

# User Guide to the Al Majlis registration and booking process

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# Topics

1. Introduction

2. Registrations

a. Online payment customers

b. Agencies on credit

C. Government entities

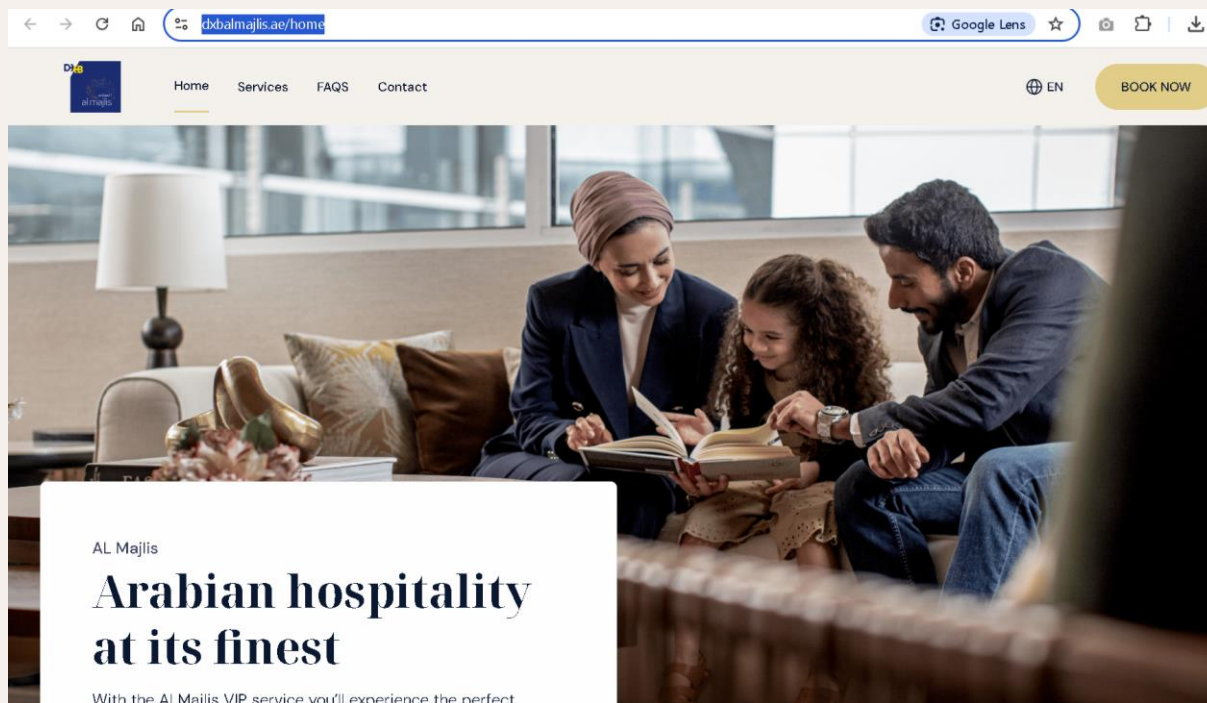
3. Booking Al Majlis service





# Introduction

**dxbalmajlis.ae**



To proceed with registration and booking click on “**Book Now**”

Dubai Airports, one of the busiest airports in the world has now revamped its Al Majlis VIP lounge booking system.

You can visit our site at [dxbalmajlis.ae](https://dxbalmajlis.ae) for an enhanced and secure experience of registering and booking the unique VIP arrival and departure process.

In this guide we will explore the steps to

- Identify the customer category you belong to
- Register under the right category
- Book the services
- Payment process
- Managing your bookings

And more

# Registration

Clicking on “**Book Now**” button will redirect users to the given page.

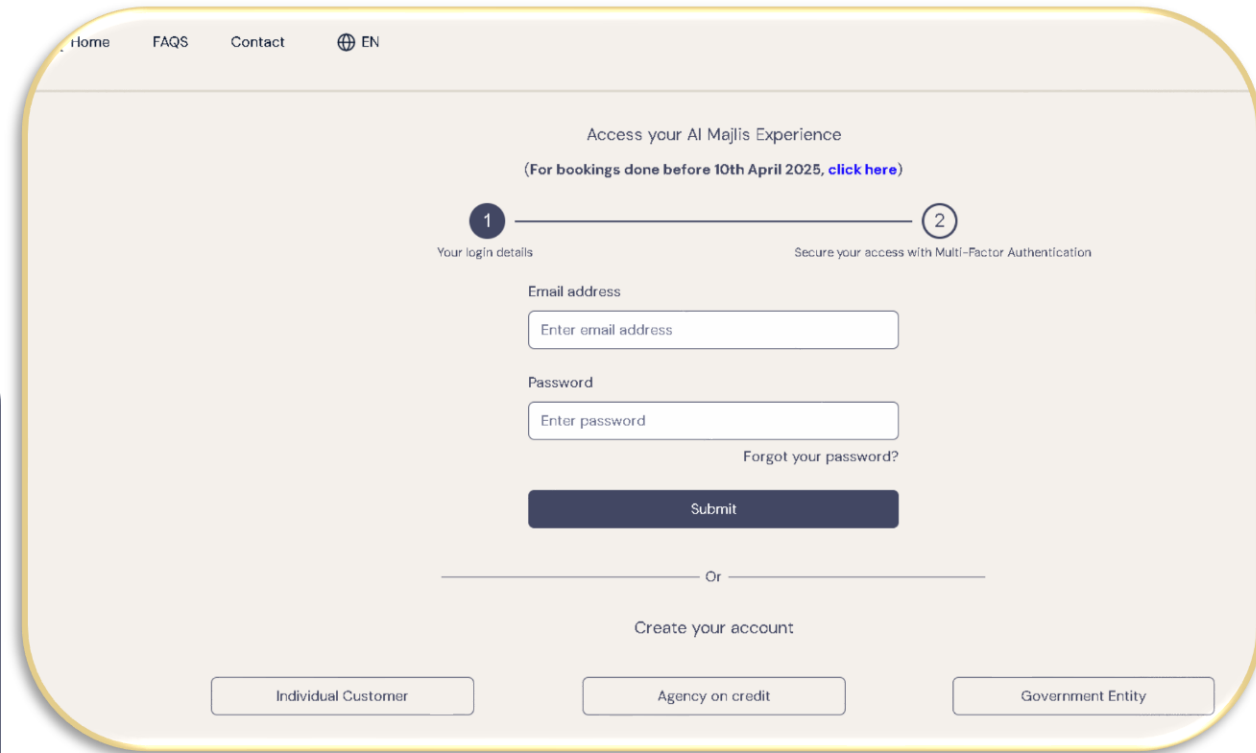
Registered users can enter their email address and passwords to log in.

New users shall register under the given categories

Registration on the new AI Majlis website is mandatory. This is in view of ensuring the customer details shared to us are safe and secure.

Registration also guarantees, the requests are coming in from legitimate users who wish to collaborate with us and know all the new features and services we plan to bring in for the AI Majlis patrons.

For detailed Terms & Conditions please refer [here](#)



The image shows a web interface for the AI Majlis website. At the top, there is a navigation bar with links for Home, FAQs, Contact, and a language selector (EN). The main content area is titled "Access your AI Majlis Experience" and includes a note: "(For bookings done before 10th April 2025, [click here](#))". Below this, there is a two-step login process. Step 1, "Your login details", includes input fields for "Email address" and "Password", a "Forgot your password?" link, and a "Submit" button. Step 2, "Secure your access with Multi-Factor Authentication", is currently inactive. Below the login section, there is a "Create your account" section with three buttons: "Individual Customer", "Agency on credit", and "Government Entity".

# What category should I choose?



## Online Payments

Individuals, agencies or companies who wish to pay online using credit card for every service booked.



## Agency on Credit

Individuals, agencies or companies who wish to maintain a credit account by paying a security deposit thrice the value of their expected monthly Al Majlis bookings



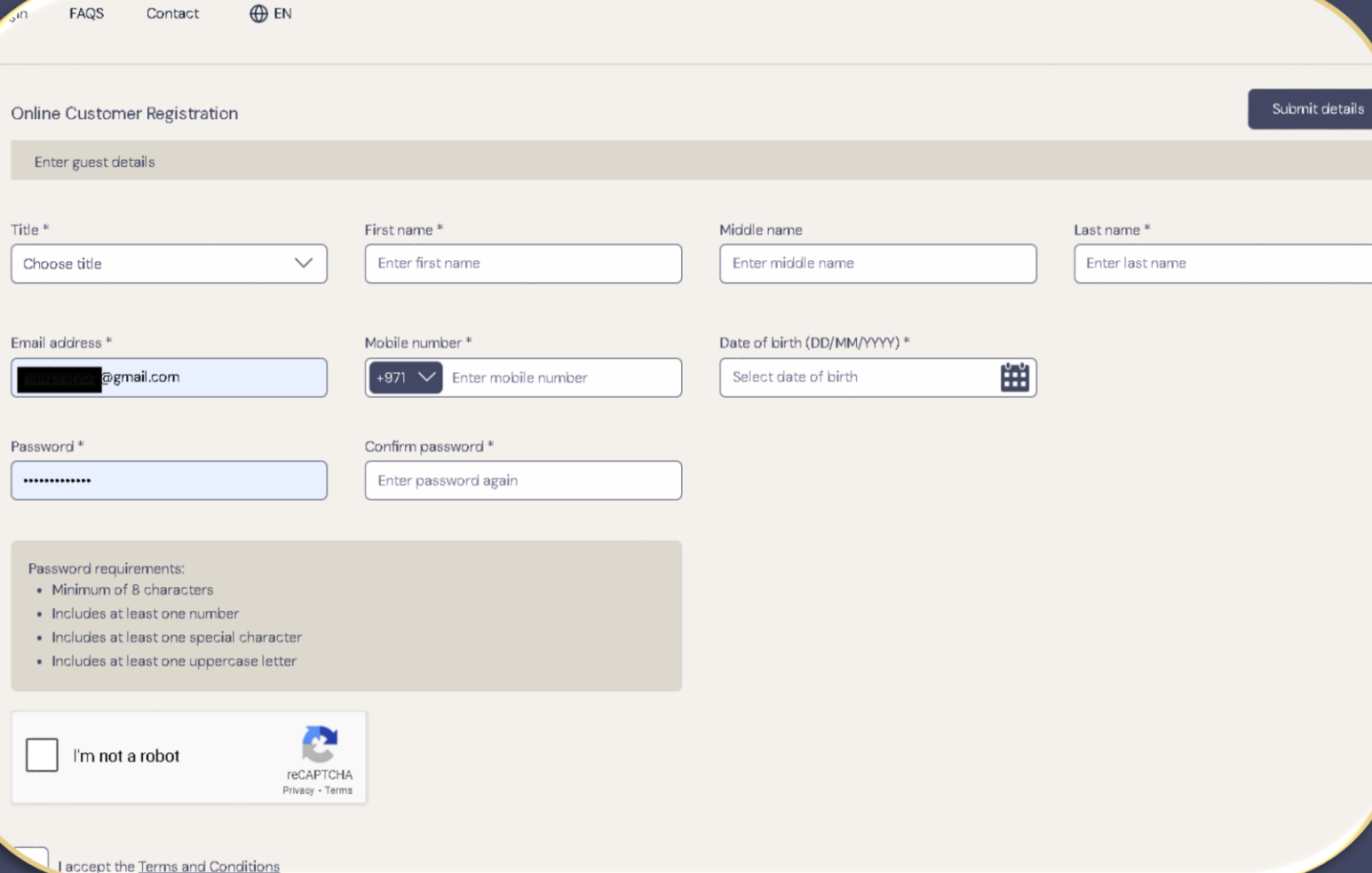
## UAE Government Entity

UAE Government and semi-Government entities with valid MOU with Dubai Airports Al Majlis management

# **Online Payment Customer registration**

# Online Payment Customer Registration

Click on “Online Payment” to open the registration form as below



The screenshot shows a web browser window with a navigation bar at the top containing links for 'Sign in', 'FAQS', 'Contact', and a language selector 'EN'. The main heading is 'Online Customer Registration' with a 'Submit details' button on the right. Below the heading is a section titled 'Enter guest details'. The form contains several input fields: 'Title \*' (a dropdown menu with 'Choose title' selected), 'First name \*' (text input), 'Middle name' (text input), 'Last name \*' (text input), 'Email address \*' (text input with a masked email address), 'Mobile number \*' (text input with a country code dropdown set to '+971'), 'Date of birth (DD/MM/YYYY) \*' (calendar icon), 'Password \*' (password input), and 'Confirm password \*' (text input with placeholder 'Enter password again'). A 'Password requirements' box lists: Minimum of 8 characters, Includes at least one number, Includes at least one special character, and Includes at least one uppercase letter. At the bottom, there is a reCAPTCHA 'I'm not a robot' checkbox and a link to 'I accept the Terms and Conditions'.

## Enter your accurate details

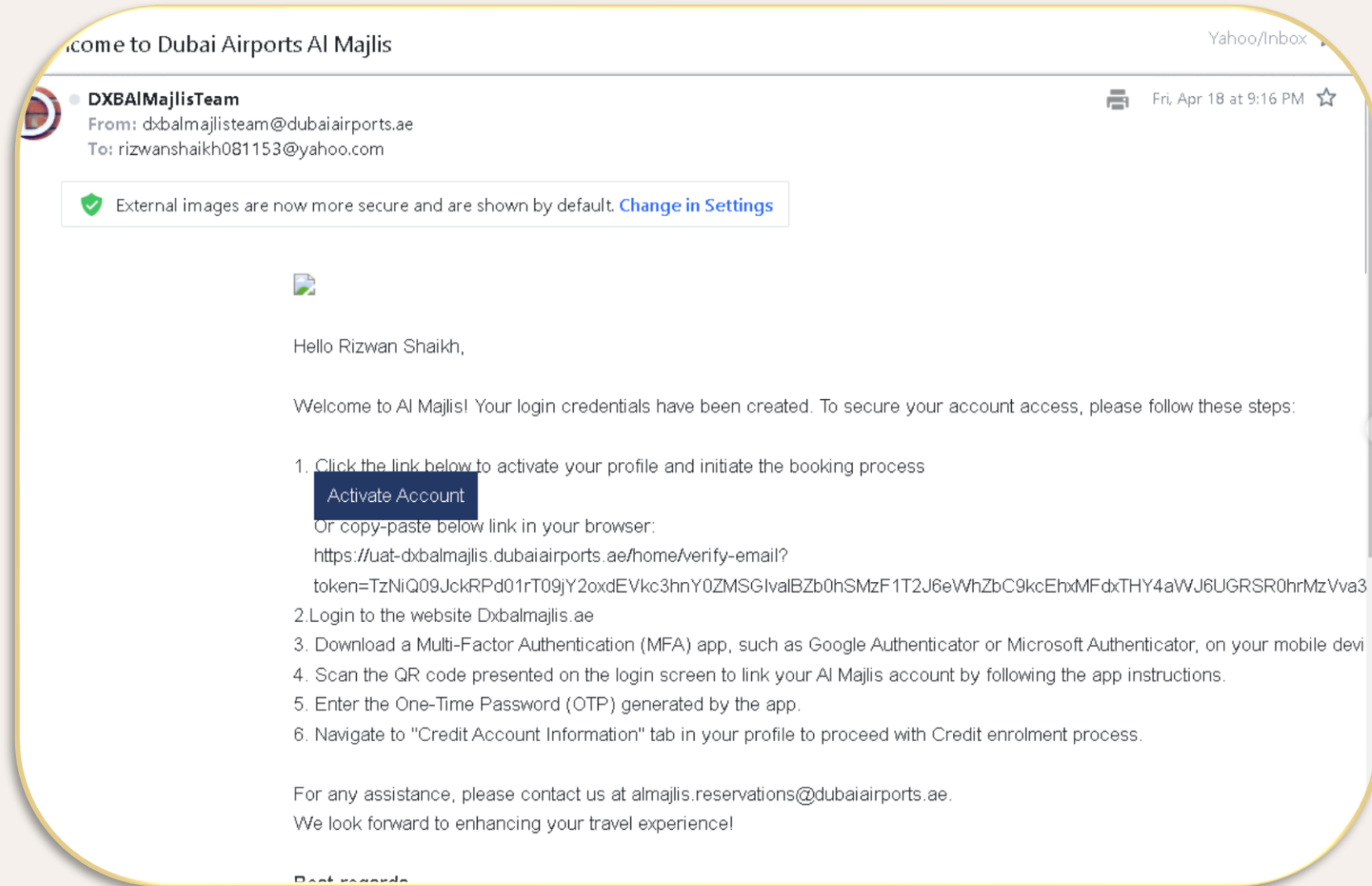
- Title
- First Name (Company name if the registration is for a company)
- Note: This is not necessarily the traveler/guest's name
- Valid and accessible email address to receive account activation link
- Accurate Mobile number
- Date of birth above 18 years
- Password as per rules displayed

Select Captcha , Terms and Conditions to proceed

# Email Verification

You will receive an email verification email to the entered email address like the one below

Click on the **Activate Account** button to validate your email address.





# Email Verification

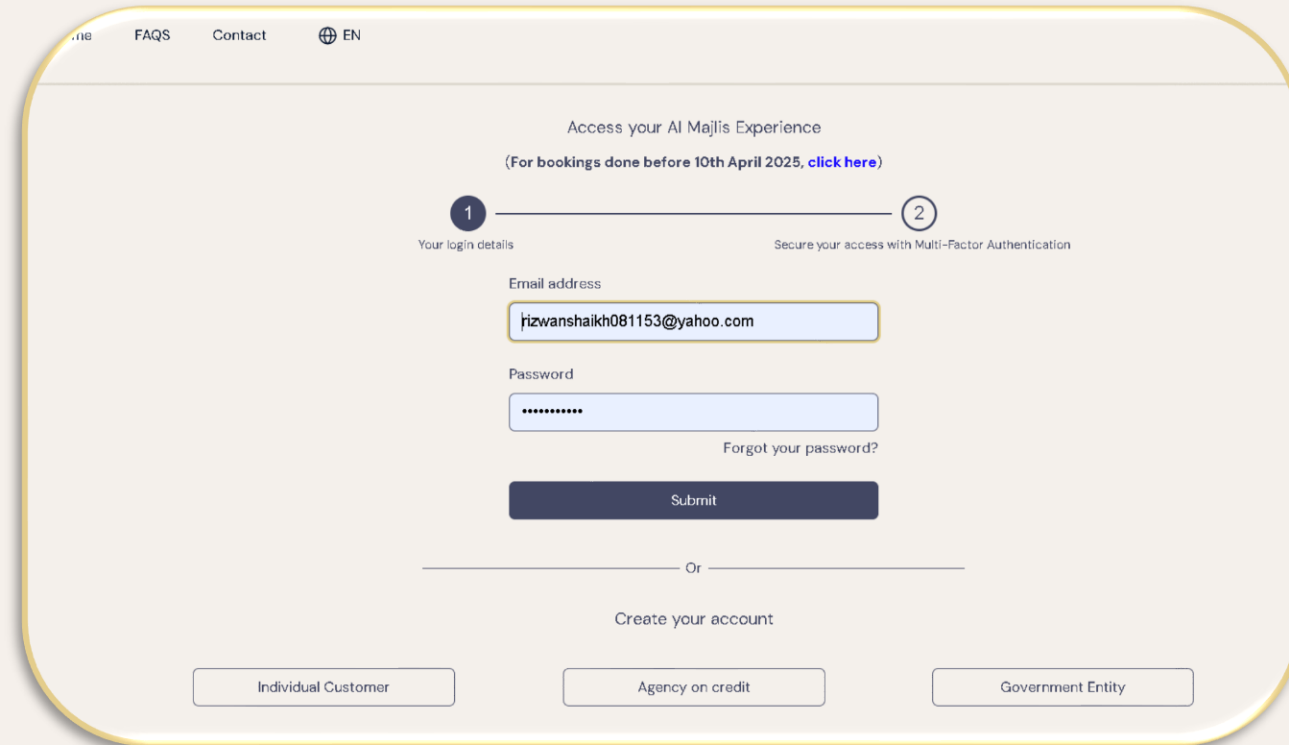
Upon Successful email verification you should see the given screen



Congratulations! Your email verification is complete.

[Return to login](#)

Login to the website with the email address and password

A screenshot of the login page for Al Majlis. The page has a light gray background with a white header containing links for 'Home', 'FAQS', 'Contact', and a language selector 'EN'. The main content area is titled 'Access your Al Majlis Experience' with a note '(For bookings done before 10th April 2025, [click here](#))'. Below this is a progress bar with two steps: '1 Your login details' and '2 Secure your access with Multi-Factor Authentication'. The first step is active. The login form includes fields for 'Email address' (containing 'rizwanshaikh081153@yahoo.com') and 'Password' (masked with dots). There is a 'Forgot your password?' link next to the password field. A dark blue 'Submit' button is below the fields. Below the submit button is a horizontal line with 'Or' in the center, followed by the text 'Create your account'. At the bottom, there are three buttons: 'Individual Customer', 'Agency on credit', and 'Government Entity'.

# MFA - Multi Factor Authentication

Upon login, you will be asked to enter the OTP that you should have received on your registered and verified email ID

[Login](#)[FAQS](#)[Contact](#)

Log in as Individual user

✓

2

Your login detailsSecure your access with Multi-Factor Authentication

**Important Update: Email OTP Verification Introduced**

To enhance your login experience and security, we have now introduced **Email OTP (One-Time Password) verification**. Please note that the **Authenticator Apps verification method is no longer in use**.

✔ **Action Required:**

Check your **registered email inbox** for the OTP and enter it to proceed with login.

If you do not receive the OTP within a few minutes, please check your spam/junk folder or contact support for assistance.

Enter One-Time Password (OTP) \*

Enter One-Time Password

Resend OTP 02:54


Next >


# Successful Registration and Login

Successful login will display the booking screen to choose the journey type

Step 1 of 6: Flight information

Choose your journey \*

☐  Departure

☐  Arrival

Online reservations for the Al Majlis Lounge are not available if your flight departs from or arrives in Dubai within the next 12 hours.

Note : For every login, you will have to enter the OTP received on your verified email ID.

# **Agency on Credit Customer registration**

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# Agency on Credit Customer Registration

Click on “Agency on Credit” to open the registration form as below

Agency registration

Submit details

Enter agency details

Agency name \*

Enter agency name

Address line 1 \*

Enter address

Address line 2

Enter address

City \*

Enter city

State

Enter state

Country \*

Select

Enter agency representative details

These details will be used for AI Majlis access to add members, create, and manage bookings

Title \*

Choose title

First name \*

Enter first name

Middle name

Enter middle name

Last name \*

Enter last name

Email address \*

Enter email address

Mobile number \*

+971

Enter mobile number

This registration is only for companies or agencies intending to book AI Majlis services on credit terms which requires an advance security deposit, payable via bank transfer or bank guarantee.

- Enter Agency details
- Enter “Representative details”. Ideally the owner of the agency. **Name and email ID entered here cannot be changed.** This representative will be the primary point of contact and will have the permissions to add new members who can book AI Majlis services for the agency

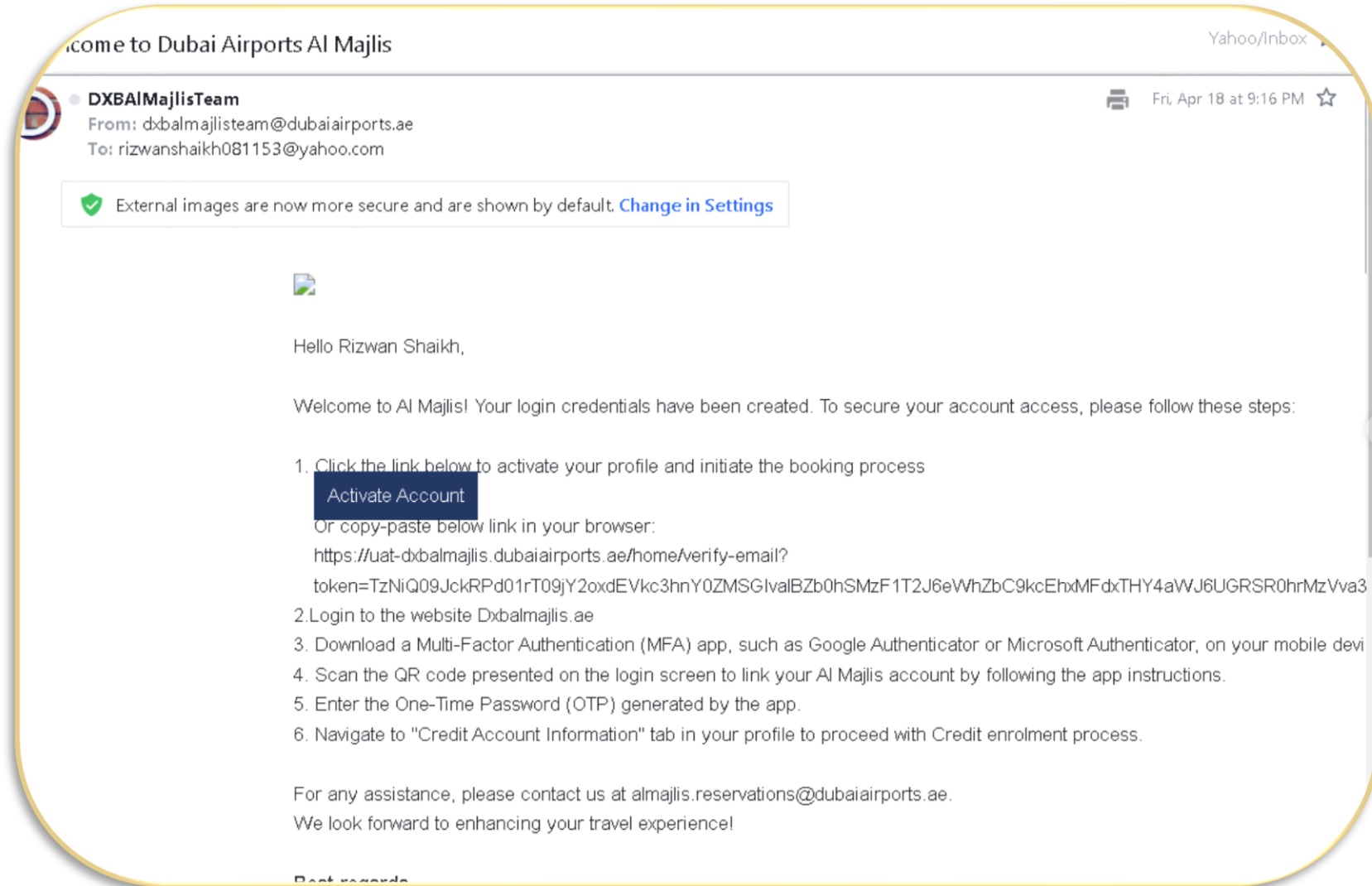
Select Captcha, Terms and Conditions to proceed



# Email Verification

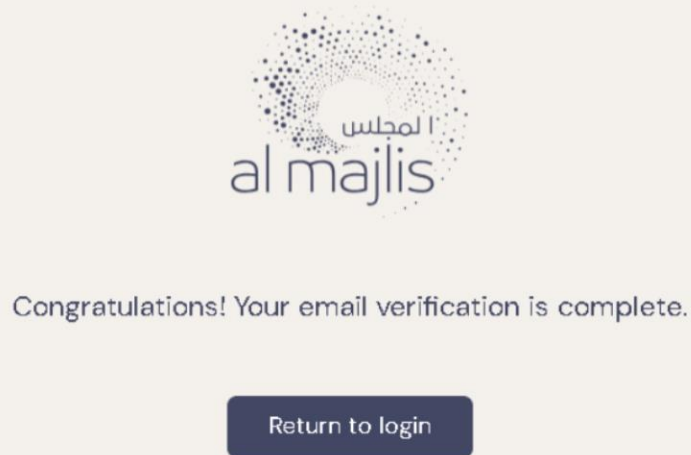
You will receive an email verification email to the entered email address like the one below

Click on the **Activate Account** button to validate your email address.

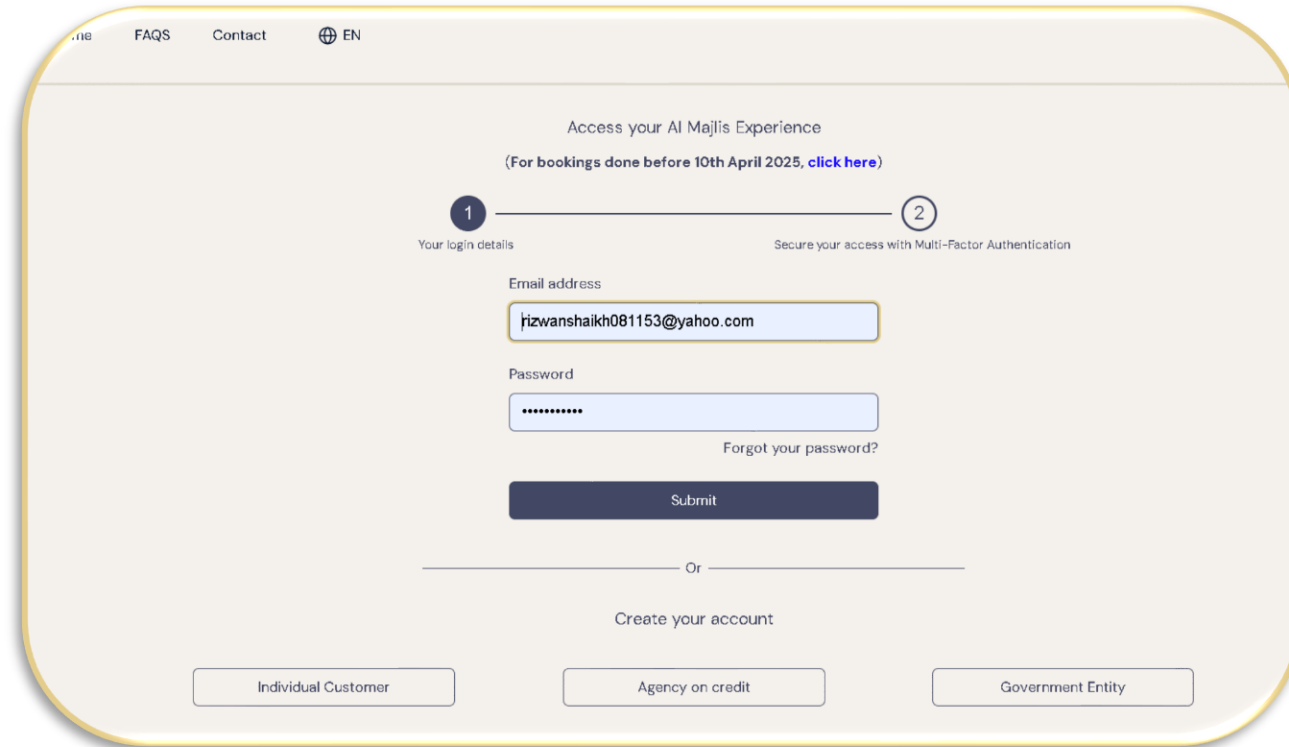


# Email Verification

Upon Successful email verification you should see the given screen



Login to the website with the entered email address and password

The screenshot shows the Al Majlis login page with a light beige background and a dark blue border. At the top, there is a navigation bar with links for 'Home', 'FAQS', 'Contact', and a language selector 'EN'. The main heading is 'Access your Al Majlis Experience' with a subtext '(For bookings done before 10th April 2025, [click here](#))'. Below this is a two-step process indicator: '1 Your login details' and '2 Secure your access with Multi-Factor Authentication'. The first step contains an 'Email address' field with the text 'rizwanshaikh081153@yahoo.com' and a 'Password' field with masked characters '.....'. A 'Forgot your password?' link is located below the password field. A dark blue 'Submit' button is positioned below the password field. Below the 'Submit' button is a horizontal line with the word 'Or' in the center. Underneath the line is the text 'Create your account'. At the bottom, there are three buttons: 'Individual Customer', 'Agency on credit', and 'Government Entity'.

# MFA - Multi Factor Authentication

Upon login, you will be asked to enter the OTP that you should have received on your registered and verified email ID

✓

Your login details

2

Secure your access with Multi-Factor Authentication

**Important Update: Email OTP Verification Introduced**

To enhance your login experience and security, we have now introduced **Email OTP (One-Time Password) verification**. Please note that the **Authenticator Apps verification method is no longer in use**.

✓ **Action Required:**

Check your **registered email inbox** for the OTP and enter it to proceed with login.

If you do not receive the OTP within a few minutes, please check your spam/junk folder or contact support for assistance.

Enter One-Time Password (OTP) \*

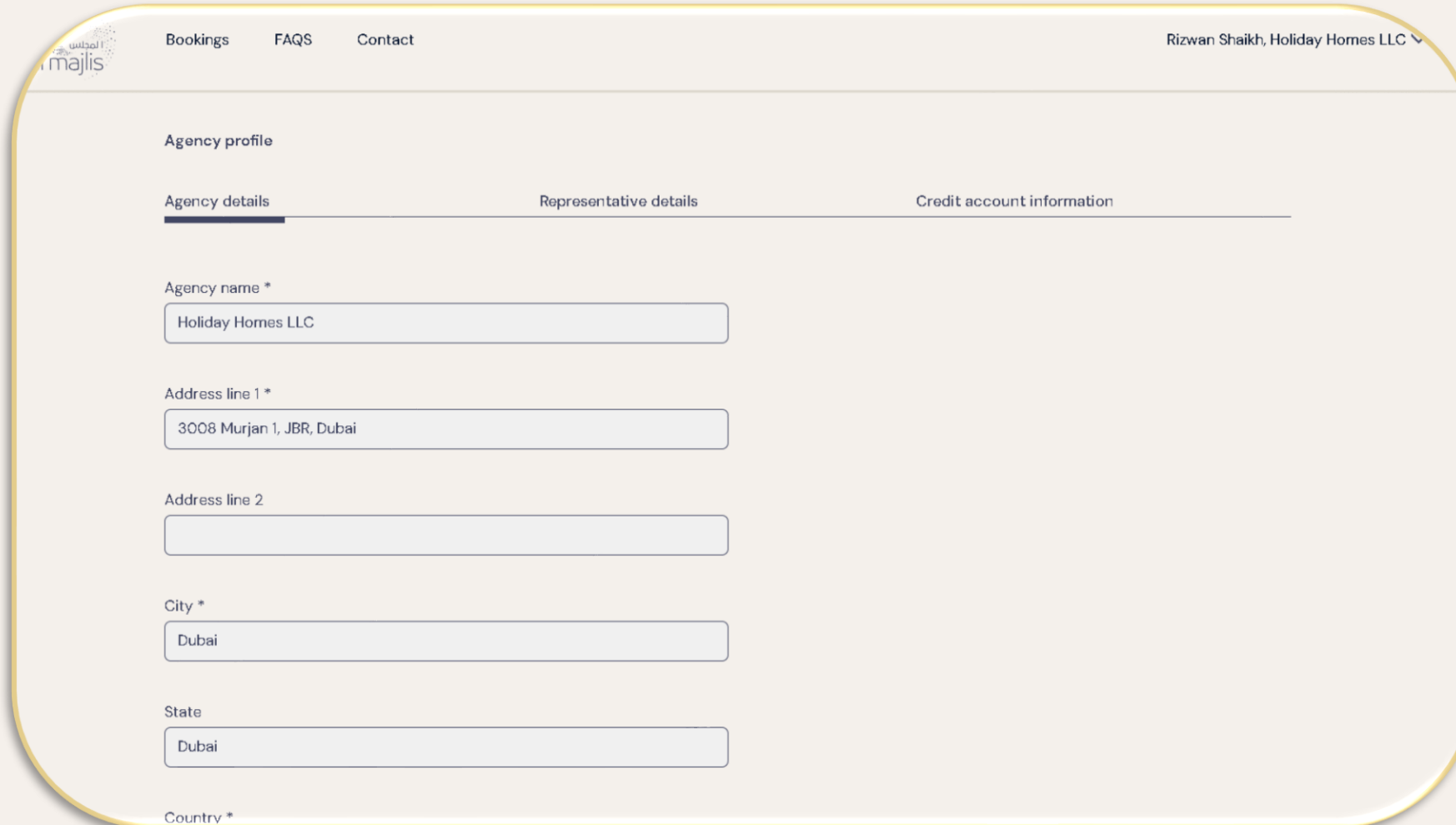
Enter One-Time Password

Resend OTP 02:54

Next >

# Agency on Credit Customer Registration

On successful login, you will see the below page.



The screenshot shows the 'Agency profile' section of the Al Majlis website. At the top, there are navigation links for 'Bookings', 'FAQS', and 'Contact'. The user is logged in as 'Rizwan Shaikh, Holiday Homes LLC'. The 'Agency profile' section has three tabs: 'Agency details' (selected), 'Representative details', and 'Credit account information'. The 'Agency details' tab contains several input fields: 'Agency name \*' with the value 'Holiday Homes LLC', 'Address line 1 \*' with the value '3008 Murjan 1, JBR, Dubai', 'Address line 2' (empty), 'City \*' with the value 'Dubai', 'State' with the value 'Dubai', and 'Country \*' (empty).

Bookings FAQS Contact Rizwan Shaikh, Holiday Homes LLC

Agency profile

Agency details Representative details Credit account information

Agency name \*

Holiday Homes LLC

Address line 1 \*

3008 Murjan 1, JBR, Dubai

Address line 2

City \*

Dubai

State

Dubai

Country \*

- Enter any missing items in the “Agency details” tab
- Confirm and enter any information in the “Representative details tab”
- Enter the “credit account information” related to your agency.
- Entering the right details will help the approving committee review and finalize the credit association

**Post submitting the details and documents, the Majlis credit approval team will review the documents and request for security deposit payment. After payment is verified, your credit account will be active for booking Al Majlis services.**


# Successful Registration and Login

You shall receive notification of approval by the Al Majlis team.  
Login to your profile to see the booking screen as below


Step 1 of 6: Flight information

Choose your journey \*

☐

 Departure

☐

 Arrival

Online reservations for the Al Majlis Lounge are not available if your flight departs from or arrives in Dubai within the next 12 hours.

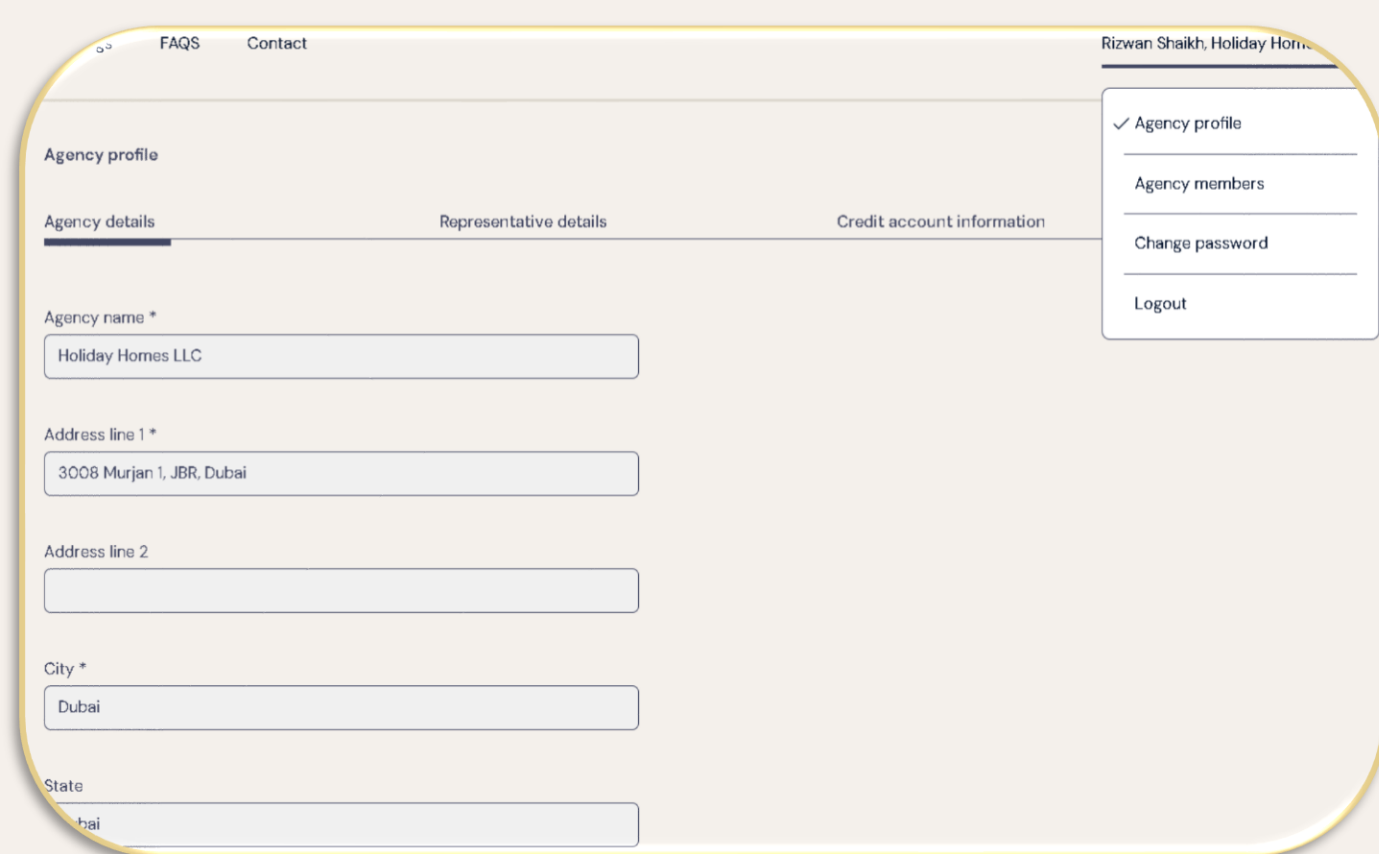
Note : For every login, you will have to enter the OTP received on your verified email ID.

Ensure your credit balances are healthy to continue uninterrupted bookings.

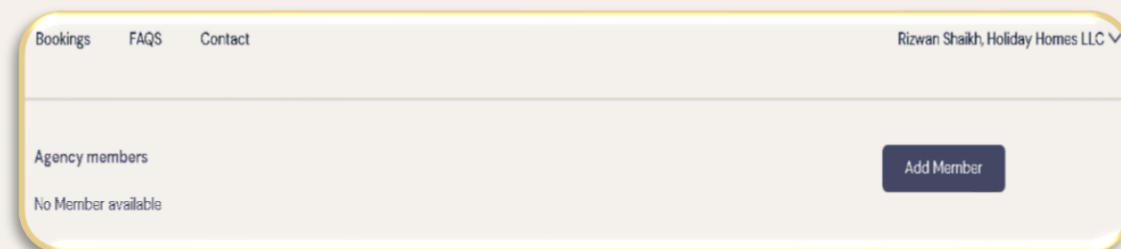


# How do I add members to my agency Profile?

The primary registered user has the permissions to add the sub users within the agency as below. Any transactions done by these users will be recorded and charged under the agency.



The screenshot shows the 'Agency profile' page. The top navigation bar includes 'FAQS' and 'Contact'. The user's name 'Rizwan Shaikh, Holiday Homes' is in the top right. The main content area is divided into three tabs: 'Agency details' (selected), 'Representative details', and 'Credit account information'. The 'Agency details' section contains form fields for 'Agency name \*' (filled with 'Holiday Homes LLC'), 'Address line 1 \*' (filled with '3008 Murjan 1, JBR, Dubai'), 'Address line 2' (empty), 'City \*' (filled with 'Dubai'), and 'State' (filled with 'Dubai'). On the right, a sidebar menu is open, showing options: '✓ Agency profile', 'Agency members' (highlighted), 'Change password', and 'Logout'.

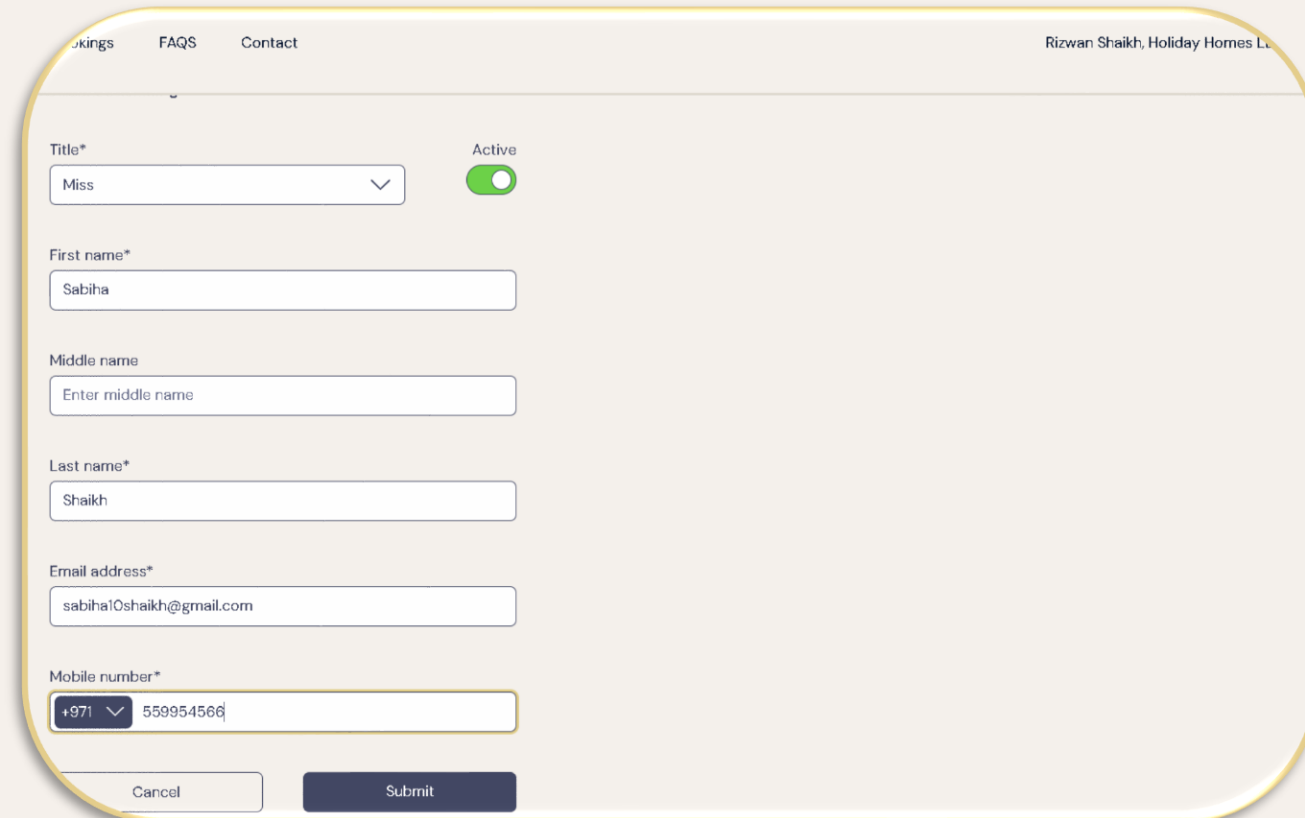


The screenshot shows the 'Agency members' page. The top navigation bar includes 'Bookings', 'FAQS', and 'Contact'. The user's name 'Rizwan Shaikh, Holiday Homes LLC' is in the top right. The main content area shows 'Agency members' and 'No Member available'. An 'Add Member' button is located on the right side.

- Click on your name to visit your profile section
- Click on Agency Members
- You will see the members added into your agency profile.
- To add any new members, click on Add members.
- These members, upon successful registration have the permissions to book on behalf of the agency.

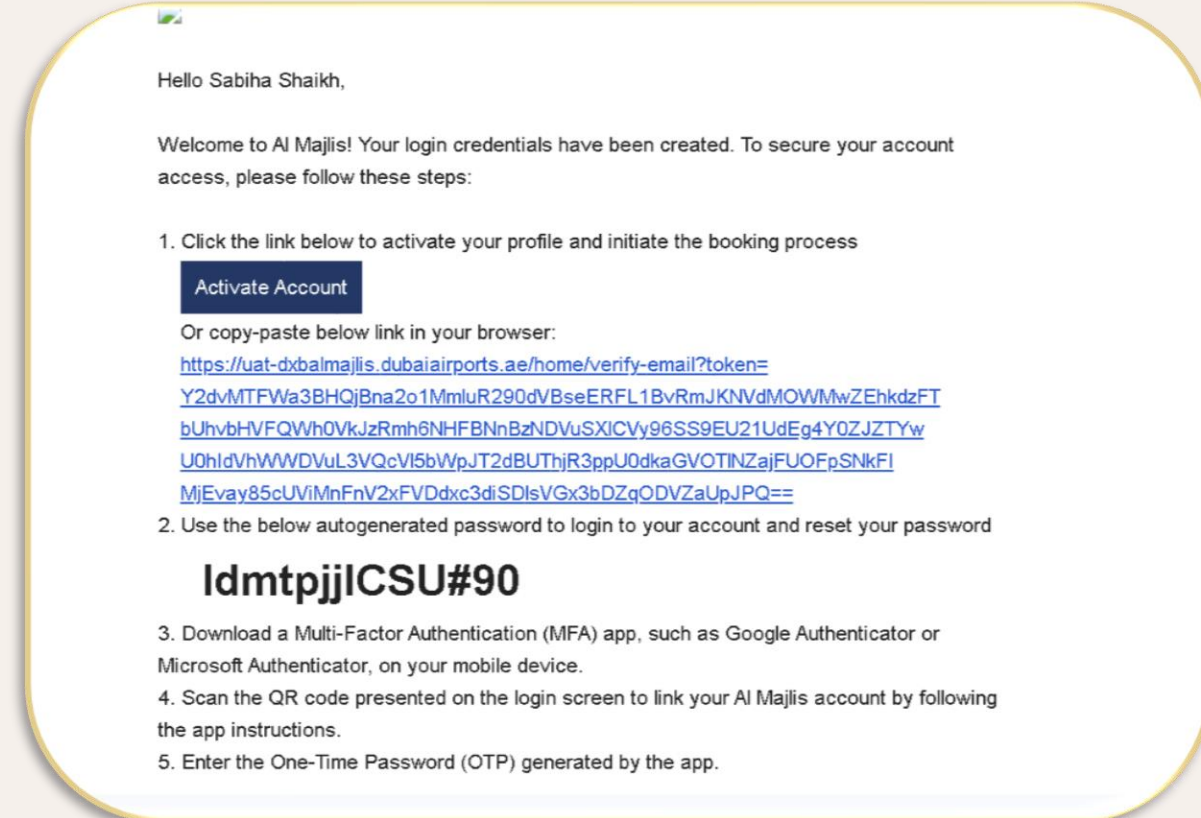
# How do I add members to my agency Profile?

The form to enter member details will be displayed as below. Fill out the details into the form and click “Submit”



The screenshot shows a web form for adding a member. At the top, there are navigation links: "Bookings", "FAQS", and "Contact". The user's name "Rizwan Shaikh, Holiday Homes Lu" is visible in the top right. The form fields include: "Title\*" with a dropdown menu showing "Miss" and a green "Active" toggle switch; "First name\*" with the text "Sabiha"; "Middle name" with the placeholder "Enter middle name"; "Last name\*" with the text "Shaikh"; "Email address\*" with the text "sabiha10shaikh@gmail.com"; and "Mobile number\*" with a dropdown showing "+971" and the text "559954566". At the bottom, there are "Cancel" and "Submit" buttons.

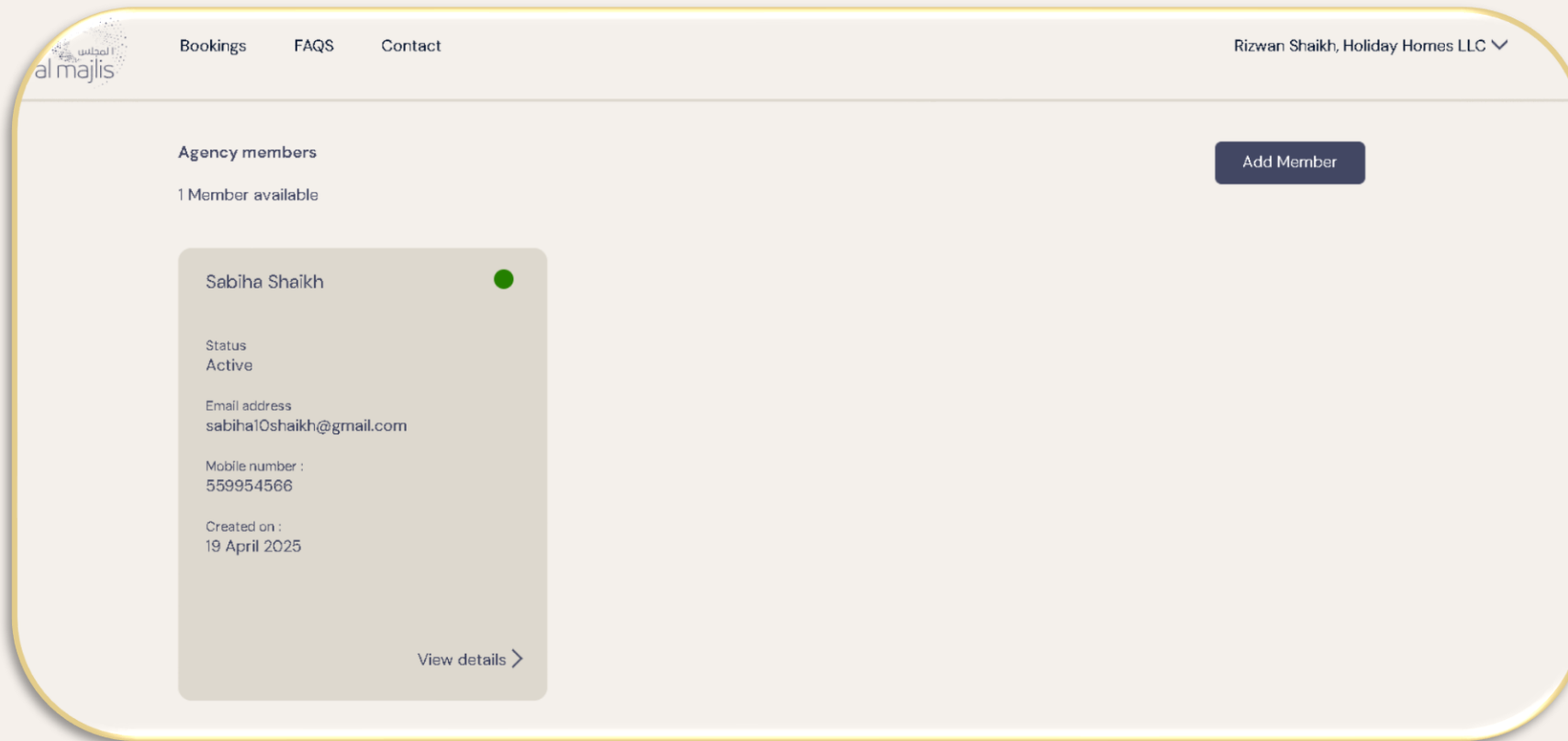
The member will then receive a welcome email as below. Follow steps from slide 8 to 10 to register yourself as a sub user of the agency and book Al Majlis services



The screenshot shows a welcome email from Al Majlis. It starts with "Hello Sabiha Shaikh," followed by "Welcome to Al Majlis! Your login credentials have been created. To secure your account access, please follow these steps:". The steps are: 1. Click the link below to activate your profile and initiate the booking process, with a blue "Activate Account" button and a long URL; 2. Use the below autogenerated password to login to your account and reset your password, with the password "IdmtpjjlCSU#90" in large bold text; 3. Download a Multi-Factor Authentication (MFA) app, such as Google Authenticator or Microsoft Authenticator, on your mobile device; 4. Scan the QR code presented on the login screen to link your Al Majlis account by following the app instructions; 5. Enter the One-Time Password (OTP) generated by the app.

# Agency Member list

The Primary user can see all the sub users under the agency profile as below.



The primary user can add any number of sub users in the agency profile, provided the sub user has a unique email ID and a phone number.

If any sub user leaves the organization, the primary user can always make this user inactive

# Government Entity registration

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# Government Entity Registration

Click on “Government Entity” to open the registration form as below

The screenshot shows a web form titled "Government entity registration" with a "Submit details" button in the top right corner. The form is divided into two main sections: "Enter government entity details" and "Enter government entity representative details".

**Enter government entity details**

This section contains the following fields:

- Government entity name\* (text input)
- Address line 1\* (text input)
- Address line 2 (text input)
- City\* (text input)
- State (text input)
- Country\* (dropdown menu with "Select" as the placeholder)

**Enter government entity representative details**

Below this header, a note states: "These details will be used for Al Majlis access to add members, create, and manage bookings".

This section contains the following fields:

- Title\* (dropdown menu with "Choose title" as the placeholder)
- First name\* (text input)
- Middle name (text input)
- Last name\* (text input)
- Email address\* (text input)
- Mobile number\* (text input with a country code dropdown showing "+971")
- Password\* (text input)
- Confirm password\* (text input with the placeholder "Enter password again")

This registration is only for UAE Government entities intending to book Al Majlis services and are approved for by Dubai Airports for special rates.

- Enter Entity Name and Address details
- Enter “Representative details”. Ideally the user responsible for bookings. **Name and email ID entered here cannot be changed.** This representative will be the primary point of contact and will have the permissions to add new members who can book Al Majlis services for the Govt entity

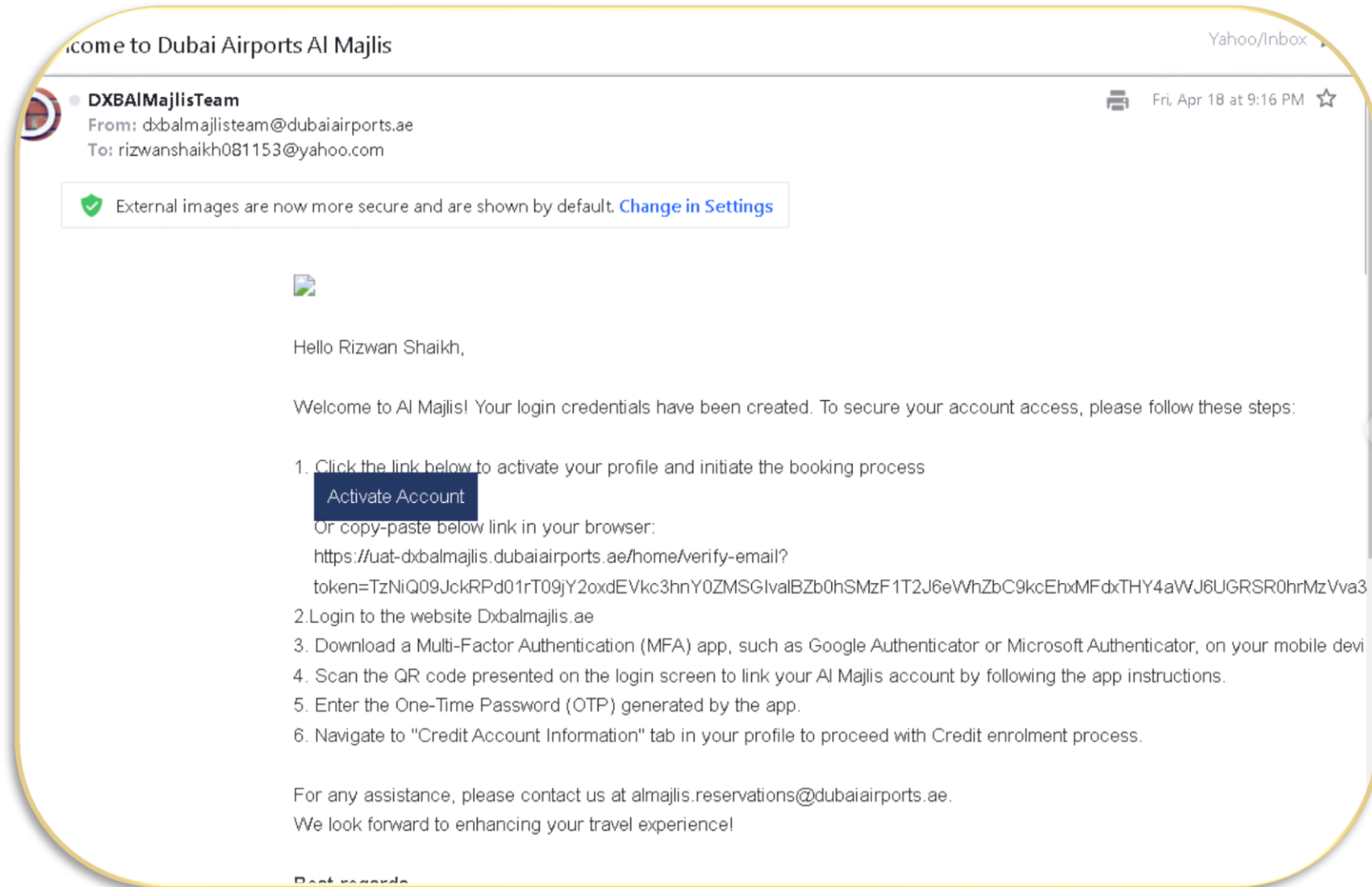
Select Captcha, Terms and Conditions to proceed



# Email Verification

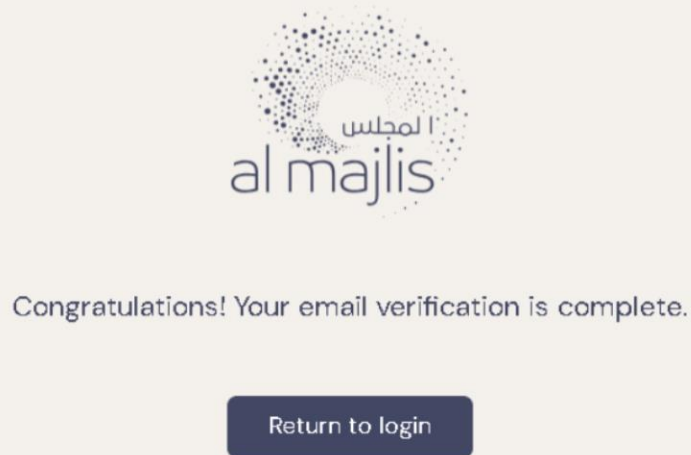
You will receive an email verification email to the entered email address like the one below

Click on the **Activate Account** button to validate your email address.



# Email Verification

Upon Successful email verification you should see the given screen



Login to the website with the entered email address and password

A screenshot of a web page with a light beige background. At the top, there is a navigation bar with links for 'Home', 'FAQS', 'Contact', and a language selector 'EN'. The main heading is 'Access your Al Majlis Experience' with a subtext '(For bookings done before 10th April 2025, [click here](#))'. Below this is a two-step process indicator: '1 Your login details' and '2 Secure your access with Multi-Factor Authentication'. The first step contains an 'Email address' field with the text 'rizwanshaikh081153@yahoo.com' and a 'Password' field with masked characters '.....'. There is a 'Forgot your password?' link next to the password field. A dark blue 'Submit' button is below the password field. Below the submit button is a horizontal line with the word 'Or' in the center. Underneath the line is the text 'Create your account'. At the bottom, there are three buttons: 'Individual Customer', 'Agency on credit', and 'Government Entity'.

# MFA - Multi Factor Authentication

Upon login, you will be asked to enter the OTP that you should have received on your registered and verified email ID

✓

Your login details

2

Secure your access with Multi-Factor Authentication

**Important Update: Email OTP Verification Introduced**

To enhance your login experience and security, we have now introduced **Email OTP (One-Time Password) verification**. Please note that the **Authenticator Apps verification method is no longer in use**.

✓ **Action Required:**

Check your **registered email inbox** for the OTP and enter it to proceed with login.

If you do not receive the OTP within a few minutes, please check your spam/junk folder or contact support for assistance.

Enter One-Time Password (OTP) \*

Enter One-Time Password

Resend OTP 02:54

Next >

# Government Entity Customer Registration

On successful login, you will see the below page.

Government Entity profile

Entity details Representative details Credit account information

Enrol for credit account

TRN number

Enter TRN number

TRN certificate (max 5MB pdf)\*

Upload TRN certificate

Browse and upload

Supporting document (max 5MB pdf)\*

Upload supporting document

Browse and upload

Submit details

- Enter any missing items in the “Entity details” tab
- Confirm and enter any information in the “Representative details tab”
- In the “credit account information” enter the TRN number, upload the TRN certificate and the copy of the agreement between DA and your entity. **This is mandatory**
- Entering the right details will help the approving committee review and finalize the credit association

**Post submitting the details and documents, DA credit approval team will review and activate your profile for booking Al Majlis services. You shall receive email notifications at every stage during this process**


# Successful Registration and Login

After successful approval by the Al Majlis team, you will receive the confirmation on email.  
Login to your profile to see the booking screen as below


Step 1 of 6: Flight information

Choose your journey \*

☐

 Departure

☐

 Arrival

Online reservations for the Al Majlis Lounge are not available if your flight departs from or arrives in Dubai within the next 12 hours.

Note : For every login, you will have to enter the OTP from the authenticator app.

Ensure your credit balances are healthy to continue uninterrupted bookings.



# How do I add members to my entity Profile?

The primary registered user has the permissions to add the sub users within the entity . Any transactions done by these users will be recorded under the entity.

FAQS Contact Rizwan Shaikh, Holiday Homes

Agency profile

Agency details Representative details Credit account information

Agency name \*

Holiday Homes LLC

Address line 1 \*

3008 Murjan 1, JBR, Dubai

Address line 2

City \*

Dubai

State

hai

- ✓ Agency profile
- Agency members
- Change password
- Logout

Bookings FAQS Contact Rizwan Shaikh, Holiday Homes LLC

Agency members

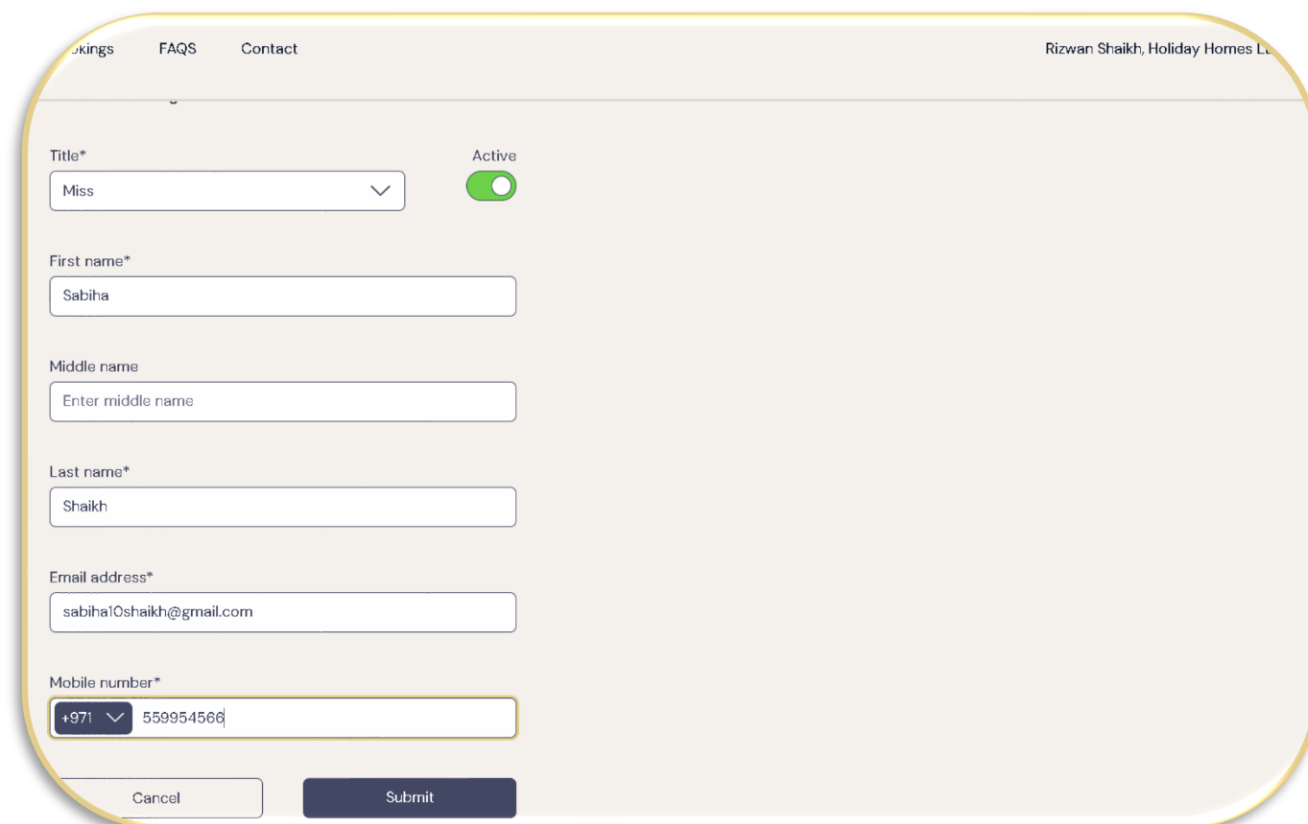
No Member available

Add Member

- Click on your name to visit your profile section
- Click on Government Entity Members
- You will see the members added into your entity profile.
- To add any new members, click on Add members.
- These members, upon successful registration have the permissions to book on behalf of the entity.

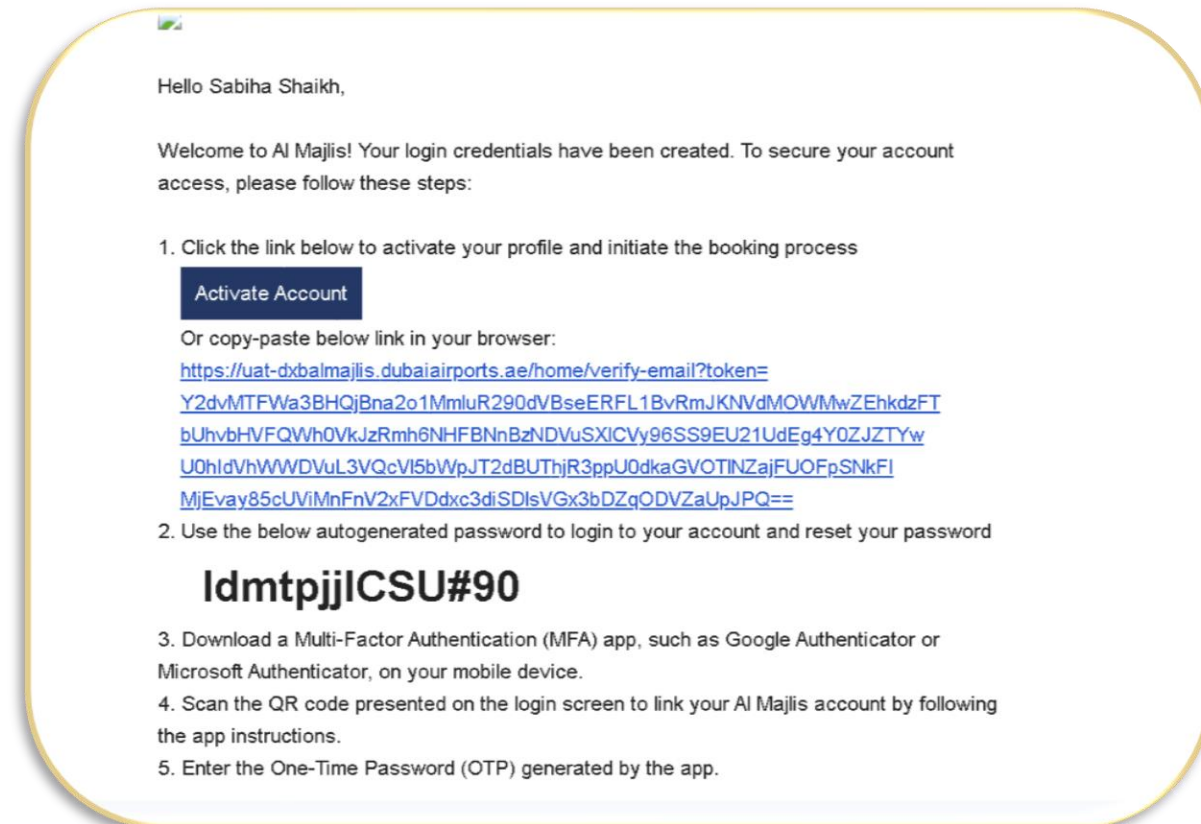
# How do I add members to my agency profile?

The form to enter member details will be displayed as below. Fill out the details into the form and click “Submit”



The screenshot shows a web form for adding a new member. At the top, there are navigation links: "Bookings", "FAQS", and "Contact". The user's name, "Rizwan Shaikh, Holiday Homes L...", is visible in the top right corner. The form fields include: "Title\*" with a dropdown menu showing "Miss" and a green "Active" toggle switch; "First name\*" with the text "Sabiha"; "Middle name" with the placeholder "Enter middle name"; "Last name\*" with the text "Shaikh"; "Email address\*" with the text "sabiha10shaikh@gmail.com"; and "Mobile number\*" with a dropdown showing "+971" and the text "559954566". At the bottom, there are "Cancel" and "Submit" buttons.

The member will then receive a welcome email as below. Follow steps from slide 8 to 10 to register yourself as a sub user of the entity and book Al Majlis services



The screenshot shows a welcome email from Al Majlis. It starts with "Hello Sabiha Shaikh," followed by a welcome message: "Welcome to Al Majlis! Your login credentials have been created. To secure your account access, please follow these steps:". The steps are numbered 1 through 5. Step 1 includes a blue "Activate Account" button and a long URL for email verification. Step 2 includes an autogenerated password "IdmtpjjlCSU#90". Steps 3 through 5 provide instructions on downloading an MFA app, scanning a QR code, and entering the OTP.

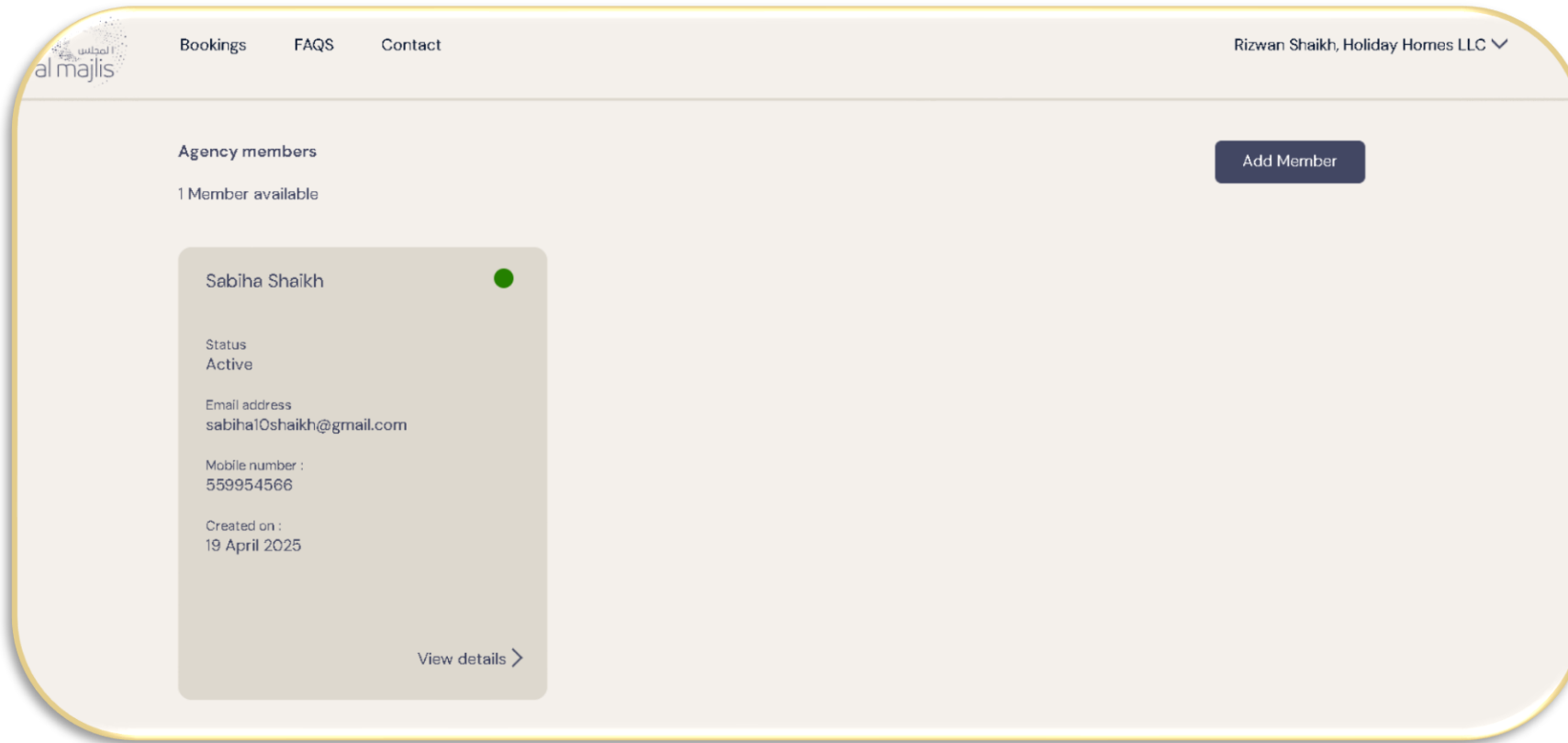
Hello Sabiha Shaikh,

Welcome to Al Majlis! Your login credentials have been created. To secure your account access, please follow these steps:

1. Click the link below to activate your profile and initiate the booking process  
**Activate Account**  
Or copy-paste below link in your browser:  
<https://uat-dxbalmajlis.dubaiairports.ae/home/verify-email?token=Y2dvMTFWa3BHQjBna2o1MmluR290dVBseERFL1BvRmJKNVdMOWMwZEhkdzFTbUhvbHVFQWwhOVkzRmh6NHFBnBzNDVvSXICV96SS9EU21UdEg4Y0ZJZTYwU0hldVhWWDVvL3VQcVI5bWpJT2dBUThjR3ppU0dkaGVOTINZajFUOFpSNkFI MjEvay85cUViMnFnV2xVVDdxc3diSDIsVGx3bDZqODVZaUpJPQ==>
2. Use the below autogenerated password to login to your account and reset your password  
**IdmtpjjlCSU#90**
3. Download a Multi-Factor Authentication (MFA) app, such as Google Authenticator or Microsoft Authenticator, on your mobile device.
4. Scan the QR code presented on the login screen to link your Al Majlis account by following the app instructions.
5. Enter the One-Time Password (OTP) generated by the app.

# Government entity member list

The primary user can see all the sub users under the entity profile as below.



The primary user can add any number of sub users in the agency profile, provided the sub user has a unique email ID and a phone number.

If any sub user leaves the organization, the primary user can always make this user inactive

# Booking Al Majlis services

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# Booking Al Majlis Services

Upon login, the user can see the below screen to either choose an arrival or departure booking. Al Majlis does not provide any transit services currently. However, the customers can book arrival and departure separately.

al majlis Bookings FAQS Contact Rizwan Shaikh, Holiday Homes LLC

Reserve Private Al Majlis Lounge Next >

Step 1 of 6: Flight information

Choose your journey \*

☒ Departure ☐ Arrival

Online reservations for the Al Majlis Lounge are not available if your flight departs from or arrives in Dubai within the next 12 hours. For more details, please contact Al Majlis reservations team at Contact

Reserve Private Al Majlis Lounge Next >

Step 1 of 6: Flight information

Choose your journey \*

☒ Departure ☐ Arrival

Destination \* Departure date (DD/MM/YYYY)\* Airlines \* Flight number and departure time\*

Mumbai (BOM) From Dubai 28/04/2025 Emirates EK-504 (03:30)

Online reservations for the Al Majlis Lounge are not available if your flight departs from or arrives in Dubai within the next 12 hours. For more details, please contact Al Majlis reservations team at Contact

- Select your journey type
- Click next
- Type the destination for departure flights
- Type the last origin in case of an arriving flight (Example if your flight from Miami is coming via another airport to DXB, then type the via airport)
- Select date at least 12 hours in advance of the flight
- Select your airline
- Select your flight number
- Click next

Ensure right flight details are entered, to guarantee Al Majlis services.

# Booking Al Majlis Services

Add travelers to your booking.

The screenshot shows the Al Majlis booking interface. At the top, there are links for 'Bookings', 'FAQS', and 'Contact'. The user is logged in as 'Rizwan Shaikh, Holiday Homes LLC'. The booking status is 'Booking in progress' with a 'Save as draft' button. The flight details are: Destination BOM, Flight number EK-504, Departure date and time 28/04/2025 03:30, and Airline Emirates. The current step is 'Step 2 of 6: Traveller information'. There is a search bar with the placeholder text 'Search and select a traveller' and an 'Add traveller' button.

This screenshot shows the same booking interface but with the form fields for the traveller information filled out. The fields are: Title \* (Mr), First name \* (Anil), Middle name (Kumar), Last name \* (Sharma), Relationship \* (Others), Nationality \* (India), Passport number \* (C48454858), and Date of birth (DD/MM/YYYY) \* (21/06/1994). There is a 'Remove traveller' button next to the last name field. At the bottom, there is a checkbox for 'Person of determination (POD)' and a checkbox for 'Save this traveller information for future bookings' which is checked.


- You can add up to 9 travelers in your booking
- Agencies roistered under online payment category can add their actual guest details for booking
- Add correct details of the guest to comply with security requirements
- You can save this traveler in your profile for any future travel entries
- Check on POD if applicable
- You can click on “Remove traveler” to remove and traveler added to the list
- Ensure there is at least one adult in the booking request.

# Booking Al Majlis Services


Confirm your packages and services involved.

Booking in progress


Save as draft

Destination


BOM

Flight number

EK-504

Departure date and time

28/04/2025 03:30

Airline

Emirates

< Back

Next >

Step 3 of 6: Choose package

Number of travellers:  
1 Adult (Above 12 years)

Total amount: 2500 AED  
Excluding VAT, IF, and KDF

Packages

Base Package

While you enjoy our service in your private lounge, we'll take care of everything. From handling your luggage and security check to managing your duty free shopping.



Services included

- Dedicated Bmw 7-Series Air-Side Drop/Pick Up
- Private Lounge
- Private Customs & Security Check
- Luggage Check-In Service
- Complementary Drinks Upon Arrival

Fare (Excluding VAT, IF, and KDF):

2500 AED Adult (Above 12 years)


✓ Base Package Selected

- You can at any point of time check your flight details at the top of the page
- Select the correct base package and the fare


- Select add-on services if any
- Please note, Add-on services once booked cannot be cancelled alone. You will have to modify the booking, remove the traveler altogether to get a voucher for the traveler and the add on service.
- You can then rebook newly again using these vouchers

Booking in progress


Save as draft

Destination


BOM

Flight number

EK-504

Departure date and time

28/04/2025 03:30

Airline

Emirates

< Back

Next >

Step 4 of 6: Review and choose additional services

Base fare (Excluding VAT, IF, and KDF):  
2500 AED Adult (Above 12 years)

Number of travellers:  
1 Adult

Add-on services:  
1 Premium Beverage

Total amount: 3000 AED  
Excluding VAT, IF, and KDF

Add-on services

Premium Beverage

Indulge in an unparalleled drinking experience with our exclusive premium beverage offering. Whether you're celebrating a special occasion, hosting a sophisticated event, or simply enjoying a moment of relaxation



Fare (Excluding VAT, IF, and KDF):

500 AED Adult (Above 12 years)

Select travellers for this service

✓

Mr Anil Kumar Sharma



# Booking Al Majlis Services

## Enter flight details.

The screenshot shows the 'Step 5 of 6: Provide flights booking reference (PNR) and preferences' screen. At the top, there are tabs for 'Bookings', 'FAQS', and 'Contact'. Below them, a summary bar displays: Destination BOM, Flight number EK-504, Departure date and time 28/04/2025 03:30, and Airline Emirates. A 'Booking in progress' status is shown with a 'Save as draft' button. The main section is titled 'Step 5 of 6: Provide flights booking reference (PNR) and preferences'. It includes a field for 'LPO (Local Purchase Order) number' with the value '5546464'. Below this is a section for 'Flights booking reference (PNR) details' with a button to 'Add a flight booking reference (PNR)'. At the bottom, there is a field for 'Flights booking reference (PNR) number \*' with the value 'NEXGB6' and an 'Upload flight booking reference (PNR) confirmation \* PDF/PNG/JPEG max size 5MB' section. The upload section shows a file named 'NEXGB6.jpg' has been successfully uploaded, indicated by a green checkmark and the text 'Upload successful'.

- Select add-on services if any
- Please note, Add-on services once booked cannot be cancelled alone. You will have to modify the booking, remove the traveler altogether to get a voucher for the traveler and the add on service.
- You can then rebook newly again using these vouchers

- For agency on credit and UAE government entities, you can fill the LPO number if any.
- Enter the PNR (Flight reference number / ticket number) and upload the ticket proof. Follow the guidelines to upload the ticket.
- Ensure your company firewall does not block the file upload
- You can add multiple PNRs for different travelers
- You can save as draft the booking and can find the draft again in your bookings section under draft filter.
- Click next

The screenshot shows the 'Step 4 of 6: Review and choose additional services' screen. It features a summary bar at the top with the same flight details as the previous screen. Below the summary bar, there is a table showing the booking details: Base fare (Excluding VAT, IF, and KDF): 2500 AED Adult (Above 12 years), Number of travellers: 1 Adult, Add-on services: 1 Premium Beverage, and Total amount: 3000 AED (Excluding VAT, IF, and KDF). The main section is titled 'Add-on services' and displays a 'Premium Beverage' offer. The offer includes a description: 'Indulge in an unparalleled drinking experience with our exclusive premium beverage offering. Whether you're celebrating a special occasion, hosting a sophisticated event, or simply enjoying a moment of relaxation'. There is an image of a man in traditional Emirati attire sitting on a sofa. To the right of the image, the fare for the beverage is listed as 'Fare (Excluding VAT, IF, and KDF): 500 AED Adult (Above 12 years)'. Below the fare, there is a checkbox labeled 'Select travellers for this service' with the name 'Mr Anil Kumar Sharma' selected.



# Booking Al Majlis Services

## Confirm booking details and Payment.

For credit customers, the booking amount will be deducted from the available credit balances

Online payment customers will be redirected to payment gateway for credit card, Naqodi, Google pay, net banking and Tabby payment options

The screenshot shows the 'Booking in progress' screen for Al Majlis. At the top, there are navigation links for 'Bookings', 'FAQS', and 'Contact', and a user profile for 'Rizwan Shaikh, Holiday Homes LLC'. The main section displays flight details: Destination 'BOM', Flight number 'EK-504', Departure date and time '28/04/2025 03:30', and Airline 'Emirates'. A 'Back' button is visible. Below this, a summary of charges is shown: 'Total amount pending for payment at booking' of 3190 AED, including VAT, IF, and KDF. The breakdown is: Base fare for 1 adult: 2500 AED, 1 Premium Beverage: 500 AED, Value added tax (VAT) 5%: 150 AED, Innovation fee (IF): 20 AED, and Knowledge dirham fee (KDF): 20 AED. A checkbox indicates acceptance of the 'Terms and Conditions'. A 'Complete booking with credit account' button is present. At the bottom, it shows a credit limit of 150000 AED, an available credit balance of 150000 AED, and a utilised credit balance of 0 AED.

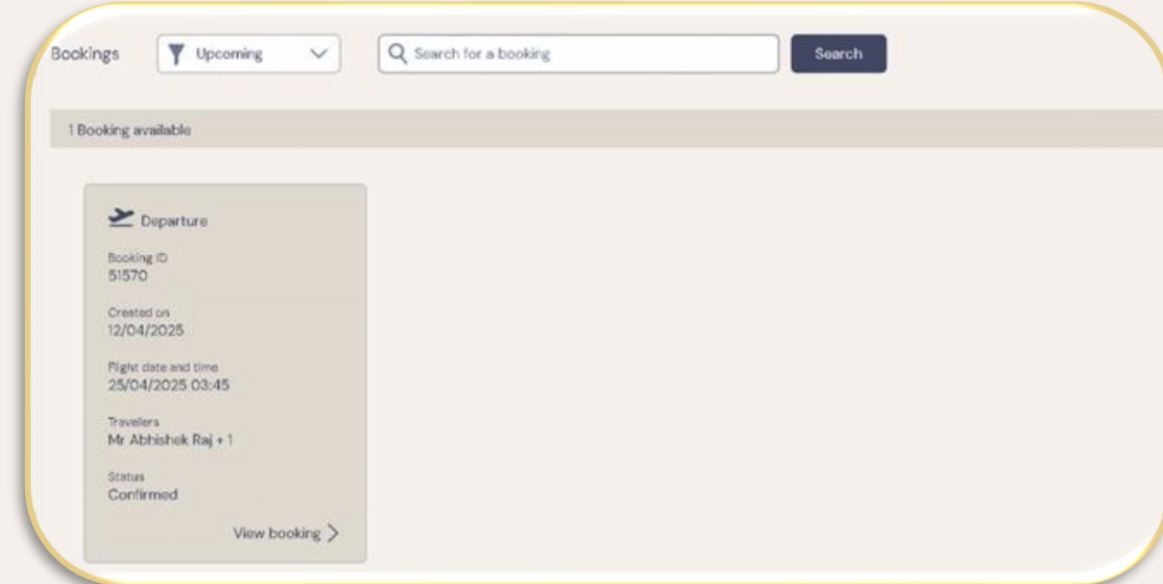
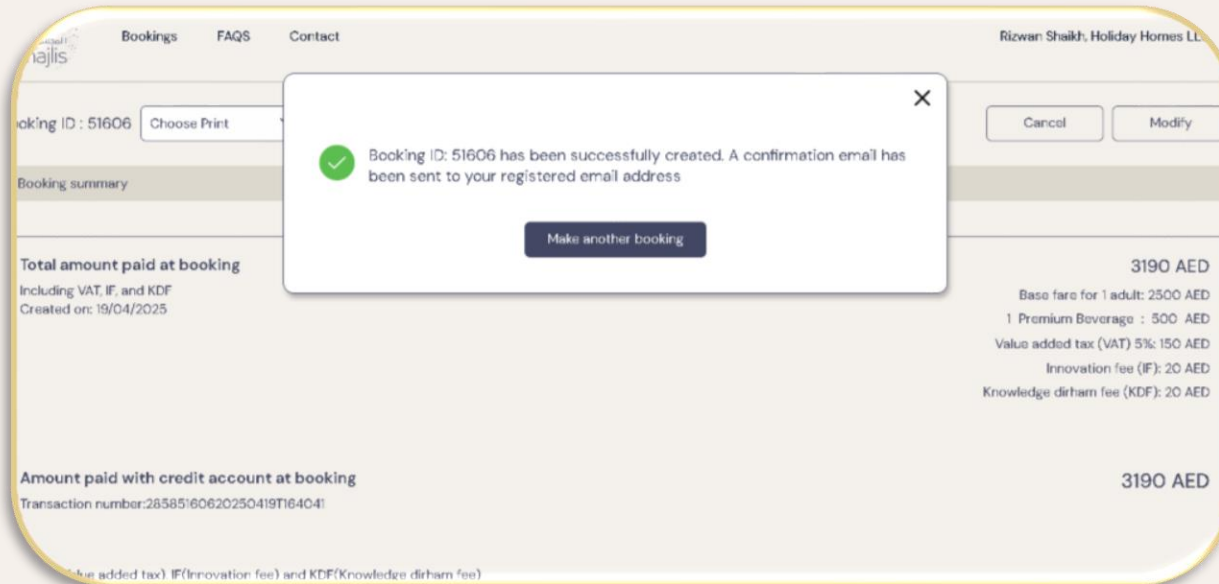
The screenshot shows the Dubaipay payment gateway interface. At the top, there are logos for 'dubai pay' and 'DIGITAL DUBAI'. The header includes 'Dubai Airports - #335d310a6e8a4b3792e602a29' and a 'Details' dropdown. The 'Payment Method' section lists options: Credit Card, Net Banking, Noqodi, Google Pay, and Pay Later with Tabby (Service fees apply). The 'Contact Info' section shows an email 'pankajkhokher26@gmail.com' and a mobile number '97112398786655', with an 'Add Another Contact' link. The 'Total Amount: 3190.00 AED' is displayed, along with 'Cancel' and 'Pay' buttons. A disclaimer states: 'By tapping on "Pay" you are agreeing with our Terms & Conditions'. At the bottom, it provides a contact number '600 560 000' and a copyright notice 'Copyright © 2025. All rights reserved.'

The terms and conditions governing Al Majlis services are regularly updated. Hence, It is strongly advised to read the terms and conditions before booking the services at Al Majlis.

# Booking Confirmation

Upon success payment / or credit deduction, a booking confirmation message will be displayed on your screen as below

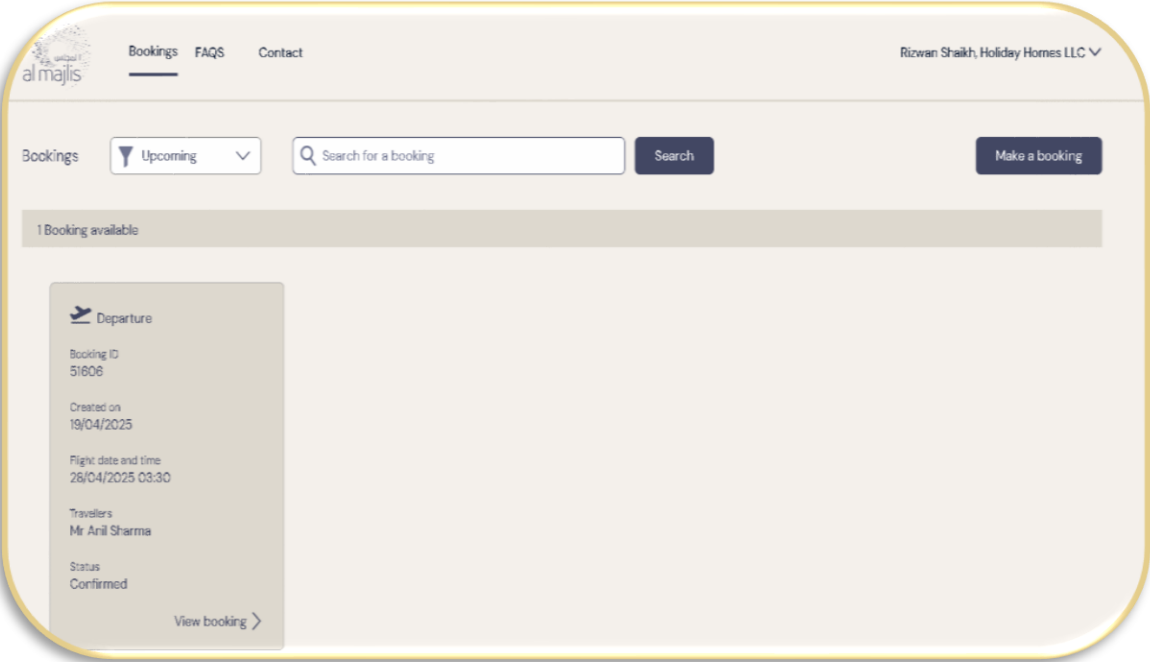
You can check all your bookings in the “Bookings” section within your profile



Successful booking confirmation, VAT invoice will be sent to the registered email ID of the online payment customers. Agency on credit customers will receive their VAT invoices upon completion of the service

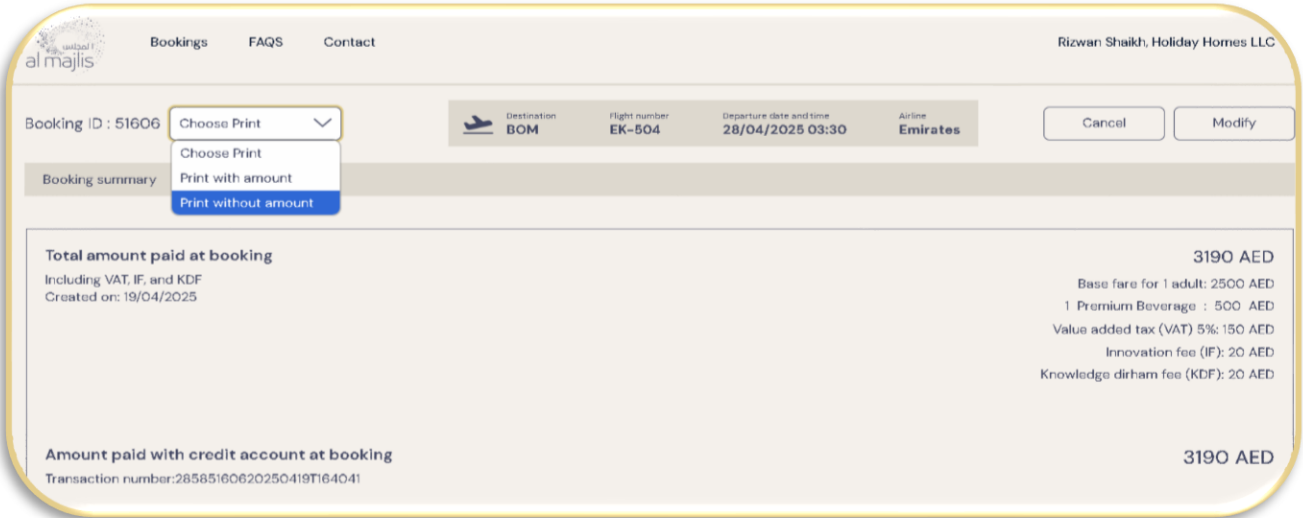
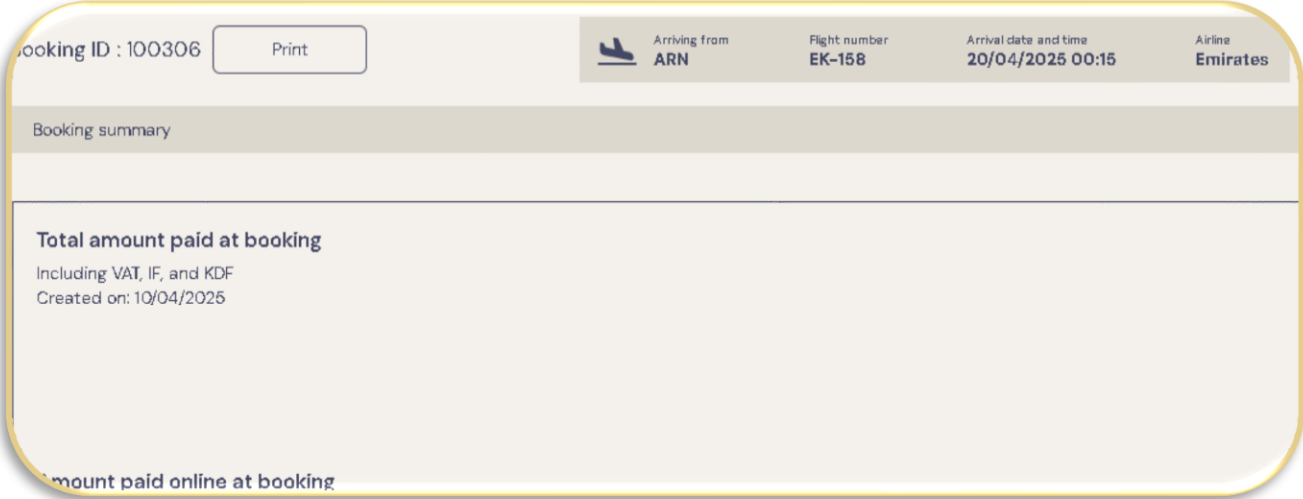
# Print Booking

From your bookings section, you can select the booking you want to print




Credit entities will have the option to print the booking confirmation with or without the pricing details

Click on the Print option to print the booking confirmation again.




# Manage Booking

BookingsFAQSContact

Rizwan Shaikh, Holiday Homes LLC ▾

Booking ID : 51606Choose Print ▾

Destination  
BOM

Flight number  
EK-504

Departure date and time  
28/04/2025 03:30

Airline  
Emirates

Cancel

Modify

Booking summary

Total amount paid at booking

Including VAT, IF, and KDF

Created on: 19/04/2025

3190 AED

Base fare for 1 adult: 2500 AED

1 Premium Beverage : 500 AED

Value added tax (VAT) 5%: 150 AED

Innovation fee (IF): 20 AED

Knowledge dirham fee (KDF): 20 AED

Amount paid with credit account at booking

Transaction number:28585160620250419T164041

3190 AED

\*\*VAT(Value added tax), IF(Innovation fee) and KDF(Knowledge dirham fee)

- All categories of customers can modify their bookings 24 hours in advance.
- Users can click on the “Modify” option to cancel, change flight details etc.
- Users cannot change the names of the travelers in a confirmed booking.
- In such cases, users are advised to cancel the booking , avail the voucher and book again with right details
- Any booking which is less than 24 hours to flight will not have the modify option.
- Upon cancelling a booking, the user will get voucher equivalent to the service. Example an adult voucher, or a child voucher or a premium beverage voucher
- Add on vouchers like the premium beverage voucher cannot be cancelled singularly. The traveler for whom the beverage has been booked needs to be removed to get the add on voucher

# Contact details and Feedback

## Phone

Lounge: +971 45 045 285 (9 am - 9 pm)

Duty officer: +971 50 624 3449 (9 am - 9 pm)

## Email address

Reservations: [almajlis.reservations@dubaiairports.ae](mailto:almajlis.reservations@dubaiairports.ae)

Additionally, we would like to hear from you. You can always share your suggestions through the Feedback form under the contact tab.

## Share feedback

### Personal details

Name \*

Enter name

Email Address \*

Enter email address

Phone Number

Enter phone number

### Your feedback

Type Of Feedback \*

Select

Airport \*

DXB

Terminal \*

Terminal 1

Incident Date \*

Select incident date



Booking Id

Enter booking id

# Thank you

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