

Terms & Conditions – Airport Transfer Service

Now enjoy Airport pick-up and drop services to and from Abu Dhabi and Dubai Airport with FAB Credit Cards

- To enjoy this service, travel tickets must be booked with an eligible FAB Credit Card
- To book this service, please call 04-8713411 or 04-4328583 at least 2 working days prior to your travel or email FAB@TravelCreed.com

Eligible Cards:

FAB Credit Card	Number of transfers (per annum)
Al-Futtaim World Elite Real Madrid World Elite	8 (within city & inter-city* service allowed)
FAB Infinite Etihad Infinite	6 (within city & inter-city* service allowed)
Signature Etihad Signature Abu Dhabi Platinum Platinum Etihad Platinum Al-Futtaim Platinum Real Madrid Platinum Aldar Platinum	2 (within city service only)

**Intercity services will be counted as two services*

How to book a service:

- Primary Cardholder should call the Airport Transfer Desk on 04-8713411 or 04-4328583 or email FAB@TravelCreed.com at least 2 working days prior to the required pick-up. This Desk would be available 6 days a week (Saturday to Thursday) between 9am to 9pm
- Cardholder would be sent a Booking Form to his/her given E-mail/Fax
- Required details need to be filled in the form and sent back to the Airport Transfer Desk via E-mail/ Fax
- Upon receipt of Booking Form:
 - i. Airport Transfer Desk will send a booking confirmation to the customer via E-mail/Fax within 24 hours
 - ii. A transaction of AED 40 (within city) or AED 100 (intercity) would be done on the customer's eligible FAB Credit Card to book the service. This amount would not be reversed by FAB
- Airport transfer within the city limits (within city) will be counted as 1 service. However, airport transfer across the city (intercity) will be counted as 2 services.

Important terms of use:

- To enjoy this service, travel tickets must have been booked, with the eligible FAB Credit Card within the last 90 days from the date of the service booking request
- A booking confirmation SMS would be sent 12 hours before the scheduled pick up or drop off time
- A chauffeur will be allocated for the booking and a SMS will be sent to the customer within 3 hours prior to arrival
- One airport transfer is defined as a one-way trip from either the airport to the customer's city location or from the city's location to the airport, within one vehicle
- No show for a confirmed booking will be counted as a service provided
- Pick-up time for airport drop service should be minimum 3 hours before the flight departure depending on the location
- If up to 3 passengers are travelling, a Saloon car can be booked (baggage capacity of 3 medium sized bags); whereas, if up to 5 passengers are travelling, a 5 seater vehicle can be booked (baggage capacity of 5 medium sized bags)
- Waiting time for the driver is:
 - 1 hour from the pick-up time mentioned in the booking form for Airport pick-up
 - 30 minutes from the pick-up time mentioned in the booking form for Airport drop-off
- Airport Transfer Service is offered to the Primary and Supplementary Cardholders of FAB Credit Card up to the combined customer limit as defined by card type.
- The total number of eligible transfer services are at a customer level, including Primary and Supplementary Cards

For example:

A customer has both Infinite and Signature cards and he booked the service on Signature card, even then he can avail 6 bookings as customer benefit is at customer level

Infinite eligibility – 6 services

Signature eligibility – 2 services

- TechTuners/ Travel Creed is the authorized third party service provider for Airport Transfer services to FAB Credit Cardholders
- Inter-emirate transfers are allowed for FAB World Elite and Infinite Credit Cardholders but city limits are applicable.
- If customer exceeds the eligible number of airport transfers or did not purchase the ticket using the eligible FAB Credit Card, then in that case, an additional AED 160 (within city) or AED 300 (intercity) would be charged on the customer's card account for each service and posted accordingly in the credit card statement following the month the service was availed.

The areas of service for the Airport Transfer Service for the eligible FAB Credit Cards are:

AIRPORTS	DXB Zone1	DXB Zone 2 & DWC	AUH City	Sharjah City	Ajman	Fujairah	RAK	UAQ	Al Ain
DXB Terminal 1, 2, 3, DWC	√	√	√	√	√	√	√	√	√
AUH	√	√	√	N/A	N/A	N/A	N/A	N/A	√

Abu Dhabi City

The Airport Transfer Services are provided within Abu Dhabi City Limits only. Starting from Locations between Emirates palace in Ras Al Akhdar to Musaffah, ICAD and Al Wathba and Shamkha.

Northern city limits would be till YAS Island (Shahama Saadiyat Freeway interchange) Shaikh Kalifa bin Zayed Highway E12

Services to the western regions of Abu Dhabi Emirate is not provided. Services from any locations falling between Al Wathba and Al Ain on E22 and E30 are not provided.

Dubai City

The Airport Transfer Services are provided as follows:

Zone one – All locations within Dubai city from the Border of Sharjah upto Al Safa interchange 2 and Dubai Al Ain Road E66. Maximum service borders within Dubai city would be till New emirates Road E611.

Zone two including DWC – All locations Starting from Al Safa Interchange 2 and Dubai Al In Road E66 Till Jebel Ali Freezone South. Maximum service borders within Dubai city would be till New emirates Road E611.

Services from locations outside boundary limits are not provided.
