

the warmest of welcomes

marhaba means 'welcome' in Arabic. And that's exactly what we offer: a warm, helpful welcome at the airport, whether you're arriving or departing.

Our range of meet and greet services can make an enormous difference to any trip - whether it's providing ease and comfort for an elderly relative, ensuring VIP treatment for an important client, or just making a family holiday run more smoothly.

From speedy clearance through arrivals or departures to helping with transfers and baggage, we ensure a swift, smooth and safe passage through the airport. We even have our own lounges for you to relax in.

smoothing the way

Airports are always complicated places. But our range of meet and greet services make arriving or departing simpler, quicker and less stressful. Available at all Dubai airports, we've been bringing smiles to passengers since 1991. Our range of meet and greet services have been designed to meet the different needs of passengers.

Whatever type of service and support you need, we'll make sure you're well cared for, and guided through all the formalities as quickly and smoothly as possible.



bronze meet & greet

Whether you're arriving or departing, we'll meet you and guide you through the formalities. We'll help with your baggage, and where possible provide buggy car transfers and hand baggage trolleys.

This service includes:

- Meet and greet on arrival at the immigration area or on departure at the marhaba meeting lounge for check-in formalities
- Accompany and guide you through the airport
- Fast track through immigration and security

silver meet & greet

We'll meet you and escort you through all the formalities and clearances, including assistance through immigration with swift clearance through the dedicated marhaba fast-track counter.

We'll also provide complimentary porter services, and any help you need with your baggage. If you need a wheelchair – just ask. And where possible, we also provide priority buggy car transfers.

This service includes:

- Meet and greet on departure at the curbside or on arrival as you enter the terminal
- Accompany and escort you all the way through the airport formalities
- Fast track through immigration and security
- Complimentary porter service to help you with baggage on arrival or departure



gold meet & greet

Our gold service on arrivals and departures provides a dedicated private escort who will accompany you through all the airport formalities.

We'll also provide porter services as well as complimentary access to the marhaba lounge on your next departure from Dubai. If you need a hand baggage trolley, or wheelchair – just ask.

This service includes:

- Dedicated one-to-one service
- Meet and greet on departure at the curbside or on arrival as you enter the terminal
- Accompany and guide you all the way through the airport
- Fast track through immigration and security
- Complimentary porter service to help you with baggage on arrival or departure
- Complimentary access to the marhaba lounge on your next departure

family meet & greet

This service is designed especially for families and mothers travelling with young children or infants. We'll make the airport experience easy, meeting and escorting you through all the formalities and clearances.

This service includes:

- Meet and greet on departure at the curbside or on arrival as you enter the terminal
- Accompany and escort you all the way through the airport formalities
- Fast track through immigration and security
- Complimentary porter service to help you with baggage on arrival in the baggage belt area or departure in the check-in area
- Baby stroller (in Terminals 1 and 3)
- Priority buggy car transfer (on request, and subject to availability)
- Porter service can also be extended from the arrivals gate at an extra charge



marhaba ELITE

a service for you to savour

Provided for both arrivals and departures, marhaba Elite is ideal for VIPs and those who love to travel in luxury and style.

We not only take care of every single detail for you, with personalised attention and a seamless service, we also ensure absolute comfort and privacy at every stage of your journey.

marhaba Elite offers a personalised shopper for duty free, allowing you to explore airport features with ease, as well as exclusive lounges to rest in while we complete arrival or departure procedures. There is also the option to enjoy our luxurious chauffeur-driven car service.

This is, quite simply, a service to savour. It is privilege and pleasure, in perfect harmony.

This service includes:

- Personalised attention and seamless service
- Meet and Greet immediately on arrival or departure and assistance through the airport
- All immigration procedures completed by marhaba while you relax
- Dedicated personal shopper and porter*
- Exclusive Elite Arrivals lounge with complimentary refreshments and on departure VIP lounges with à la carte dining
- Chauffeur lounge on arrival
- Luxurious chauffeur-driven car

* Baggage delivery service available for an additional charge

to find out more about the marhaba effect, please get in touch:

call: +000 0 000 0000

e-mail: xxxx@xxxxxxx.com

or book online at xxxxxxx.com





	Bronze	Silver	Gold	Family	Elite
Dedicated one-to-one service			✓		✓
Full escort		✓	✓	✓	✓
Fast track clearance through immigration	✓	✓	✓	✓	✓
Visa deposit	✓	✓	✓	✓	✓
Baggage claim assistance	✓	✓	✓	✓	✓
Assistance through baggage screening	✓	✓	✓	✓	✓
Handover to receiving party at arrivals	✓	✓	✓	✓	✓
Porter service		✓	✓	✓	✓
marhaba lounge access on departures			✓		
Provision of marhaba waiting lounge area and assistance through check-in on departures	✓	✓	✓	✓	
Luxury chauffeur driven car					✓
Dedicated chauffeur lounge					✓
marhaba Elite departures lounge with à la carte dining					✓
marhaba Elite arrivals lounge					✓
Personal shopper at Dubai Duty Free					✓
Additional services on request					
Hand baggage trolley*	✓	✓	✓		
Wheelchair		✓	✓	✓	✓
Baby stroller				✓	✓
Additional services at a charge					
Floral / Sim card/ Chauffeur services/ Airshells and Baggage Delivery**	✓	✓	✓	✓	✓
Porter service from disembarkation				✓	✓

*subject to availability
**only available at Terminal 3 but will shortly be available at Terminal 1.



the marhaba lounge

Relax in style no matter your airline or class of travel in our exclusive lounges. Open 24 hours a day, these friendly, peaceful oasis' are the ideal place to relax, eat or catch up with work, before or after your flight.

There's no need to pre-book, and you'll find all the business services you could need and an open buffet offering a variety of international cuisine.

Our lounges include:

- PCs, internet, phone and fax (with free local calls)
- International cuisine with hot and cold beverages
- Priority buggy car transfer to your departure gate where possible

Our lounges in Concourse A and Concourse B at Terminal 3 also include:

- A special smokers' area so that you can relax in comfortable surroundings without causing any discomfort to our non-smoking customers
- Shower facilities are available in the washrooms at an additional charge

Our lounges in Concourse D at Terminal 1 also include:

- A dedicated prayer room which is carefully designed for your comfort
- A comfortable snooze room to rest and relax in before your flight
- A dedicated kids room that allows you to take your mind off your toddlers
- Premium Class Lounges are also offered – relax and enjoy a more refined marhaba experience
- A cinema room with varied cinematic offerings and a comfortable, relaxing atmosphere

You can experience the difference with our lounge located at:

Dubai International airport, Emirates Terminal 3, Concourse A

Level 5 between Gates A3 and A2. The entrance to the lounge is via a dedicated elevator from Duty Free.

Dubai International airport, Emirates Terminal 3, Concourse B

Level 4 near Gate B21. The entrance to the lounge is via a dedicated elevator from Level 3 departures.

Dubai International airport, Terminal 1, Concourse C

Between Gates C23 and C25.

Dubai International airport, Terminal 1, Concourse D

Located on the right hand side of the lounge level entrance, accessible using an elevator from Duty Free.

Dubai International airport, Terminal 2

Opposite Duty Free.

Al Maktoum International airport,

Our lounge is located by the Food Court on Level 1.



simple stopovers

Dubai is an international crossroads for passengers travelling all over the world. With everything from luxury hotels to exotic dining and stunning beaches, the city is perfect for a stopover if you're in transit for eight hours or more.

It's easy to stop over with CityStop. This service is available at Dubai International, Terminals 1 and 3, and Al Maktoum International airport. In a single package, we cover visa assistance, hotel reservations and ground transfers.

This service includes:

- Hotel accommodation in various star categories and at marhaba associate hotels
- Up to 96 hours visa sponsorship
- Ground transfers between the airport and your hotel
- Additional assistance at the airport (extra charge)

To use our CityStop service, you'll need a confirmed booking to your next destination, and a stopover time of between eight and 96 hours.

you are always welcome with marhaba



marhaba

In partnership with Thomson