

Meet & Greet – FAQs

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 have 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?

The Primary Cardholder must send SMS <MGRQ> to 4070 at least two (2) working days prior to the desired service date. Cardholders will receive a booking form through secure encrypted link via the registered email, cardholders must complete and submit. The form is successfully submitted; the booking confirmation message will be sent to the Cardholder via email to the registered email address.

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, the 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 (DXB & DWC)

9. How can I cancel or modify my booking?

To request modification or cancellation of a booking, the Primary Cardholder must send SMS to 4070 using the appropriate short code format, along with the booking reference number, at least two (2) working days prior to the scheduled service date:

For Modification: <MGMD CRXXXXXXX> to 4070

For Cancellation: <MGCL CRXXXXXXX> to 4070

10. 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.

