



Marhaba, or 'welcome' in Arabic, is an exclusive meet & greet service that makes the airport something to look forward to—for you, your clients or your loved ones.

From speedy clearance through arrivals or departures to helping with transfers, baggage and family travel, they ensure a swift, smooth and safe passage through the airport. They even have their own lounges, reserved for marhaba customers. So whether you want to roll out the red carpet, or simply ensure your guests arrive relaxed—knowing they're in safe hands—marhaba will deliver on your promise of a warm welcome.

OPTIONS:

Bronze meet & greet

You will be met by a friendly marhaba staff member who will guide and assist you through the formalities, making your journey much easier and more relaxing.

Arrivals Meeting Point:

You will be met at the arrivals area before immigration – look for your name on the marhaba plasma screens located at different points along your journey.

Departure Meeting Point:

If your flight departs from Dubai International airport, here's where to find Marhaba :

In Terminal 1 you will be met at the marhaba meeting lounge immediately after security at area A.

In Terminal 2, you will find marhaba at the marhaba sales office in the departure area before you check in.

In Emirates Terminal 3, you will find marhaba at the marhaba meeting lounge in the departure area before you check in.

If you are departing from Bahrain International Airport, you will be met at the check-in area entrance.

This service includes:

- A warm welcome on arrival / departure
- Assistance and guidance through airport clearance and all related formalities

On Departures

- Escort through check-in, immigration and security formalities
- In addition to the above, passengers departing from Terminal 1 and Emirates Terminal 3 in Dubai have access to the marhaba departure check-in lounge at the check-in area, which serves light refreshments and offers a selection of reading materials

On Arrival

- Handover of your visas and/or other essential documents
- Escort through immigration formalities and the security screening
- Assistance at the baggage belt area *
- Escort to the receiving party at the meeting point outside arrivals

*Porter service available at an extra charge

Important Information

The above service needs to be booked 24 hours prior to arrival/departure and is subject to availability.

Silver meet & greet

This service includes a complimentary porter service and is recommended for passengers with special needs as well as young and first-time passengers.

This service includes:

- Full escort through airport related formalities and clearance through marhaba's dedicated counter
- Special hand baggage trolleys (on request)
- Complimentary portering services and assistance with baggage
- Priority buggy car transfer through the airport terminal (on request and in areas where access is permitted by Civil Aviation Authorities in Terminal 1 and Emirates Terminal 3 in Dubai International airport).

On Departures

- You will be met at the kerbside and escorted with complimentary porter service at the check-in area
- Full escort through check-in, immigration and security formalities
- In addition to the above, passengers departing from Terminal 1 and Emirates Terminal 3 in Dubai have access to the marhaba departure check-in lounge at the check-in area, which serves light refreshments and offers a selection of reading materials.

On Arrivals

- A warm welcome on arrivals. You will be met as you enter the terminal by a marhaba agent holding a name board
- Full escort through immigration formalities and security screening
- Assistance at the baggage belt area and complimentary porter service
- Escort to the receiving party at the meeting point outside arrivals
- In addition to the above, if you are arriving at Bahrain International Airport you will be welcomed to the marhaba arrival lounge with complimentary refreshments while your marhaba agent processes your passport clearance

Important Information

The above service needs to be booked 24 hours prior to arrival/departure and is subject to availability.

Gold meet & greet

The gold service (previously known as Personalized Service) provides you with a dedicated escort just for you on arrivals or departures. Your own personal guide will accompany you exclusively through all airport formalities, making your journey that much easier.

On Arrivals in Dubai

- Dedicated one-to-one escort from arrivals. You will be met as you enter the terminal by a marhaba agent holding a name board
- Assistance through all airport arrival formalities
- Special hand baggage trolleys (on request)
- Assistance at the baggage belt area and complimentary porter service
- Priority buggy car transfer through the airport terminal (on request and in areas where access is permitted by Civil Aviation Authorities in Terminal 1 and Emirates Terminal 3 at Dubai International airport.
- Complimentary access to the [marhaba lounge](#) on your next departure from Dubai
- Escort to the receiving party at the meeting point outside arrivals

On Departures in Dubai

- Dedicated one-to-one escort through the entire departure process.
- You will be met at the kerbside and escorted with complimentary porter service at the check-in area
- Full escort through check-in, immigration and security formalities
- In addition to the above, passengers departing from Terminal 1 and Emirates Terminal 3 in Dubai have access to the marhaba departure check-in lounge at the check-in area, which serves light refreshments and offers a selection of reading materials.
- Included in this service is access to the exclusive marhaba lounge located near the departure gates area, offering a full buffet, beverages and facilities while you await your flight (available in all terminals at Dubai International airport).
- Escort from the marhaba lounge to the boarding gate

Important Information

The above service needs to be booked 24 hours prior to arrival/departure and is subject to availability.