



Government of Dubai  
DEPARTMENT OF TOURISM  
AND COMMERCE MARKETING

حكومة دبي  
دائرة السياحة  
والتسويق التجاري

Ref: D/000/145/012

7 March 2006

**Attn: General Manager**

**Inbound Tour Operators  
Dubai**

**Non Provision of Airport Transfer &  
Delay in Excursion Pickup**

Please note that during the course of 2005, we received a number of complaints against inbound operators relating to non provision of guest transfer from the airport and delays in picking up guests for excursions.

I am certain you agree that this does not truly reflect the image of Dubai service.

Kindly confirm with visitors prior to their arrival whether they request airport pick up and ensure arrival of your pick up staff on time whether at the airport or for excursions so as to provide visitors with the best Dubai experience.

I look forward to yet another year of fruitful cooperation with all of you.

Kind regards.

Lina Makarem Dergham  
Senior Manager, Business Development