

MASHREQ AL ISLAMI EMIRATI SOLITAIRE CREDIT CARD

VALET PARKING SERVICE TERMS & CONDITIONS

Mashreq Al Islami Emirati Solitaire credit cardholders are entitled to avail 2* complimentary valet parking uses every billing cycle as specified below, by presenting their valid / active Mashreq Al Islami Emirati Solitaire Credit Card at any of the below locations.

LOCATION	TIMINGS	Emirate	Location Provider	Number of Visits
Dubai Mall	As per mall timings	Dubai	The Valet	2 standard visits Per Billing cycle month
Dubai International Airport (Terminal 1 & Terminal 3)	1st Hour only	Dubai	Valtrans	
Ibn Battuta Mall	As per mall timings	Dubai	Valtrans	
Mall of the Emirates, Dubai	As per mall timings	Dubai	Valtrans	
Mirdif City Centre, Dubai	As per mall timings	Dubai	Valtrans	
The Beach	As per The Beach timings	Dubai	Valtrans	
City Centre Deira, Dubai	As per mall timings	Dubai	Valtrans	
The Pointe	As per timings	Dubai	Valtrans	
Bluewaters	As per location timings	Dubai	Valtrans	
Nakheel Mall in Palm Jumeirah	As per mall timings	Dubai	Valtrans	
Wafi City	As per location timings	Dubai	Valtrans	
Warner Bros. World Abu Dhabi	As per location timings	Abu Dhabi	Valtrans	
Yas Waterworld	As per location timings	Abu Dhabi	Valtrans	
Ferrari World	As per location timings	Abu Dhabi	Valtrans	
Yas Mall	As per location timings	Abu Dhabi	Valtrans	
Marina Mall	As per location timings	Abu Dhabi	Valtrans	
Dalma Mall Abu Dhabi	As per location timings	Abu Dhabi	Valtrans	
Deerfields Mall Abu Dhabi	As per location timings	Abu Dhabi	Valtrans	
City Walk 1	First 5 hours only	Dubai	Valtrans	

- ✓ Utilization of the FREE Valet Parking service is **subject to a minimum cumulative retail spend of AED 10,000 in the previous billing cycle.** **

- ✓ In an event of the customer not meeting the Minimum Spend criteria or Additional visits (uses), the charge for the same will be debited to the Mashreq Al Islami Solitaire credit card at the cost mentioned in the below charges table.
- ✓ Charges for additional visits (uses) for valet services are not reversible.
- ✓ Valet Services are being provided through a third party, VALTRANS Transportation Systems and Services LLC. ("Valtrans"), The Valet (Dubai Mall) and TVC (The Valet Co.).
- ✓ To be able to use the valet services, you will need to present your Mashreq Al Islami Emirati Solitaire Credit Card to the Valtrans and The Valet (Dubai Mall) and TVC personnel, at any of the above-mentioned locations.
- ✓ Customer should write down their name and complete credit card number on the registration form at any of the above-mentioned locations.
- ✓ This service provided by the service provided is subject to availability of parking space.
- ✓ One usage of VIP parking service will be considered as 2 service uses.
- ✓ This service is offered at the sole discretion of the Bank and the Bank reserves the right to modify or vary the service.
- ✓ The Bank reserves the right to Add or Delete any location.
- ✓ The Bank reserves the right to modify the monthly minimum spend criteria at its own discretion.

Valtrans Terms & Conditions

Standard Complimentary Parking Validity: For all locations with standard complimentary parking validity, the maximum time period that a single visit can constitute of is the period from the time the Cardholder hands over the keys at the valet desk to the end of valet operational hours on the same day.

Limited Time Complimentary Parking Validity: For all locations with limited time complimentary parking validity, the maximum time period that a single visit can constitute is set out in the table above.

Important! In case the Cardholder's vehicle is parked at a Valtrans location and The Valet (Dubai Mall) for a time period exceeding the limited time complimentary parking validity, the Cardholder will be liable to pay the charges for excess usage/overtime as set out in the table below ("Charges"). These charges may be payable in cash on location at the Valtrans kiosk.

Charges

The below mentioned charges will be debited to the card holder upon exceeding the permitted 2 complimentary monthly uses or in the event of not meeting the monthly spend criteria for this service.

LOCATION	Charge per Visit
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Dubai International Airport (Terminal 1 & Terminal 3)	AED 70 (1 st hour only)
Ibn Battuta Mall	AED 50
Mall of the Emirates	AED 85 (standard)
Mirdif City Centre	AED 85 (standard)
The Beach	AED 75
City Centre Deira	AED 85 (standard)
The Pointe	AED 55
Bluewaters	AED 75
Nakheel Mall in Palm Jumeirah	AED 55
Wafi City	AED 50
City Walk 1	AED. 75
Warner Bros. World Abu Dhabi	AED 75
Yas Waterworld	AED 50
Ferrari World	AED 50
Yas Mall – Abu Dhabi	AED 50
Marina Mall – Abu Dhabi	AED 50
Dalma Mall – Abu Dhabi	AED 50
Deerfields Mall – Abu Dhabi	AED 50

Charges for parking locations at Dubai Mall (Standard / Normal Parking only)

LOCATION	Parking Type	Day	Rate
Fashion Ave. Boulevard	Standard / Normal	Monday to Thursday	AED 150.00
		Friday and Sunday	AED 250.00
		Public Holiday	AED 300.00
	VIP	Monday to Thursday	AED 280.00
		Friday and Sunday	AED 400.00
		Public Holiday	AED 480.00
Fashion Parking Level 3	Standard / Normal	Monday to Thursday	AED 150.00
		Friday and Sunday	AED 200.00
		Public Holiday	AED 250.00
	VIP	Monday to Thursday	AED 200.00
		Friday and Sunday	AED 320.00
		Public Holiday	AED 400.00
The Souk	Standard / Normal	Weekday (Monday to Thursday)	AED 52.00
		Weekend (Friday to Sunday) & Public Holiday	AED 105.00

	VIP	All Week (Monday to Sunday)	AED 168.00
		Public Holiday	AED 252.00
Bloomingdale's	Standard / Normal	Weekday (Monday to Thursday)	AED 52.00
		Weekend (Friday to Sunday) & Public Holiday	AED 105.00
	VIP	All Week (Monday to Sunday)	AED 168.00
		Public Holiday	AED 252.00
Lafayette	Standard / Normal	Weekday (Monday to Thursday)	AED 52.00
		Weekend (Friday to Sunday) & Public Holiday	AED 105.00
	VIP	All Week (Monday to Sunday)	AED 168.00
		Public Holiday	AED 252.00
Zabeel	Standard / Normal	Weekday (Monday to Thursday)	AED 52.00
		Weekend (Friday to Sunday) & Public Holiday	AED 105.00
Dubai Marina Mall	Standard / Normal	All Week (Monday to Sunday Including Public Holidays)	AED 50.00
	VIP	All Week (Monday to Sunday Including Public Holidays)	AED 80.00
Pier7	Standard / Normal	All Week (Monday to Sunday Including Public Holidays)	AED 100.00

With effect from 01st January 2018, all fees and charges mentioned are subject to additional 5% Value Added Tax.

* Private Banking Solitaire credit card customers will be eligible for unlimited valet parking services.

** No minimum spends criteria applicable for Private Banking Solitaire credit card customers for availing complimentary airport pickup/drop services.

Disclaimer:

Effective 1 May 2025, valet services at Bloomingdales, Grand Atrium, The Souk, and Galleries Lafayette will no longer be available on your Mashreq Al Islami Cards due to the closure of valet parking services as part of the mall expansion until further notice. However, the valet services will continue to operate on locations Fashion Avenue Boulevard, Fashion Avenue P3, China Town, Zabeel-Dubai Mall locations.