supplementary Aafaq Platinum Credit Cardholders up to four (4) immediate family members, subject to a combined annual limit of two (2) services at customer level per calendar year.

5. The Cardholder shall not use this promotion for business or commercial purposes.

6. Meet and greet Services are being provided through a third party as an operator **Marhaba** This Service is subject to the terms and conditions of the Service provider which are in addition to these Terms and Conditions.

7. Aafaq reserves the right, at its absolute discretion, to vary, amend, delete, or add to any of these Terms and Conditions from time to time.

8. This benefit is non-transferable and must be used by the cardholder only.

Classification: **Restricted**

General Terms & Conditions Apply

Aafaq Islamic Finance PSC is licensed and regulated by the Central Bank of the UAE.

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Frequently Asked Questions

1. What is Meet & Greet?

The Meet & Greet Service is an airport concierge benefit for Aafaq Platinum Credit Cardholders, offering fast-track immigration, baggage assistance, and personalized escort through Dubai International Airport. The service is provided by a third-party operator and is subject to availability and booking conditions.

2. Who is eligible for the Meet & Greet Service?

The service is available to both Primary and Supplementary Aafaq Platinum Credit Cardholders who; has booked the ticket using an eligible Aafaq Credit Card 60 days prior to raising the request.

3. How can I avail the Meet & Greet Complimentary service?

Click [here](#) to access the booking form. Please fill all fields in the form and submit successfully at least **two (2) working days** prior to the desired service date.

4. Do I need to purchase my travel ticket using my Aafaq Platinum Credit Card?

Yes. To be eligible, your travel ticket must be purchased using your Aafaq Platinum Credit Card within 60 days prior to the date of the service request.

5. How many times can I make use of this service?

The service can be used for up to four (4) immediate family members, with a combined annual limit of two (2) services per calendar year.

6. Is there a minimum spend requirement to avail this service as complementary ?

Yes, a minimum spend of AED 5,000 in a calendar month of the service request.

7. What if I availed this benefit without meeting the minimum spend requirement?

In the event that the Cardholder does not meet the minimum spending requirement or exceeds the eligible number of meet and greet service, a fee of AED 100 per passenger, plus applicable VAT, will be charged and reflected in the subsequent Aafaq Credit Card statement

8. At which airports can I use this service?

Currently, the Meet & Greet service is available only at Dubai International Airport.

9. How can I cancel my booking?

Please contact our call center at 600 502000 prior to two (2) working days to cancel your booking request.

10. What if I forget to cancel my booking?

If the cancellation request is not submitted at least two working days before the scheduled service, it will be treated as a used service and will count toward your annual entitlement.

11. Can I transfer this benefit to my friend?

No. The Meet & Greet service is non-transferable and must be booked and used by the eligible cardholder. In addition, this benefit is strictly for personal use and may not be used for business or commercial travel.