



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

P O Box 594 Dubai, United Arab Emirates
Telephone (9714) 2230000, Telefax (9714) 2230022



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