

Citygem Terms & Conditions

- All Value Added Service request must be submitted minimum 1 working day prior to the service date and by 4:00 pm of the last working day before the service date. Request for service on the same day cannot be processed.
- Proper itinerary or ticket copy must be sent while submitting any request.
- During departure, maximum waiting time for Airport Limousine is half an hour. Charge will be applicable for additional waiting time and it has to be borne by the customer.
- Airport Meet and Assist service is complimentary for 2 adults and children below 12 years including four luggage (one trolley) only. Cost of additional guest and luggage will be borne by the customer.

Value Added Services (VAS) maximum usage limit				
Value Added Services	Average Deposit Balance of BDT 50 Lac	Average Current/Savings Account Balance of BDT 10 Lac	Individual Salaried Account	Account of Spouse and other family members of Citygem clients
Airport Limousine	10	8	4	NIL
Meet and Assist	12	10	4	NIL
Complimentary access in Amex Lounges	6	6	6	6
Luncheon Facilities	6	4	2	NIL

*Note: The above Terms & Conditions are not applicable for Sapphire members.