



Government of Dubai
DEPARTMENT OF TOURISM
AND COMMERCE MARKETING

حكومة دبي
دائرة السياحة
والتسويق التجاري

Ref: D/000/145/012

January 18, 2005

Attn: General Manager

All Hotel & Hotel Apartment Establishments
Dubai

Delays in Airport Pick up of Guests

Please note that during the course of 2004, we received a number of visitor complaints relating to hotel delays in airport pick ups.

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

Kindly ensure that your guests are picked up on time so as to provide them 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

