

Complimentary Airport Transfer - FAQs



1. What is Airport Transfer?

The Airport Transfer Benefit is a complimentary service offered to eligible Aafaq Platinum Credit Cardholders that provides one-way transportation between the cardholder's location (e.g., home, hotel, office) and the airport (or vice versa).

The service is provided by a third-party operator and is subject to availability and booking conditions.

2. Who is eligible for the Complimentary Airport Transfer Service?

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

3. How can I avail the Complimentary Airport Transfer service?

The Primary Cardholder must initiate the booking through <https://aafaqbookings.ivadubai.com> at least two (2) working days prior to the desired service date.

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

The airport transfer service is available to both Primary and Supplementary Aafaq Platinum Credit Cardholders, subject to a combined annual limit of two (2) services per calendar year.

5. Is there a minimum spend requirement to avail this service?

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

6. 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 airport transfer services then a fee of AED 200 per service, plus applicable VAT, will be charged and reflected in the subsequent Aafaq Credit Card statement.

7. At which airports can I use this service?

Currently, the service is available to and from the following airports:

- Dubai International Airport (DXB)
- Al Maktoum International Airport (DWC)
- Abu Dhabi International Airport (AUH)

8. Can I transfer this benefit to my friend?

No, the complimentary Airport Transfer 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.

