



Government of Dubai  
DEPARTMENT OF TOURISM  
AND COMMERCE MARKETING

حكومة دبي  
دائرة السياحة  
والتسويق التجاري

Ref: D/000/145/012

October 2, 2005

**Attn: General Managers**

**All Hotel & Hotel Apartment Establishments  
Ground Handlers  
Dubai**

**Delays in Airport Pick up of Guests**

Further to our 18 January circular (copy attached) as regards the above.

Please note that we are still receiving visitor complaints relating to hotel delays in airport pick ups.

Our investigation findings proved that most of these complaints were due to non provision of correct itinerary by the ground handlers.

You are kindly requested to ensure that hotel reservation staff are promptly notified when the visitor requires pick up from the airport and are informed of the correct flight details and arrival time.

Thank you for your kind cooperation.

Kind regards.

Lina Makarem Dergham  
Senior Manager  
Business Development

Encl. As above

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