



World Elite Mastercard Credit Card FAQs



Fees:

What are the fees on my AHB Mastercard World Elite Credit Card?

	AED / %
Annual Fee – 1 st Year	2,625*
Annual Fee – 2 nd Year onwards	Free**
Supplementary Card Fee (up to 3)	Free (up to 3)
Additional Supplementary Card (4th onwards)	105
Profit Rate Monthly (Murabaha) Credit Card	2.79%
Fee for Non AED Transactions (Exchange Markup)	3.14%
Cash Withdrawal Fee	3.15%
Cash Withdrawal Percentage	60%
Over Limit Charges	Nil
Late Payment Amount (to be paid to charity)	100
Card Replacement Fee	78.75
Card Re-Issuance Fee	78.75
Duplicate Statement - up to 3 months	26.25
Duplicate Statement - over 3 months	52.5
Temporary Credit Limit Enhancement Fee	105
Returned Check Handling Charges	105
Copy of Sales Voucher	42
Hotel (T & E) Sales Copy Request	105
Outstation Check Processing fee	31.5

* Product with no first year annual fee is available without Bonus Joud Points and VIP Terminal access

Above stated fees and charges are inclusive of 5% VAT wherever applicable

**Subject to minimum spend of AED 150,000 in the previous year. If the minimum spend criteria is not achieved, annual fee of AED 2,625 will be applicable.

Annual Fee:

What is the annual fee on the AHB World Elite Mastercard credit card?

AHB has 2 World Elite Mastercard credit card products. Product 1 has no annual fee. Product 2 has an annual fee of AED 2,625.

What are the additional features on the 1st year annual fee product of the AHB World Elite Mastercard credit card?

For 1st year annual fee product of the AHB World Elite Mastercard credit card, Al Hilal Bank will give cardholders 340,000 Bonus Joud Reward + 2 single entry vouchers to the VIP Terminal at Abu Dhabi International Airport.

For the 1st year annual fee product of the AHB World Elite Mastercard credit card, when will I get the Bonus Joud Points and the VIP Terminal vouchers?

Bonus Joud Points will be credited to your account after 60 days from your first statement date. Statement dates are fixed as end of month. E.g. if you activate your World Elite Mastercard Credit Card account in January, your first statement date will be on January 31st. You will then receive your Bonus Joud Points on April 1st – provided the minimum due on the statement is paid. VIP Terminal Vouchers will be dispatched 60 days after payment (at least minimum due) of your first statement.

Benefits:

What are the terms and conditions of the World Elite Mastercard Credit Card?

All Hilal Bank Credit Card Terms & Conditions (T&Cs) apply. You may also refer to Service Partner T&Cs including but not limited to: Joud Rewards, Mastercard, Etihad, monsterhotels.com, LoungeKey, Boingo, Hertz, SPG Hotels & Resorts, Global Hotel Alliance and others (as applicable). Offer/promotions do not include Sharia prohibited activities & items, including but not limited to alcoholic beverages, tobacco etc. Detailed offer terms and conditions can be found on the 'Mastercard for You' mobile app or mastercard.com/worldelite. Service Partner terms and conditions apply to purchase of the goods and/or services selected by the customer from Al Hilal Bank Service Partners. Some of these terms and conditions are mentioned on the website but Al Hilal Bank strongly recommends that the customer reads the terms and conditions and also checks with the Service Partner prior to selecting the goods and/or services. By accepting the Service Partner's offer, the customer is agreeing to abide by the terms and conditions

of the purchase imposed, including payment of all amounts when due (if any) and compliance with all rules and restrictions.

Joud Points

How many Joud Points do I get on spends?

You will get 6 points for every AED 4 of domestic retail spends and 8 points for every AED 4 of international retail spends. For more details on points earning and Joud Rewards program, visit joud.alhilalbank.ae

Will my supplementary card also earn the same for monthly spends?

Yes. The same earn rates apply on monthly spends. However points will be accumulated in the primary account.

What can I redeem my Joud Points for?

You can instantly redeem your Joud Points for Etihad Guest Miles, Flights, Hotels, Shopping, Utility Bill Payment and Charity.

Do I need an Etihad Guest Miles number to redeem?

Yes. You need to input the Etihad Guest Miles number during the redemption process.

When will the Etihad Guest Miles be credited once I redeem my Joud Points?

The Etihad guest miles will be credited to the Etihad account on the next working day.

Can I redeem for any Etihad Guest Miles number?

Yes. You can input any Etihad Guest Miles number.

I cannot redeem my Joud Points. What is the reason for this?

If you are delinquent on your credit card account or if your card is blocked for another reason, you will not be able to redeem your Joud Points. However, if this is not the case for you then please contact Al Hilal Bank on 600-522229 for further information.

What are the terms and conditions of the Joud Rewards program?

The normal Joud Rewards T&Cs apply and can be found at <https://joud.alhilalbank.ae/TermAndCondition.aspx>.

Airport Lounge Access – LoungeKey

What is the LoungeKey program?

LoungeKey program is an airport lounge benefit that gives you access to over 850 airport lounges in more than 400 cities around the world. For all other information on the LoungeKey program, please refer to the LoungeKey Conditions of Use – found at <https://www.loungekey.com/en/conditions-of-use>.

How many airport lounges do I have access to?

You have access to over 850 airport lounges in more than 400 cities around the world. This access is provided via LoungeKey which is linked to your Al Hilal Bank World Elite Mastercard Credit Card.

How do I know which lounges I have complimentary access to?

You can visit www.mastercard.com/worldelite or download the 'Mastercard for You' App. After selecting your card type, click on the 'Lounges' option in the menu to know the nearest airport lounges.

How many times can I access the lounges?

Unlimited times with your valid Al Hilal Bank World Elite Mastercard Credit Card.

Do I have to pay anything to enter the lounges?

No, you have free access to all 850+ airport lounges provided by LoungeKey.

Can I bring an additional guest with me to the lounge?

Yes, you and your accompanying guest get complimentary access to all LoungeKey lounges through your Al Hilal Bank World Elite Mastercard Credit Card.

How do I gain access to the lounge?

Simply show your Al Hilal Bank World Elite Mastercard Credit Card at the lounge welcome desk and get immediate access to the lounge.

How much do I have to pay for an accompanying guest?

One accompanying guest gets free access with you when you present your Al Hilal Bank World Elite Mastercard Credit Card. For any additional guests, please inquire about the cost at the lounge welcome desk. The cost will be billed to your card.

Boingo Global Wi-Fi

What is Boingo Global Wi-Fi?

The Boingo Global Wi-Fi program is a worldwide Wi-Fi access program offered by Boingo at over 1 million hotspots. For more information on Boingo, please refer to Boingo's Service Provisions Condition at <http://www.boingo.com/legal/service-provision-conditions/>.

Where do I get access to Wi-Fi?

With the Al Hilal Bank World Elite Mastercard Credit Card you will enjoy free Wi-Fi at over 1 million hotspots globally. These hotspots are available on the ground (at restaurants, stadiums, airport, etc.) and in the air (on flights). Access is provided by Boingo at all their global hotspot locations. A current listing of locations can be found at <http://wifi.boingo.com>.

How can I sign up to gain access to the Wi-Fi?

You can get access to the Wi-Fi hotspots via the following steps:

- i. Visit alhilalbank.boingo.com (English) OR alhilalbank.boingo.com?lang=ar (Arabic)
- ii. Provide your Al Hilal Bank World Elite Mastercard Credit Card details on the same page for eligibility verification
- iii. Follow the instructions to create a Boingo Account
- iv. Follow the instructions on the final page to download the app, and familiarize yourself on how to use the Wi-Fi service and where to find customer service

How many of my devices get access to the free Wi-Fi from Boingo?

You can get access for up to 4 devices by using your card for registration.

How long do I have this Boingo Wi-Fi benefit?

The benefit is good until your card is cancelled or closed.

I have an existing Boingo plan. Will it be automatically canceled when I activate my benefit?

No, your existing plan will not be automatically cancelled. If you would like to cancel your existing paid subscription plan, visit <https://my.boingo.com> and use the Cancel Subscription option or call Boingo's dedicated Mastercard Wi-Fi Benefit Plan line via toll free number listed here: <https://mastercard.boingo.com/contact-us>.

Where can I connect to Boingo?

You can locate accessible hotspots by visiting <http://wifi.boingo.com> or downloading the Boingo Wi-Finder app. There is a map of hotspots on the website as well as on the mobile app by using the Wi-Finder hotspot locator.

Why do some hotspot location details not include the business name?

Due to privacy regulations, some hotspot operators, e.g. BT Wi-Fi Business Hub, cannot display the name of some small businesses. Location details are instead provided as the business' street address. The address in conjunction with the Wi-Finder map will allow you to locate the hotspot.

How do I connect to a Wi-Fi hotspot using Boingo?

There are three ways to connect: through a browser via the hotspot operator's landing page, or via the Boingo Wi-Finder app.

Boingo/Hotspot Operator Landing Page:

- i. Locate an accessible hotspot using <http://wifi.boingo.com> or Wi-Finder App.
- ii. Connect to the hotspot when in range using a device's Wi-Fi settings.
- iii. Open browser and enter Boingo account credentials (if landing page is not Boingo branded, use Roaming option, select Boingo then enter account credential)

Wi-Finder Application:

iOS (iPhone, iPad, or iPod)

- i. Download Boingo Wi-Finder from App Store
- ii. During install select the "I have an account" option and enter account credentials
- iii. Use Wi-Finder to locate Boingo hotspots nearby
- iv. When in range of hotspot, go to iOS Wi-Fi settings and select Boingo network (will say 'Check for Boingo Wi-Fi')
- v. Follow notification back into Wi-Finder app and click 'Connect Now!'

Android

- i. Download Boingo Wi-Finder from Play Store
- ii. Click 'Grant Permissions' and follow instructions to turn settings to 'On/Allow'.
- iii. Click 'I already have an account' and enter account credentials
- iv. Use Wi-Finder to locate Boingo hotspots nearby
- v. When in range of hotspot, click 'Get Online Now!' in Wi-Finder app.

Mac OSX

- i. Download Boingo Wi-Finder from <http://boingo.com/retail> and install application
- ii. Click 'Sign in' and enter account credentials
- iii. When in range of hotspot, click 'Get Online Now!'

Windows

- i. Download Boingo Wi-Finder from <http://boingo.com/retail> and install application
- ii. Click 'Sign in' and enter account credentials
- iii. When in range of hotspot, click 'Get Online Now!'

Do I have access to in-flight Wi-Fi?

Boingo service is available on many airlines around the world. Service is usually available on long haul, International flights offered by JAL, American Airlines, Lufthansa and many more. There is no guarantee that each aircraft or route flown will have Wi-Fi service, so you will need to manually check for service:

- i. In web-browser: Once taken to an airline landing page, find the section that states: roaming partners. Click the drop down menu bar and search for Boingo. If found, select Boingo – the user will be redirected to Boingo's landing page where they can enter their login credentials (user name and password)
- ii. On iOS devices: Open the Wi-Fi options within the settings menu. If the in-flight network supports Boingo users the network name will be annotated with "Check for Boingo Wi-Fi." Select the network and wait for Wi-Finder to prompt users to connect.
- iii. On Android devices: Open Wi-Finder and if network access is available, the client will notify the end user to click to connect.
- iv. Over 475 aircrafts around the world with airlines such as Lufthansa and British Airways*. Cardholders need to check with their airlines and individual flights to determine availability.

*Aer Lingus, Air Berlin, Air Europa, Air France, Air Serbia, Air Seychelles, Alitalia, ANA, Asiana, Austrian, Azul, British Airways, Cathay Pacific, China Airlines, Eair, Etihad Airways, Eurowings, Garuda Indonesia, German Wings, Hong Kong Airlines, Iberia, Interjet, Japan Airlines, Kuwait Airlines, Lufthansa, Malindo Air, Qatar Airways, Scoot, Swiss Air, Tap, Thai Airways, Virgin Atlantic, WestJet, Rwandair, Swiss International Airlines, Singapore Airlines, Virgin Atlantic, WestJet

What is Boingo Wi-Finder?

Boingo Wi-Finder is the free app for iOS, Android, Mac, and Windows that lets you locate and connect to Boingo hotspots near you with a few clicks.

Where can I download the Boingo Wi-Finder App?

The Boingo Wi-Finder App is available to download via <http://boingo.com/retail>, iTunes, App Store, Google Play, and the Windows Store.

Where can I manage my Boingo account?

You can manage your account by visiting <https://my.boingo.com>.

Where can I find the username I registered for my Boingo account?

Please refer to the confirmation email you received during registration or visit <http://portal.boingohotspot.net/en/global/account%20help> and follow the prompts.

How can I reset my password?

You can reset your password by visiting <http://portal.boingohotspot.net/en/global/account%20help> and following the prompts.

Who are Boingo's roaming partners and where are they?

Boingo has partnerships with hotspot operators in The Americas, Europe, The Middle East, Africa and Asia Pacific. They include AT&T, Time Warner Cable (TWC), T-Mobile, Orange, BT Wifi, NTT Docomo, Telin and China Mobile, among others.

Where else can I look if my question is not answered here?

You can find articles that address common questions and technical issues by visiting <http://support.boingo.com/Consumerwifi> or call/email the Boingo Customer Support Center (call: 8000-3570-3626 or email: mastercardsupport@boingo.com)

Are there any T&Cs?

Boingo T&Cs apply. Please visit <http://www.boingo.com/legal/service-provision-conditions/> for further details.

Hertz President's Circle Membership

Do I have to pay anything to get this membership?

No. You will not be charged any fee for enrollment into the Hertz President's Circle Membership program.

How do I sign-up for the Hertz President's Circle Membership?

You must enroll one time into the program before you travel; via the following steps:

- i. Visit www.hertz.com/worldelite
- ii. Click on 'Join Now' to enroll into Hertz President's Circle Membership
- iii. Follow the instructions and provide the relevant details for enrollment

What benefits do I get with the Hertz President's Circle Membership?

Your benefits include:

- i. Faster reservations, rentals, and returns
- ii. Bypassing the rental queue at many of the world's busiest airports
- iii. Guaranteed one-car-class upgrade
- iv. Discounted rates
- v. Guaranteed vehicle availability

Complimentary Nights at SPG Hotels & Resorts

How do I ensure I get the complimentary nights when I am booking my stay?

You must visit spg.com/mastercard to proceed with your booking. Follow the booking instructions and use the Al Hilal Bank World Elite Mastercard Credit Card to pay for your booking.

How many properties do I have access to through SPG Hotels & Resorts?

You have access to over 175 SPG Hotels & Resorts properties in Europe, Middle East & Africa.

What hotel brands are included in the SPG Hotels & Resorts portfolio?

Global hotel brands such as Le Meriden, Westin, St. Regis, Sheraton, W Hotels, Aloft, Element and The Luxury Collection are included within the SPG portfolio.

How many complimentary nights do I get at the SPG Hotels & Resorts?

You will get one complimentary hotel night when you book two nights at a SPG Hotel using the Al Hilal Bank Mastercard World Elite Credit Card; and you get two complimentary hotel nights when you book four nights at a SPG Hotel using the Al Hilal Bank World Elite Mastercard Credit Card.

Is there a limit to how many times I can get these complimentary nights in a year?

No, every time you book at one of the hotels included in the portfolio offer, you can get your complimentary nights.

Fast Track Travel Visa Services

How much do I need to pay for the Fast Track Travel Visa Service?

You get 40% discount from the original cost of this service through Al Hilal Bank World Elite Mastercard Credit Card.

Which visas are included in this service?

The Fast Track Travel Visa Service is available for visas to:

- i. Schengen countries
- ii. UK
- iii. KSA
- iv. Australia
- v. New Zealand
- vi. Singapore
- vii. Canada

What services are included within the Fast Track Travel Visa Services?

You can enjoy:

- i. Priority appointment scheduling
- ii. Document collection from applicant premises
- iii. Form filing and typing

How do I avail this service?

You can call World Elite Concierge at 800-0444-9298 (Toll-Free) or +1-312-843-5204 (while you are traveling abroad) to avail this service. OR you can also send an email to mastercardoffers@onevasco.com with details of your request and scheduling.

Mastercard Buy 1 Get 1 Offers

How do I get access to these offers?

Register for this service prior to using the offers

- i. Download the 'Mastercard Buy 1 Get 1' App on your phone from the Playstore / App Store
- ii. On the app, sign up using the Al Hilal Bank World Elite Mastercard Credit Card
- iii. Register and choose a PIN for the app
- iv. When at the outlet / store you can inform them that you will be using the Buy 1 Get 1 offer on the app
- v. Choose the offer on the app and click to redeem
- vi. Input your app PIN
- vii. Let the outlet/store agent input their PIN
- viii. Get your discounted bill

How many offers are available?

You get access to over 900+ offers across multiple countries with unlimited redemption / usage on all offers.

Is there a limit to how many offers I can use?

No, you have access to unlimited usage of offers (with a valid Al Hilal Bank World Elite Mastercard Credit Card).

What kind of offers do I have access to?

The offers are available across hotels, fine dining establishments, premium spas and much more. Offer/promotions do not include Sharia prohibited activities & items, including but not limited to alcoholic beverages, tobacco etc.

How do the offers available on the 'Mastercard Buy 1 Get 1' app differ from other offers?

The 'Mastercard Buy 1 Get 1' app offers unlimited redemption and coverage across all major cities in MEA.

What are the T&Cs?

Detailed offer terms and conditions can be found on the 'Mastercard for You' mobile app or [mastercard.com/worldelite](https://www.mastercard.com/worldelite).

Travel Insurances

What are the coverages under the travel insurances offered on the Al Hilal Bank World Elite Mastercard Credit Card?

You get coverage across travel inconveniences as well as for medical costs during travel. Please find more details as follows:

	Coverage:
Travel Inconvenience Insurances	
Loss of Baggage	Up to \$ 3,000
Delay of Baggage	\$ 500
Trip Cancellation	Up to \$ 7,500
Trip Curtailment	Up to \$ 7,500
Trip Delays	\$ 500
Missed Connection	\$ 500
Travel Medical Insurance	
Travel Accident Insurance	Up to \$ 500,000
Emergency medical evacuation / repatriation	Up to \$ 500,000
Medical emergency expenses	Up to \$ 500,000
Daily in-hospital cash benefit	\$ 100 per day

How do I make a claim for insurance?

You can call World Elite Concierge at 800-0444-9298 (Toll-Free) or +1-312-843-5204 (while you are traveling abroad) for any insurance claims. OR you can claim your insurances digitally via the following steps:

- Go to www.mcpeaceofmind.com
- Enter all the claim details on the website
- Take a picture of your documents and upload on the website
- Submit the claim

Can I get an Insurance letter for the Schengen Visa?

Yes, you can order an insurance letter digitally via the following steps:

- Go to www.mcpeaceofmind.com
- Enter all their details on the website
- Choose an email address for insurance letter delivery

“Mastercard for You” App

What is the “Mastercard for You” App?

It is an app that includes all the benefits and services available to Al Hilal Bank World Elite Mastercard Credit Cardholders in one place.

World Elite Concierge

Do I have to enroll for World Elite Concierge services?

No. You are automatically enrolled to the Concierge services.

How do I contact World Elite Concierge?

You can call the World Elite Concierge on their dedicated phone line at 800-0444-9298 (Toll-Free) or +1-312-843-5204 (while you are traveling abroad).

What kind of services will World Elite Concierge help me with?

Requests to Concierge could include anything from reserving a Chef’s table for a special anniversary or scheduling personalized shopping experiences at luxury retail brands. They will look after all your travel, lifestyle and getaway needs.

What are their operating hours?

World Elite Concierge is available 24 hours at 800-0444-9298 (Toll-Free) or +1-312-843-5204 (while you are traveling abroad).

Will they be able to assist me in Arabic?

Yes. They provide assistance in both Arabic and English.

World Elite Luxury Hotel

How do I get access to the benefits at the World Elite Luxury Hotels?

Please call World Elite Concierge at 800-0444-9298 (Toll-Free) or +1-312-843-5204 (while you are traveling abroad) to proceed with your hotel booking.

How many properties do I have access to through World Elite Luxury Hotels?

You have access to over 1,000 hotels & resorts in the World Elite Hotels portfolio.

What benefits do I get at the World Elite Luxury Hotel collection?

The benefits include:

- i. Room upgrades at time of arrival
- ii. Early check-in
- iii. 3 p.m. late check-out
- iv. Complimentary breakfast for two

Global Hotel Alliance (GHA) Black Membership

Do I pay anything to get the Black Membership with GHA?

No, it's a complimentary Membership provided with your Al Hilal Bank World Elite Mastercard Credit Card.

How many properties do I have access to through the GHA Black Membership?

You can enjoy access to GHA's 33 hotel brands across 76 countries.

What hotel brands are included in the GHA portfolio?

Hotel brands such as Anantara, Kempinski, Rixos Hotels, Meydan Hotels and others are included within the GHA portfolio.

What benefits do I get at the GHA Hotel collection?

Benefits include:

- i. Guaranteed room availability
- ii. Double room upgrades
- iii. Early check-in at 9am
- iv. Late check-out until 6pm

How do I enroll for the GHA Black Membership?

You are required to call the World Elite Concierge at 800-0444-9298 (Toll-Free) or +1-312-843-5204 (while you are traveling abroad) to get enrolled for the Black Membership. Once membership is registered, you can access the benefits automatically upon booking and arrival at the hotels.

Rental Collision & Loss Damage Waiver Insurance

What is the coverage under the car rental insurance offered on the Al Hilal Bank World Elite Mastercard Credit Card?

You can get coverage for damage, theft, and vandalism on your rented car worldwide when you reserve and pay the entire amount of the car rental through your Al Hilal Bank World Elite Mastercard Credit Card. This is broken down as follows:

	Coverage:
Physical damage or loss of use	Up to \$ 50,000
Towing of vehicle	Up to \$ 100
Vehicle drop-off charges	Up to \$ 100

How do I make a claim for the car rental insurance?

You can call World Elite Concierge at 800-0444-9298 (Toll-Free) or +1-312-843-5204 (while you are traveling abroad) for any insurance claims. OR you can claim your insurances digitally via the following steps:

- i. Go to www.mcpeaceofmind.com
- ii. Enter all the claim details on the website
- iii. Take a picture of your documents and upload on the website
- iv. Submit the claim

VIP Terminal Services at Abu Dhabi International Airport

What is the VIP Terminal at Abu Dhabi International Airport?

The VIP Terminal at Abu Dhabi International Airport provides fast track and premium services to members who have signed up to avail their services. These services at the VIP Terminal are available at both arrival at and departure from Abu Dhabi International Airport. The Al Hilal World Elite Mastercard Credit Card gives you 2 vouchers, each entitling you to a one-time free access to the Abu Dhabi Airport VIP Terminal Services.

What are the services provided at the Abu Dhabi International Airport VIP Terminal?

The services at the VIP Terminal are available at both arrival and departure from Abu Dhabi International Airport. Services offered include: greeting upon arrival/departure, escort through airport processes, Majlis lounge access, etc.

What will I receive with the World Elite Mastercard credit card?

You will receive 2 single entry vouchers. You have to book in advance.

Does the single entry voucher give me access to return travel (both ways)?

One single entry voucher will give you access to the VIP Terminal once.

Example 1: Since you get 2 single entry vouchers, you could use one voucher for departure & one for arrival for yourself

Example 2: If you decide to use the vouchers for yourself & accompanying guest for your departure from Abu Dhabi, then upon your return from this trip, you will arrive through normal terminals.

Do I have to pay anything when I want to avail the VIP Terminal services using my voucher?

No, the voucher entitles you to the services at the VIP Terminal at no additional cost.

Can I use the voucher to avail the VIP Terminal Services if I am travelling in economy class?

Yes, the VIP Terminal services will be provided regardless of class of travel but you have to book in advance.

Can I use the voucher to avail the VIP Terminal Services if I am travelling to U.S.A?

No, the services will not be available for those travelling to U.S.A.

I will be travelling with my family. Will the voucher cover the cost for all my family members?

No, the voucher only entitles one-time free access to the VIP Terminal for you as a cardholder. Extra charges will be applied for additional persons availing the service i.e. spouse/children traveling with you.

Are there any additional services available at the VIP Terminal that I will need to pay for?

Optional services such as Royal Majlis access, floral services, limousine services, and baggage delivery are also available at an extra cost.

Is there an expiry date for my vouchers to the VIP Terminal?

Yes, your vouchers will expire one year after issuance.

When will my vouchers to the VIP Terminal be issued?

Vouchers will be issued 60 days after your first statement date. Statement dates are on the 30th of every month. E.g. if you open your World Elite Mastercard Credit Card account in January (regardless of the date), your first statement date will be on January 31st. Your vouchers will be issued on April 1st – provided at least the minimum due on the statement is paid.

I have lost my voucher. Can I get a replacement voucher?

No. These vouchers are not replaceable if lost.

Do I need to make a booking to avail the services at the VIP Terminal?

Yes, you must call the VIP Terminal at 025052211 and/or email opsvip@pearlassist.com / dmvip@pearlassist.com to request a booking, providing the following details:

- i. Name
- ii. Voucher number & date of issue
- iii. Arrival / departure flight details from Abu Dhabi International Airport
- iv. Expected arrival time at Abu Dhabi International Airport
- v. Number of persons traveling
- vi. Passport details – cardholder will also need to send a photo of their passport to the representative
- vii. Any additional requests – these are available at extra cost and include: Royal Majlis access, floral services, limousine services, and baggage delivery
- viii. Original visas must be submitted in person to the VIP Terminal three hours prior to flight arrival time

When should I request for the VIP Terminal booking?

You must call and submit your request at least 48 hours prior to your arrival at the VIP Terminal of Abu Dhabi International Airport.

Can I make a change to the booking I made at the VIP Terminal?

Yes, but you must call the VIP Terminal on 025052211 at least 2 hours before the original flight time.

Can I change the booking less than 2 hours before my original flight time?

Booking change is not possible if a request for change is made less than 2 hours before the original flight time and your voucher will be considered used.

Can I cancel the booking I made at the VIP Terminal?

Yes, but you must call the VIP Terminal on 025052211 at least 12 hours before the original flight time.

What if I am not able to cancel the booking 12 hours before my original flight time?

No change will be possible if a request for cancellation is made less than 12 hours before the original flight time and your voucher will be considered used.

How do I avail the service once I arrive at the VIP Terminal at Abu Dhabi International Airport?

Once you arrive at Abu Dhabi International Airport VIP Terminal at arrival or departure, look for a VIP Terminal Special Service Agent and present your voucher. The agent will check for your booking against the voucher and escort you through the services available at the VIP Terminal.



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600 52 22 29

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it's all about you