



### **Al Majlis Terms and Conditions:**

- All reservations of the Al Majlis services should be made online and paid at least 24 hours prior to your scheduled flight, time
- By booking the service you are giving the authority to Dubai airports company to handle your baggage in both departure/arrivals
- Ensure you provide the correct spelling of all passenger names. This helps you and your guests to recognize names on the boards that our staff display at the gates. In case guests fail to identify their names, and therefore are not met at the gate, they will still be charged in full
- Cancellations, or a change in the number of passengers in a group, must be made 24 hours prior to your travel time otherwise full charges are applicable
- Amendments to flight schedules are subject to reconfirmation and Al Majlis services availability
- On-hold reservations (those cancelled 24 hours prior to a flight) will be valid for three months from the date of the original booking. No refunds are made, and a booking cannot be partially used
- Due to security reasons, the Al Majlis service is not available to guests travelling to the United States of America
- Original visas must be submitted in person to Al Majlis VIP Lounge counters three hours prior to flight arrival time
- If you are paying for the Al Majlis services by bank transfer, the bank transfer needs to be completed prior to arrival at the airport. Bank transfers can take four to five working days to be cleared and confirmed by Dubai Airports
- Animals and pets are not allowed
- Smoking in the lounge is illegal unless there is a smoking room available
- Children under age 3, accompanied by adults are free of charge
- Dubai Airports Corporation is not responsible for any damages resulting from the use of the Al Majlis service including but not limited to theft, personal injury or lost items unless it was caused by its employees
- By registering for the Al Majlis service, you agree that you have read, understood, and accepted these terms and conditions

- Complaints should be emailed to [AlMajlis.Reservations@DubaiAirports.ae](mailto:AlMajlis.Reservations@DubaiAirports.ae) no later than one week from the booking date of the Al Majlis service



## **FAQ**

- Q1) Does making a booking with Al Majlis guarantee that the service will be provided?
- A) No, all service requests will be responded to within 1hour and are subject to availability on the day.
- Q2) Why is there a need for the passenger to pre-register to book Al Majlis service?
- A) All Al Majlis customers are required to make a one-time registration. This is to screen the profile of the passengers and ensure the privacy of the customers that use the Al Majlis service. At the time of registration a few basic details are collected and reviewed by the membership team and processed within 24Hrs. This information will be saved to make the customers future booking faster and easier.
- Q3) Does booking Al Majlis service entitle the passenger to airline benefits such as upgrade and excess baggage allowances?
- A) No, all airline preferences or special requests must be communicated directly and agreed directly between the airline and customer.