

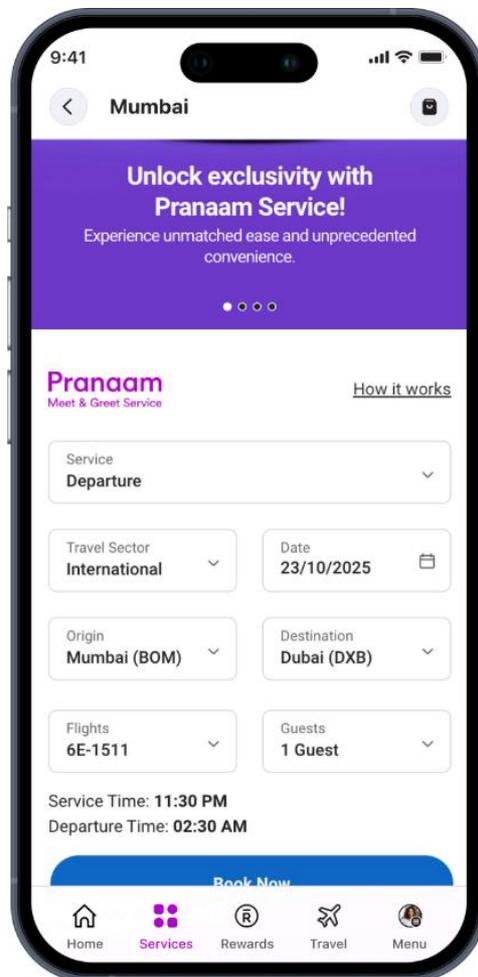
Journey Flow: How to Apply Pranaam – (Meet & Greet Services)

Step 1: Open Booking Page

Click on the link <https://www.adanione.com/pranaam-services> to open the booking page.

Step 2: Enter Travel Details

Fill in the required details such as Service (Departure), Travel Sector (International), Date, Origin, Destination, Flight, Service Time, Departure Time, and Guests, click on Book Now to proceed.



9:41

Mumbai

Unlock exclusivity with
Pranaam Service!
Experience unmatched ease and unprecedented
convenience.

Pranaam
Meet & Greet Service

How it works

Service
Departure

Travel Sector
International

Date
23/10/2025

Origin
Mumbai (BOM)

Destination
Dubai (DXB)

Flights
6E-1511

Guests
1 Guest

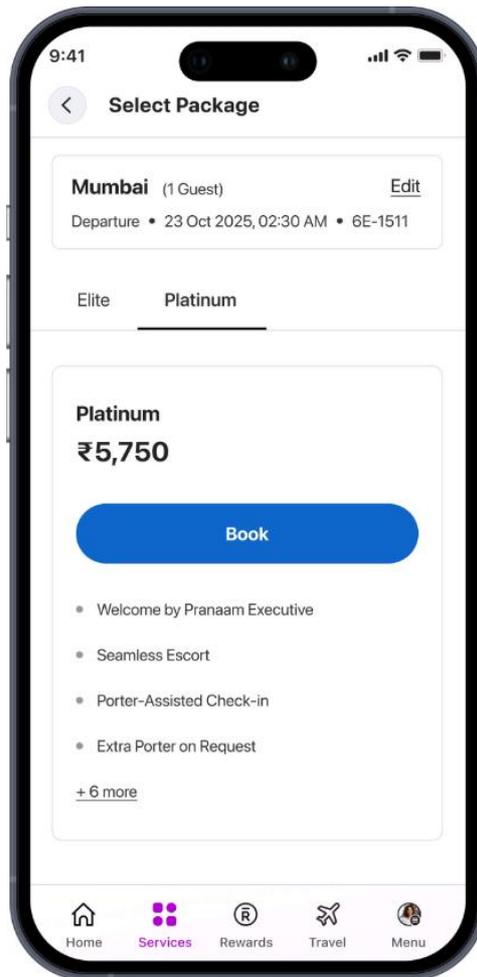
Service Time: 11:30 PM
Departure Time: 02:30 AM

Book Now

Home Services Rewards Travel Menu

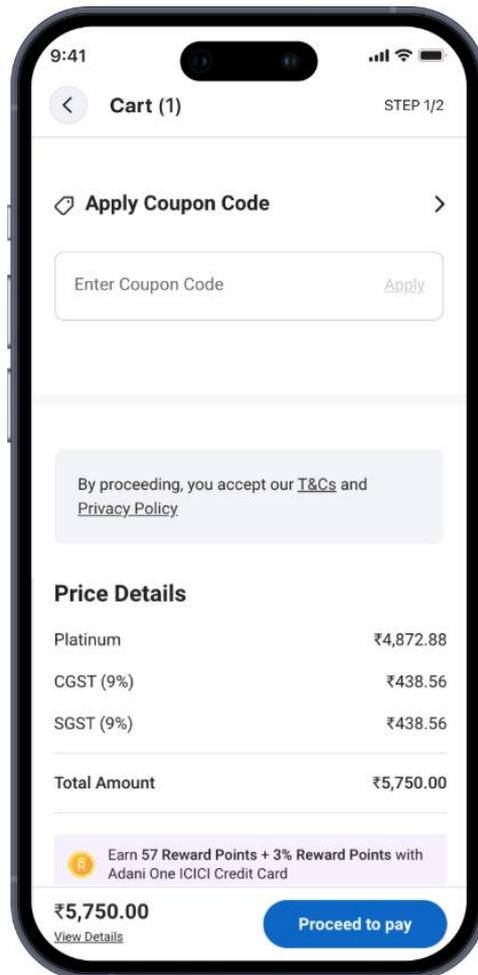
Step 3: Choose Package

Select the **Platinum package** and click on Book (coupon is only available on Platinum package).



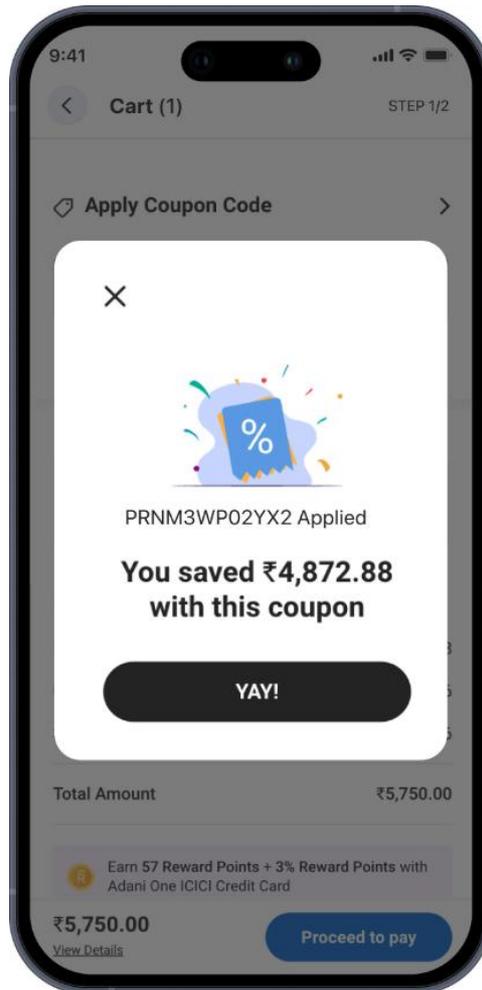
Step 4: Apply Coupon Code

Provide guest and contact details, then apply the coupon sent to the registered email Id / mobile number by entering the coupon code and click on apply.



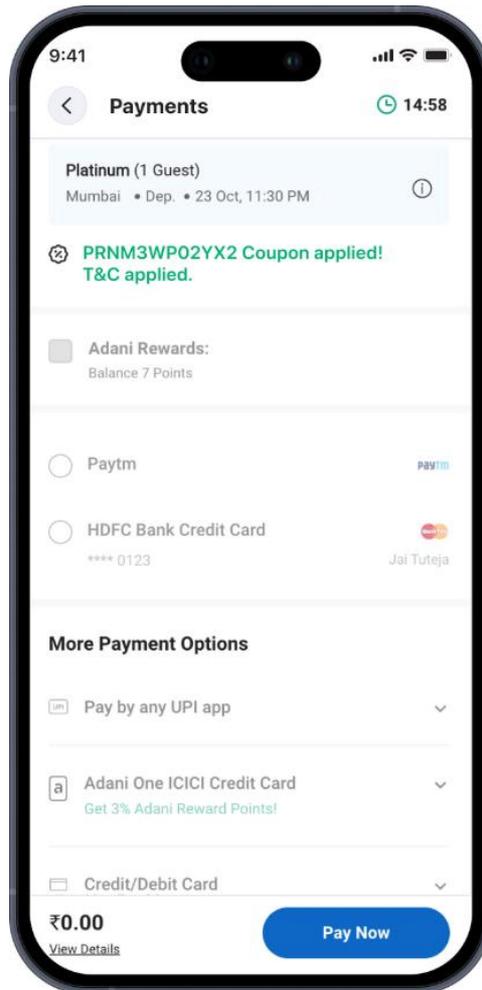
Step 5: Coupon Applied Successfully

A page will appear showing coupon applied successfully.



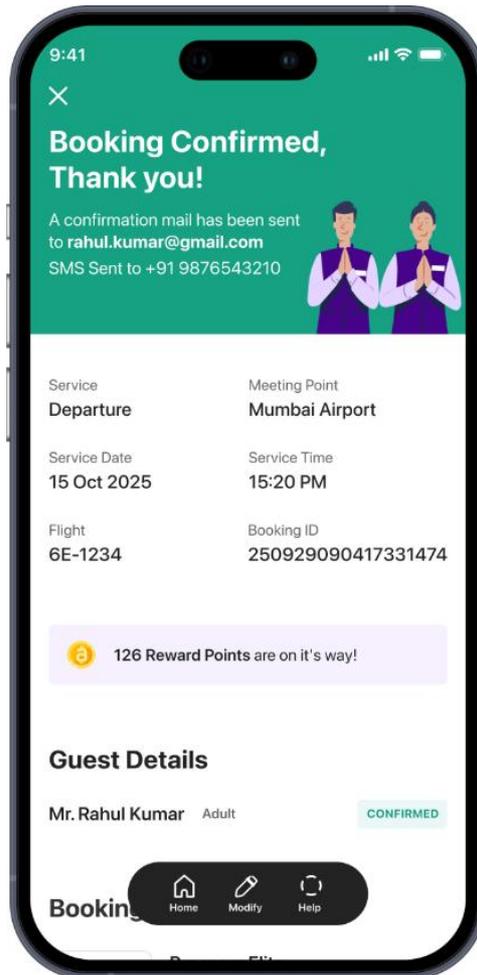
Step 6: Payment Page

Next page will show Payment Amount = ₹0. Click Pay Now to confirm.



Step 7: Booking Confirmation

Final page will display Booking Confirmation clearly with details like Service, Date, Flight, and Guest information.



Terms and Conditions

Condition of Service

1. Pranaam - Meet and Assist service is a complimentary feature offered with select RBL Bank Debit cards.
2. This benefit is contingent upon customers meeting the specified spend threshold on their Debit Card. Vouchers will be issued at the beginning of each quarter. Therefore, if a new customer is onboarded during an ongoing quarter, they must also achieve the minimum spend requirement within that same quarter to qualify for complimentary vouchers in the following quarter. For example, if a customer is onboarded on 15th January and meets the minimum spend criteria on the same day, the voucher will still be released only at the start of the next quarter, i.e., in April.
3. Customers who qualify will receive vouchers on their registered email ID and/or mobile number during the first week of every quarter.
4. Vouchers can only be redeemed against the **Platinum Package** of the Meet and Assist service.
5. Each voucher will be valid for three months and will expire at the end of the respective quarter.
6. Customers must apply the voucher code while booking the Meet and Assist service to avail themselves of the complimentary benefit.
7. The service is offered exclusively to the cardholder. The service provider reserves the right to deny service to any additional guest or companion.
8. Cardholders must ensure that services are booked **at least 48 hours prior** to the scheduled travel time.
9. All services are subject to availability, and the service provider's decision will be final.
10. Services must be booked through the official link: <https://www.adanione.com/pranaam-services>
11. In case of cancellation after booking, no monetary refund will be provided, and the complimentary entitlement will lapse.
12. In case of flight delays or rescheduling, customers may write to the service provider at **reservations.pranaam@adanione.com** requesting adjustments. The final decision rests solely with the service provider.
13. Meet and Assist services are offered only at the select airports within India.
14. A confirmation voucher will be issued immediately upon booking as proof of reservation.
15. A Dedicated Guest Relations Officer (GSO) will be assigned to each customer to provide personalized support and assistance throughout the service experience.
16. Customers will enjoy access through the VIP gate at Adani airports, wherever applicable, ensuring faster and more exclusive entry.
17. It is the Customers' responsibility to ensure that they locate and wait for the assigned airport representative/greeter at the specified meeting point.
18. The greeter's details will be shared with the Customer in advance and an attempt to connect with the Customer will be made by the greeter before/at the time of service. In the event Customer fails to connect with the greeter despite attempts made by the greeter, in such event it shall be treated as a "no-show" case.
19. Customers can contact the service provider's emergency support team at **+91 8879992399/90/98** .

General Conditions

1. Pranaam – Meet and Assist Service is facilitated and managed by Adani Digital Labs Private Limited. The Bank has partnered with Adani to offer this service; however, the Bank does not assume any responsibility or liability for the provision, quality, or fulfilment of the service.
2. The Meet and Assist service is a complimentary feature offered with the RBL Debit card. The Bank reserves the right to withdraw or modify this feature at its sole discretion, without prior notice to the customer.
3. Cardholders shall identify himself/herself to the GSO by presenting valid government issued photo identity cards and acknowledgement/ confirmation number for the booked Service at the scheduled mentioned time on Service confirmation voucher on arrival at Airport.
4. Service by Service Providers to cardholders shall be subject to written confirmation of Service and satisfactory completion of security checks, immigration checks and customs screening.
5. The performance of Service will commence at the scheduled meeting time or the time of service as per the Service confirmation voucher. However, Service Providers at its sole discretion, may permit a window of 20 (twenty) minutes from the scheduled meeting time to avail the Service(s).
6. In case of any failure of Guest(s) to report on time at the meeting point or the time of service as per the Service confirmation Voucher, she/he shall be deemed as a 'No Show' and the Service will not be assured.
7. For each unit of porter service, Baggage assistance will be provided to Guest(s) for upto 3 (three) units of check-in baggage. For the purpose of check-in baggage, the sum of the 3 (three) dimensions (length + breadth + height) must not exceed 62 (sixty two) inches or 158 (one hundred fifty eight) centimetres for each piece. Facilitators shall provide the requirement of porter service during the Booking Process. Service Providers may accept the additional requirement of porter services on payment of additional charges on the spot, subject to the availability.
8. The Service Providers shall at its sole discretion, be entitled to cancel, alter or omit any part of the Service with or without notification to Guest at its sole discretion. In such cases, the Service Provider's liability shall be limited to re-performance of the cancelled Service.
9. Delays and cancellations of Service by the Service Provider may result from factors beyond its control such as the accidents, governmental restrictions and other events of force majeure, the Service Provider's liability shall be limited to re-performance of the cancelled Service.
10. The Service Provider at all times shall reserve the right to withdraw the Service without assigning any reason and without further reference in case the Guest is in breach of any Terms & Conditions of the Service.
11. Guest shall not use the Service or its reference for any unlawful or prohibited purposes.
12. The Service Provider at its sole discretion may decline to provide Service in case of any misconduct or any unlawful or prohibited activity by the Guest.
13. The Service Provider shall not be liable for the consequences of any delay or for any loss, cost or expense incurred by Guest as a result of the actions of any other party including without limitation the Airline, Customs and Immigration Authorities etc.

14. In relation to the Service, the Service Provider accepts no liability for any items left or disclaimed by the Guest during the course and after providing the Service.
15. In case of re-scheduling services, the guest shall share the revised itinerary maximum within 48 hours from the time of rescheduling request. All rescheduling requests shall be subject to availability.
16. The scope of Services includes various services and packages broadly defined under following categories: the Service Provider reserves the right to amend, add to, change or remove any part of these Terms and Conditions at any time, without notice. Any changes to these Terms and Conditions or any terms posted on the Website apply as soon as they are posted. By continuing to use the Website after any changes are posted, you are indicating your acceptance of those changes.
17. The Service Provider reserves the right to amend, add to, change or remove any part of these Terms and Conditions at any time, without notice. Any changes to these Terms and Conditions or any terms posted on the Website apply as soon as they are posted. By continuing to use the Website after any changes are posted, you are indicating your acceptance of those changes.
18. The Service Provider reserves the right to add, change, discontinue, remove or suspend any other content posted on the Website, including features and specifications of products described or depicted on the Website, temporarily or permanently, at any time, without notice and without liability.
19. The Service Provider reserves the right to take various steps to verify and confirm the authenticity, enforceability and validity of reservations placed by the customer.
20. The Service Provider in its sole and exclusive discretion, concludes that any reservation(s) is not or do not reasonably appear to be, authentic, enforceable or valid, then the Service Provider may cancel the said reservation any time before or during the Service.
21. Any communications or materials to the Website by electronic mail or otherwise, including any comments, data, questions, suggestions or the like, all such communications are, as may be received by the Service Provider will be treated by the Service Provider as non-confidential.
22. The booking for Services displayed on this website may not be available for purchase in any particular country or locality. The reference to such Services on the website does not imply or warrant that the booking of Services will be available at any time in such particular geographical location(s).