

You are always
welcome
with marhaba



marhaba

cnkmdv
DUBAI & UAE VISAS • MARHABA SERVICES

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 in Terminals 1, 2 and 3, we've been bringing smiles to Dubai Airport since 1991. Our range of meet & 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
- We'll help you with baggage on arrival

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 hand baggage trolley, or wheelchair – just ask. And where possible, we also provide priority buggy car transfers.

This service includes:

- Meet and greet on departure at the kerbside 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 access to the marhaba lounge with our departure service
- We'll help you with baggage on arrival
- Porter service

gold meet & greet

Our gold service on arrivals 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 arrival as you enter the terminal
- Accompany and guide you all the way through the airport
- Fast track through immigration and security
- We'll help you with baggage on arrival
- Porter service
- 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 kerbside 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
- We'll help you with baggage on arrival
- Porter service
- Baby stroller (in Terminals 1 and 3)
- Priority buggy car transfer and hand baggage trolley (on request, and subject to availability)





	Bronze (Arrivals & Departures)	Silver (Arrivals & Departures)	Gold (Arrivals only)	Family (Arrivals & Departures)
Dedicated one-to-one service			✓	
Full escort		✓	✓	✓
Fast track clearance through immigration	✓	✓	✓	✓
Visa deposit	✓	✓	✓	✓
Baggage claim assistance	✓	✓	✓	✓
Security assistance	✓	✓	✓	✓
Handover to receiving party at Arrivals	✓	✓	✓	✓
Porterage service		✓	✓	✓
Additional services on request *subject to availability				
Hand baggage trolley*	✓	✓	✓	✓
Wheelchair		✓	✓	✓
Baby stroller				✓
Marhaba lounge access on Departures		✓	✓	
Provision of marhaba waiting lounge area and assistance through check in on Departures	✓	✓	NA	✓
Floral/Sim card/Chauffeur services	Additional services at a charge			

the marhaba lounge

Whatever your airline or class of travel, as a marhaba customer you'll be welcome at our exclusive airport lounges. Open 24 hours a day, these friendly, peaceful oases 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, as well as a food court offering a wide range of food and drink.

Our lounges include:

- PCs, internet, phone and fax (with free local calls)
- Arabic and continental dishes, hot meals, hot and cold drinks
- Priority buggy car transfer to your departure gate where possible





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. Our citystop service, available at all Dubai International terminals, makes stopping over easy. In a single package, we cover visa assistance, hotel reservations and ground transfers. We also have a special citystop service for those en route to the holy land.

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.

PLEASE REACH US AT:



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