



طالة الضيافة
greet & go

Stress-free
imple
ecure

Terminal 3, Dubai International (DXB)

About

DXB Greet & Go is a smart new pickup solution at Terminal 3 Arrivals, designed especially for guests who've opted for hotel or tour operator services.

Replacing handheld signs and pagers, this initiative streamlines the guest pickup process by directing arrivals to a dedicated DXB Greet & Go area, where they simply scan a QR code and are seamlessly connected with their pickup representative.

Aligned with our mission to delight guests the Dubai way, this initiative helps create an exceptional first impression from the moment guests land—offering a stress-free, simple and secure experience.

It also improves operational flow, reduces crowding and visual clutter in the arrivals hall, and enhances the overall aesthetic of the guest environment.



Who can use it?

This service is designed perfectly for:

- ✓ Hotels
- ✓ Limousine companies
- ✓ Tour operators



Service fee

Each business must maintain an minimum eWallet balance of AED 1000. Charges for all services at DXB Greet & Go are deducted directly from your eWallet Balance.

Option 1: For Greet & Go service:

The service fee is AED 30 per service (excluding VAT), for a group of up to 7 guests applicable for wait time up to 15 minutes.

Option 2: For Greet & Go + Limousine service:

The service fee is AED 30 per service (excluding VAT), for a group of up to 7 guests applicable for wait time up to 15 minutes, plus limousine service provided by Valtrans with charges applicable as per the pricing list/location *(page 26 onwards)*.

If the driver does not arrive within the 15-minute window, Valtrans will dispatch a vehicle from their Limo Service to avoid any delay for the guest.



Key benefits

Enhanced guest experience:

Premium & organised meeting point – The centralised DXB Greet & Go area provides a structured and seamless experience for arriving passengers, eliminating the confusion and overcrowding at the arrivals hall.

Compliance & security:

Eliminates unauthorised touting – Only registered operators can use DXB Greet & Go services, reducing the risk of unauthorised agents approaching passengers.

Operational efficiency for operators:

Seamless registration & digital payment process – The online registration portal and eWallet system simplify fund management and transaction processing.



Key benefits

Business & revenue benefits:

Increased credibility & brand image – hotels, tourism agencies, and limo operators offering this service enhance their reputation with a premium airport experience

Higher customer retention – a seamless arrival experience increases guest satisfaction, leading to repeat business for the operators

Advantages of the DXB Greet & Go with limousine option:

End-to-end convenience – guests receive an all-in-one service from arrival to their final destination

Premium limousine dispatch – Valtrans ensures timely and professional limousine service, enhancing guest experience



How it works

Create booking:

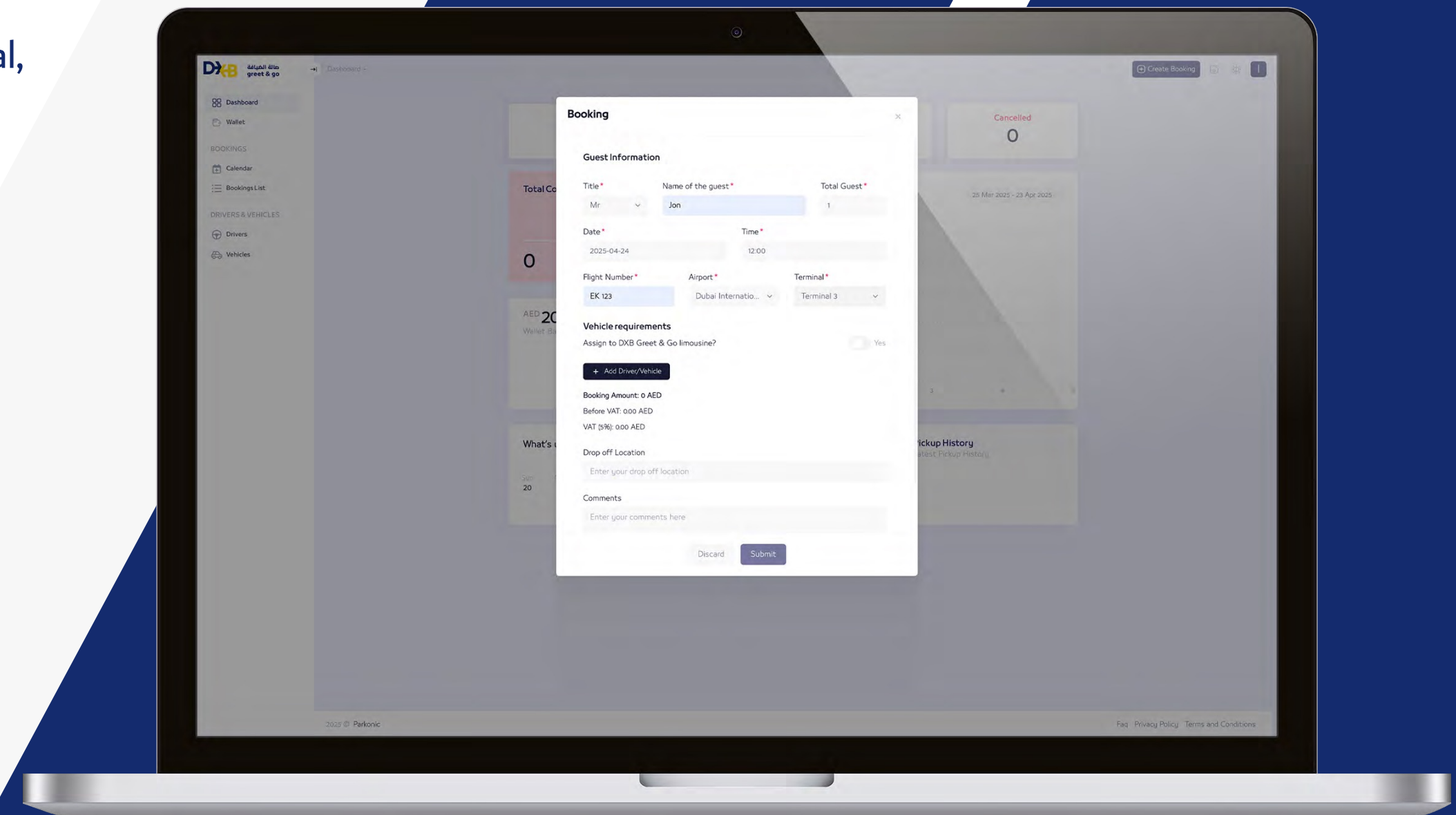
Each business must create a booking using the admin portal:

Own business cars & drivers fleet:

Once you add and register your vehicles & driver details via admin portal, bookings can be assigned whenever requested by a guest

Valtrans limousine service:

This service will be enabled in case the driver doesn't show up or delayed beyond 15 minutes



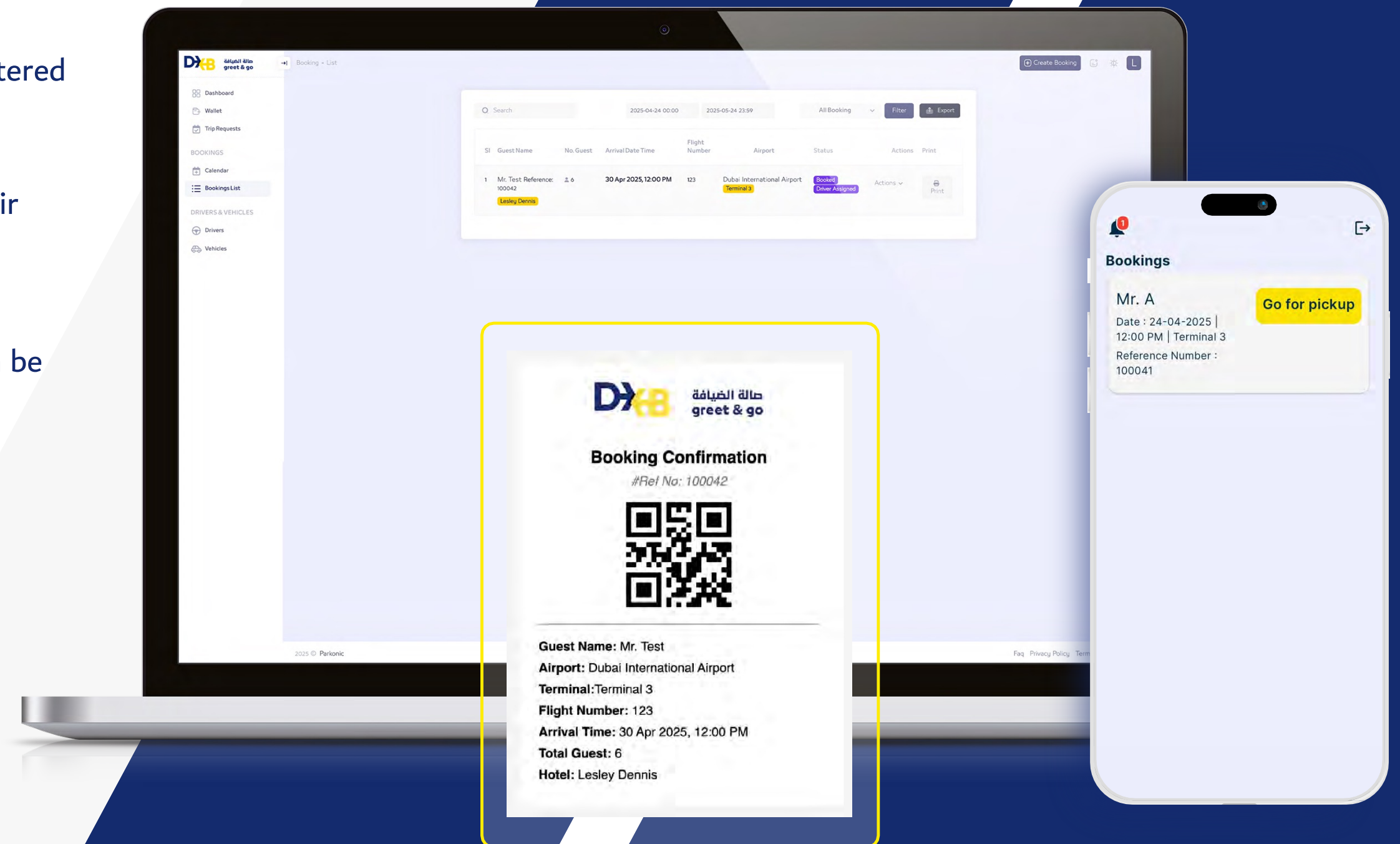
How it works

QR code sharing:

Each business will send a booking confirmation (QR Code) to the registered guest via email.

The assigned driver receives notification through the driver app on their mobile device.

If QR codes are not generated or cannot be shared, booking details can be retrieved using the guest's name and reference number.



How it works

Guest arrival:

- Upon arrival, guest is met by a DXB Greet & Go Receptionist or a Customer Service Representative followed by a Host.

Verification:

- DXB Greet & Go staff will scan the QR code & verify the booking



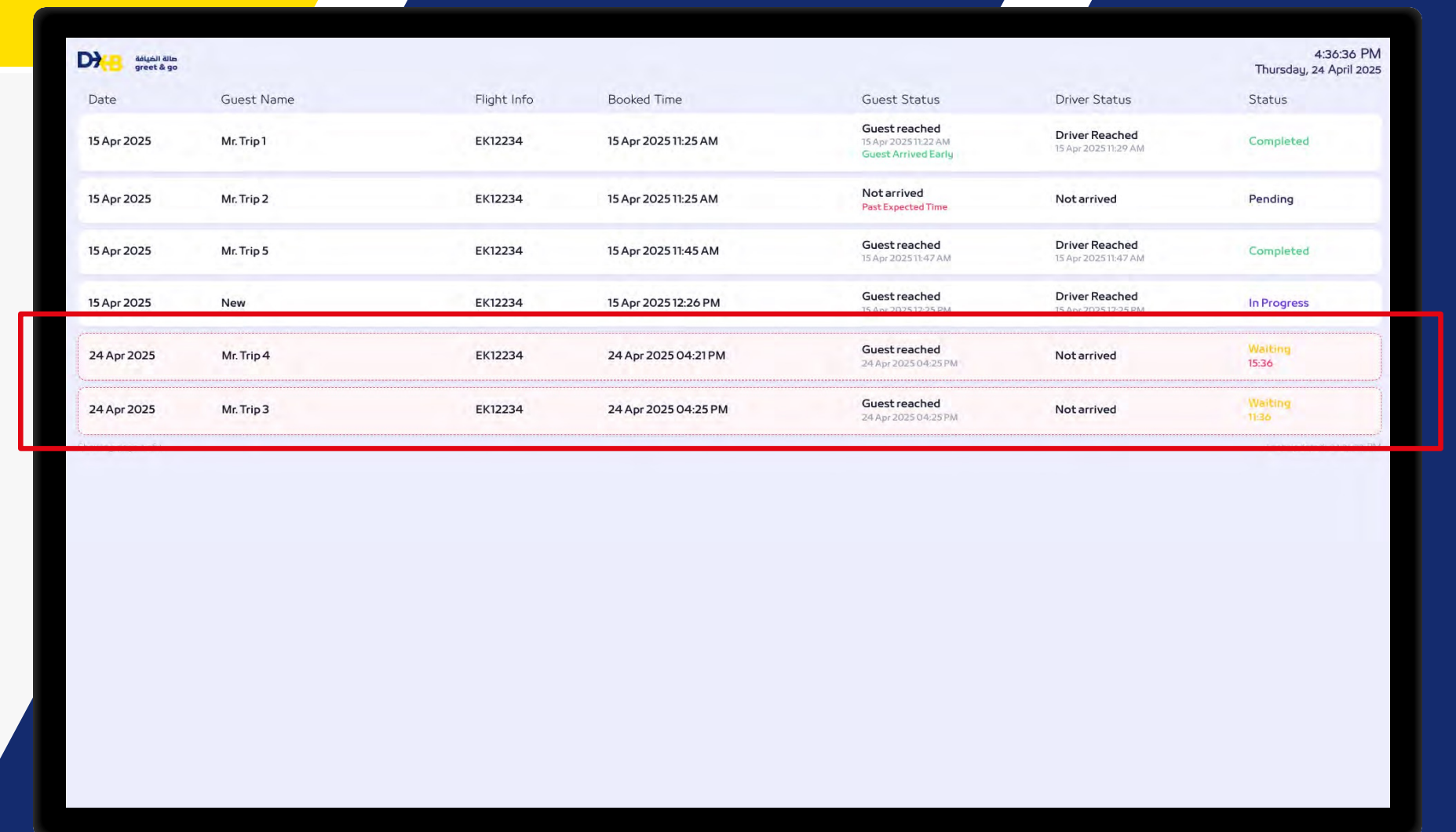
How it works

Driver arrival:

- Once the driver has arrived in Terminal 3 and updates the status to 'Arrived' via the driver app, the same will reflect on the main Dashboard

Note:

From the time the guest has arrived at DXB Greet & Go area, at 10 mins DXB Greet & Go staff will call the driver to check his live location and if he is unable to make it, then within 5 mins from that time, then Valtrans Limousine Service will be assigned by default and original booking will be cancelled.



4:36:36 PM Thursday, 24 April 2025						
Date	Guest Name	Flight Info	Booked Time	Guest Status	Driver Status	Status
15 Apr 2025	Mr. Trip 1	EK12234	15 Apr 2025 11:25 AM	Guest reached 15 Apr 2025 11:22 AM Guest Arrived Early	Driver Reached 15 Apr 2025 11:29 AM	Completed
15 Apr 2025	Mr. Trip 2	EK12234	15 Apr 2025 11:25 AM	Not arrived Past Expected Time	Not arrived	Pending
15 Apr 2025	Mr. Trip 5	EK12234	15 Apr 2025 11:45 AM	Guest reached 15 Apr 2025 11:47 AM	Driver Reached 15 Apr 2025 11:47 AM	Completed
15 Apr 2025	New	EK12234	15 Apr 2025 12:26 PM	Guest reached 15 Apr 2025 12:25 PM	Driver Reached 15 Apr 2025 12:25 PM	In Progress
24 Apr 2025	Mr. Trip 4	EK12234	24 Apr 2025 04:21 PM	Guest reached 24 Apr 2025 04:25 PM	Not arrived	Waiting 15:36
24 Apr 2025	Mr. Trip 3	EK12234	24 Apr 2025 04:25 PM	Guest reached 24 Apr 2025 04:25 PM	Not arrived	Waiting 11:36

How it works

Guest transfer:

- ✦ If the driver has arrived, guest will be escorted by the host from the DXB Greet & Go area directly to their registered vehicle

Meet the driver and guest:

- ✦ Host will handover the guest to the driver and update status as **'Guest arrived'** in the driver app

Service completion:

- ✦ Once driver updates the status on the app, service is marked complete and the trip charges are immediately deducted from the business eWallet

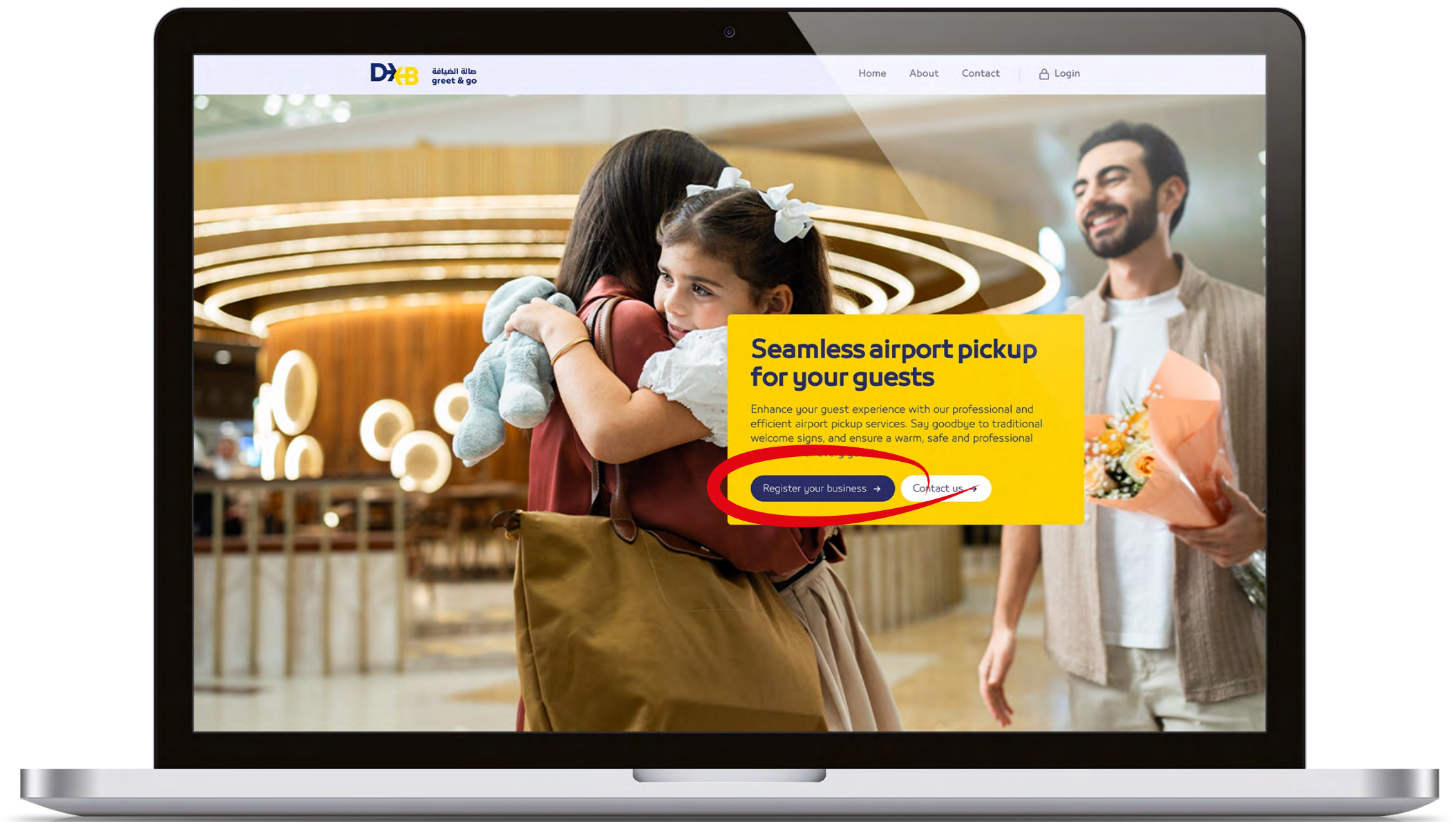


How to register

Step: 01

 Visit www.dxbgreetandgo.ae

Click **register your business**



How to register

Step: 02 Complete the registration form

Provide business name

(Ensure the business name matches the trade license)

Enter phone number and email

Choose business type

(Hotel, Limousine, Tour Operator, etc)

Enter valid Trade License number and upload Trade License

The image shows a laptop screen with the 'Register your company' form. The form is titled 'Register your company' and includes a disclaimer: 'Approval may take up to 24 hours. Additional documents may be required if the request is rejected.' The form fields are: 'Enter Your Business Name *', 'Phone Number *', 'Address Line 1 *', 'Address Line 2 *', 'Enter Your Email *', 'Select Your Business Type *', 'Enter Your Trade License Number *', 'Upload Trade License Document *', 'Enter Your Password *', and 'Confirm Your Password *'. The 'Register Now' button is highlighted with a red circle.

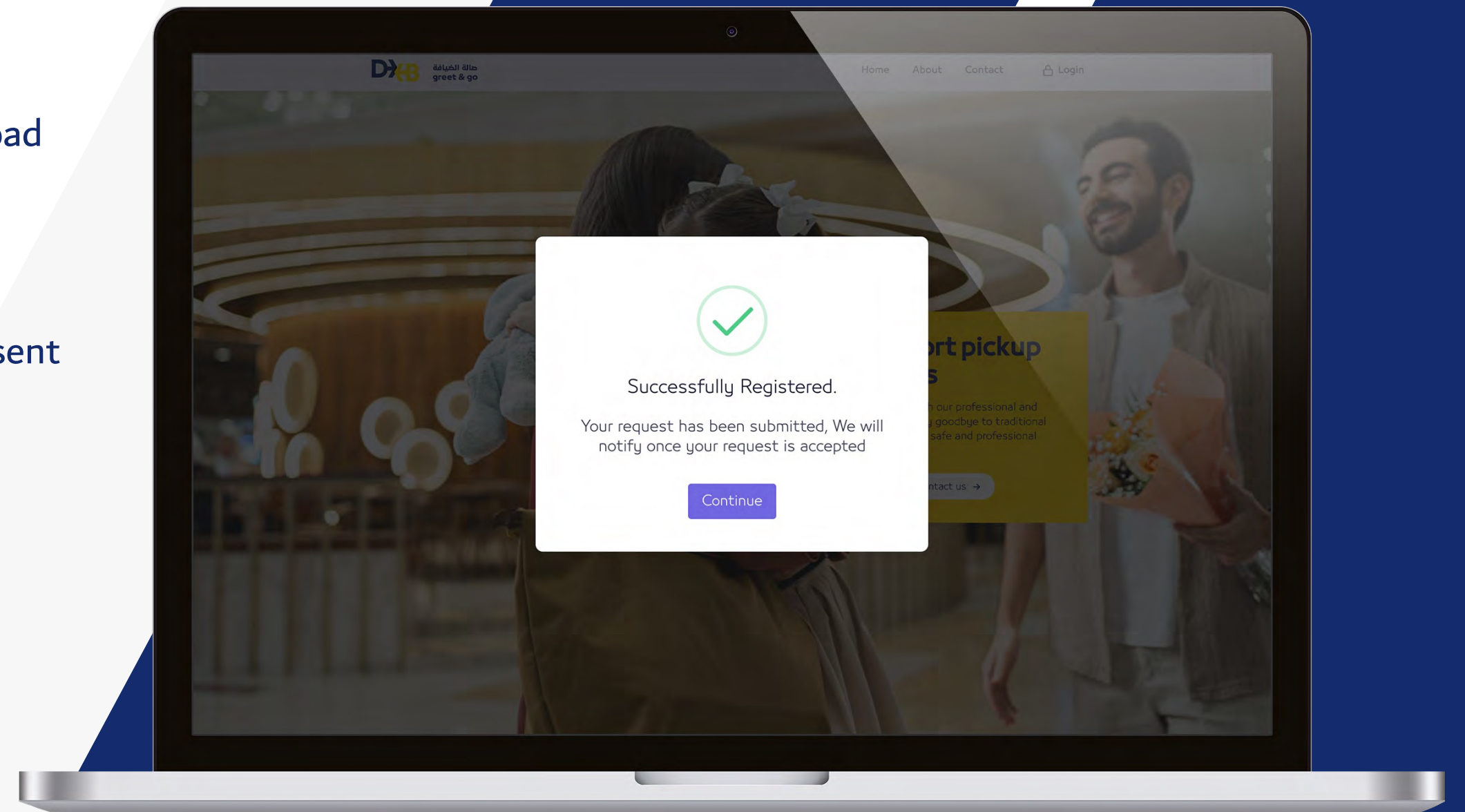
Step: 03 Wait for approval (24 hours)

- Our team will review your registration details and you will be notified via email

How to submit documents:

Use the link received via email with the reference number to upload your files.

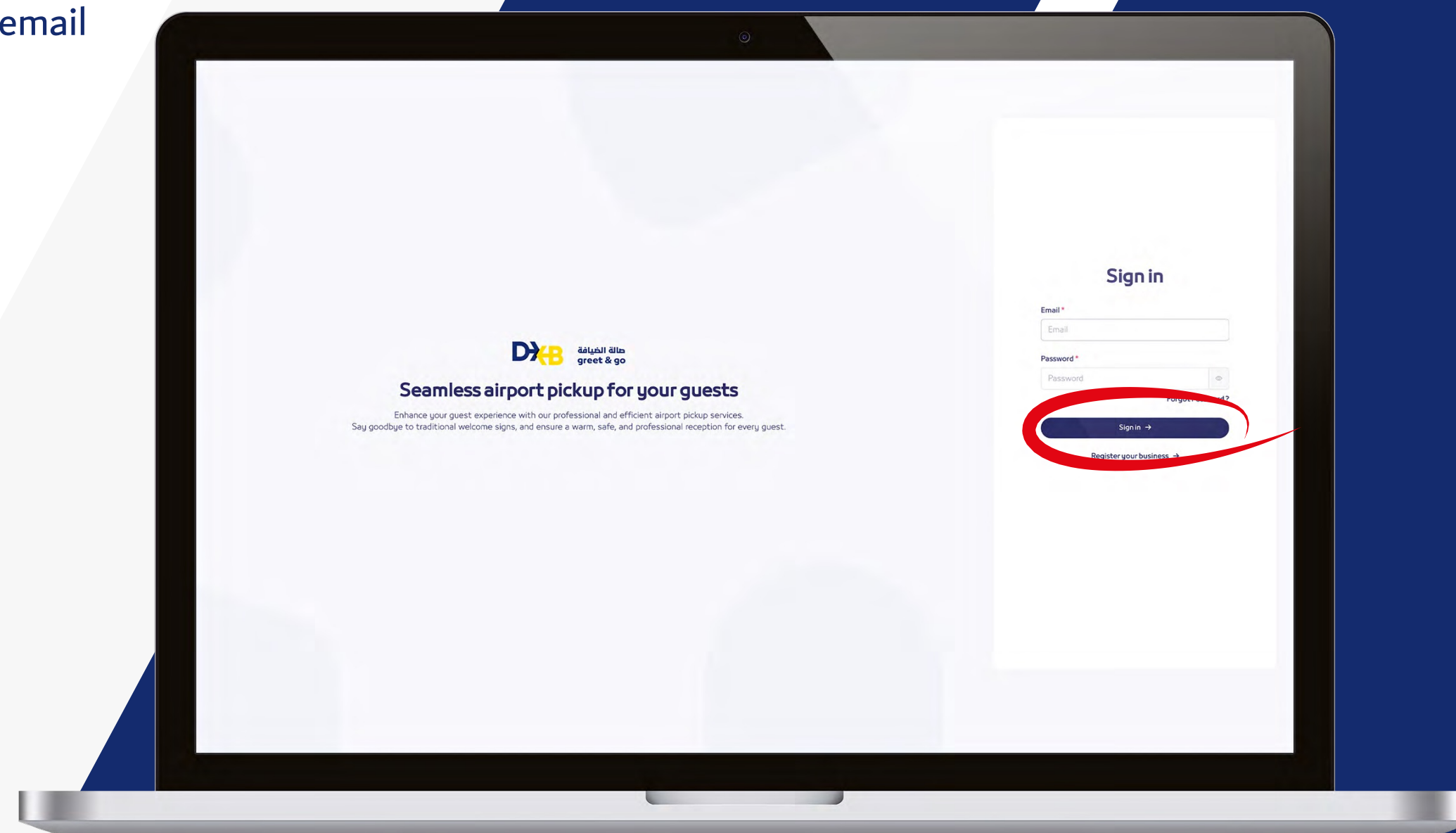
- If your business registration request is rejected, an email will be sent with a link to upload additional documents



Account approval

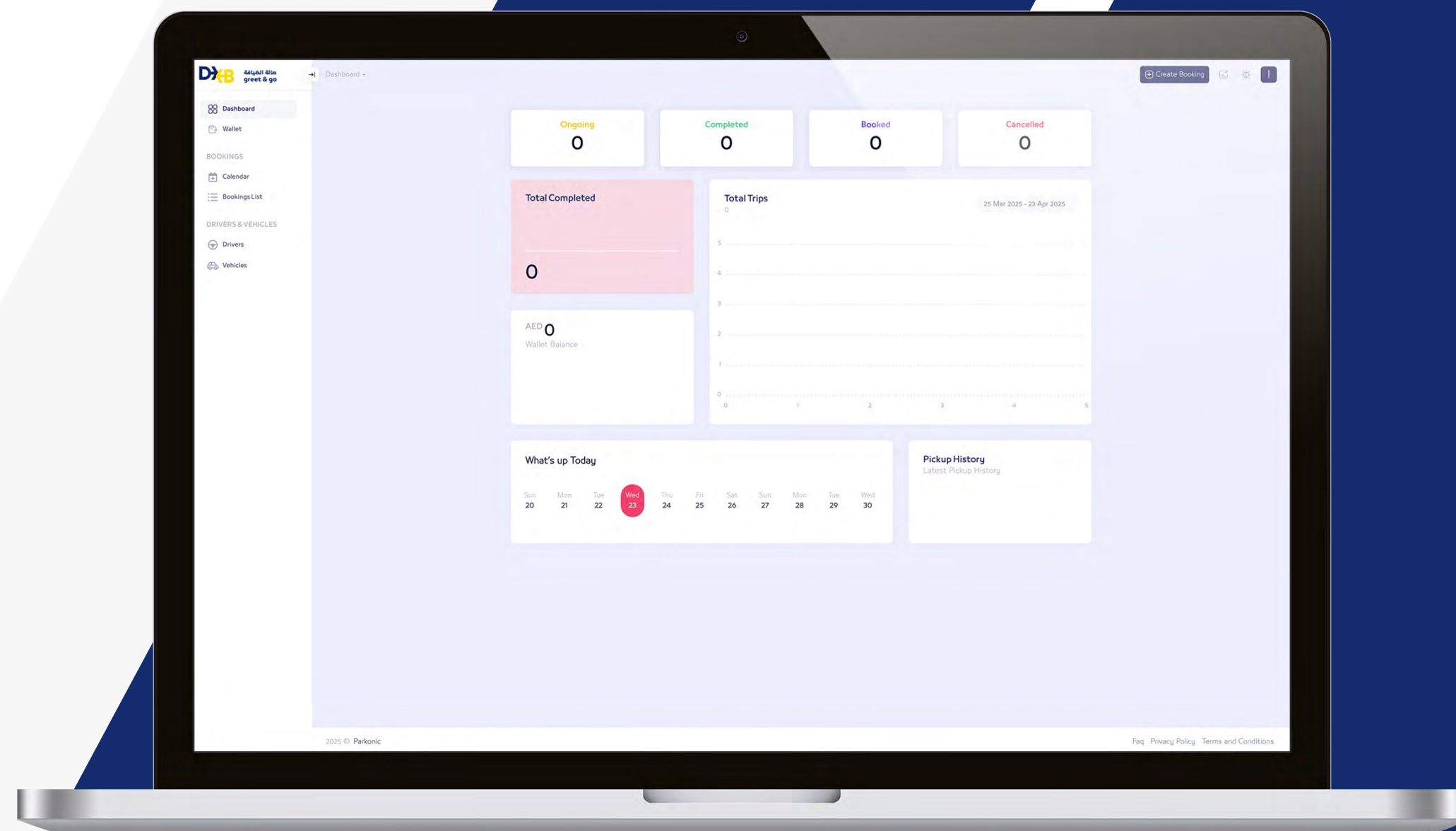
✚ Your account will be approved upon completion of verification process which will then allow you to log in using the registered email and password provided at the time of registration.

🔗 <https://dxbgreetandgo.ae/sign-in>



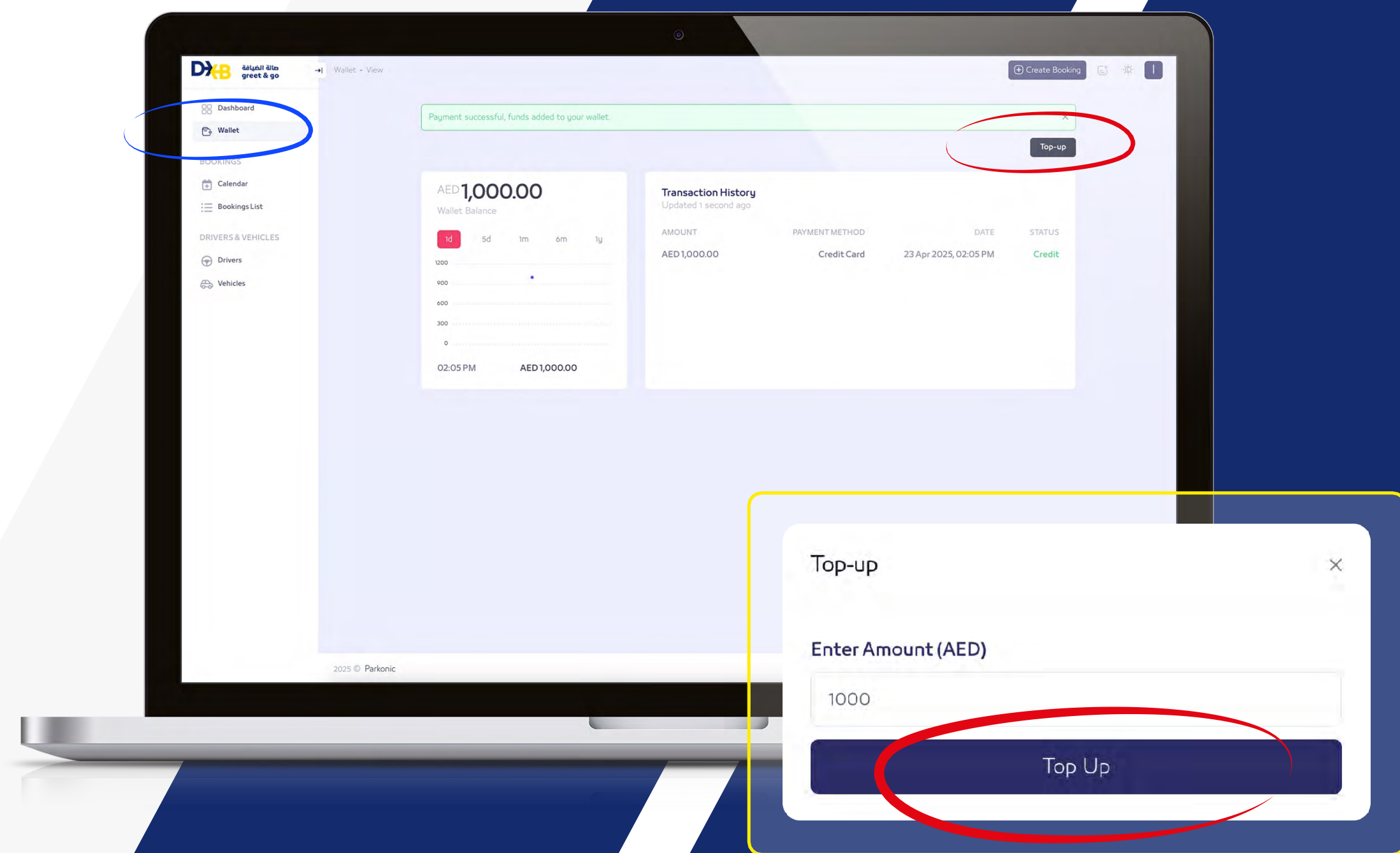
Dashboard

Gives you all the information to book a service, check your upcoming and past bookings, access reports, top up your eWallet etc.



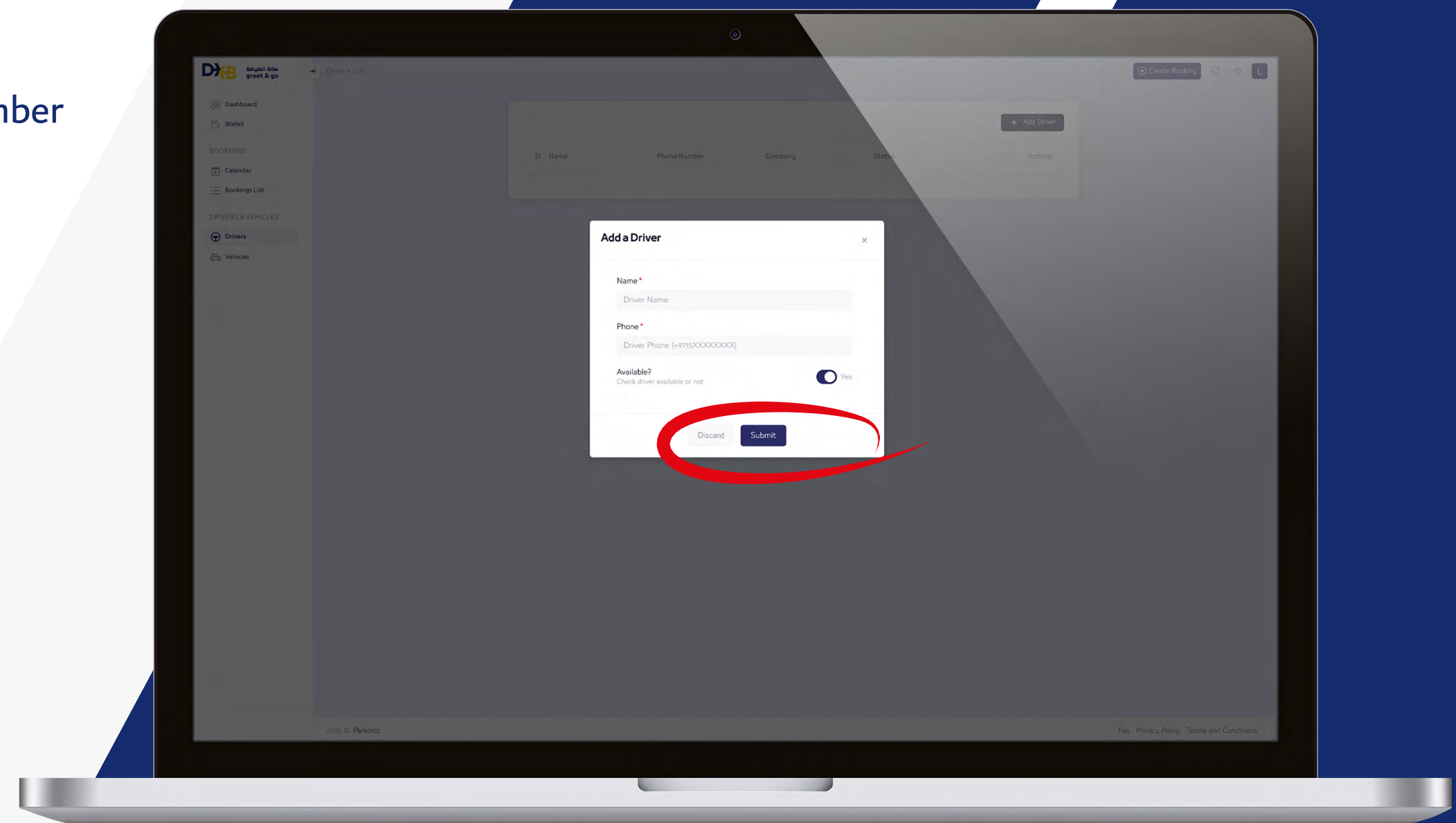
eWallet top-up

- ✦ Maintain a minimum account balance of AED 1,000 to initiate bookings.
- ✦ Trip charges will be held at the time of booking & deducted upon driver confirmation that he has received the guest.



Add driver & vehicle details

 Please provide your driver's details, including their contact number and availability.

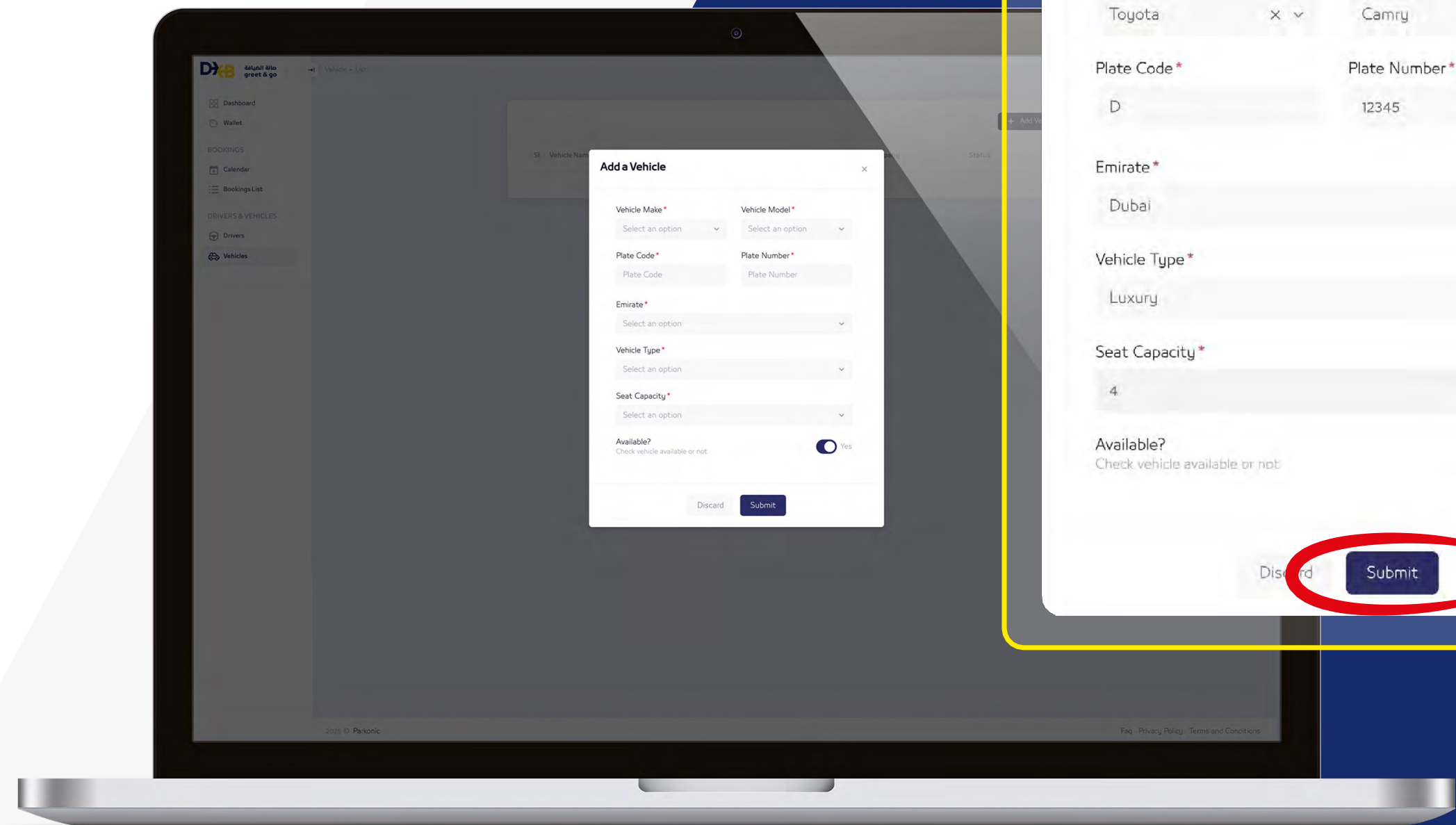


Add driver & vehicle details

Please provide your vehicle details, including:

- Make and model
- Registration information
- Vehicle type
- Seating capacity

Availability can be updated later if needed



Booking methods

Option:

01

Pick-up with your own cars & driver

- Fill in the guest information, including the number of guests, flight details (time, date, and flight number)
- Click add Driver / Vehicle Button
- Choose your available Driver and Vehicle
- Click **Submit**

Booking

Guest Information

Title * Name of the guest * Total Guest *

Mr Jon 1

Date * Time *

2025-04-24 12:05

Flight Number * Airport * Terminal *

EK 123 Dubai Internatio... Terminal 3

Vehicle requirements

Assign to DXB Greet & Go limousine? ☐ Yes

Vehicle:	Driver:
D 12345-Camry (S...	jamal
<div>Vehicle Name: Toyota</div> <div>Date: 24-04-2025</div> <div>Daily Schedule: 12:00 PM</div>	<div>Driver Name: jamal</div> <div>Date: 2025-04-24</div> <div>Daily Schedule: 12:00 PM</div>

Booking Amount: 31.50 AED

Before VAT: 30.00 AED

VAT (5%): 1.50 AED

Drop off Location

Enter your drop off location

Discard

Submit

Booking methods

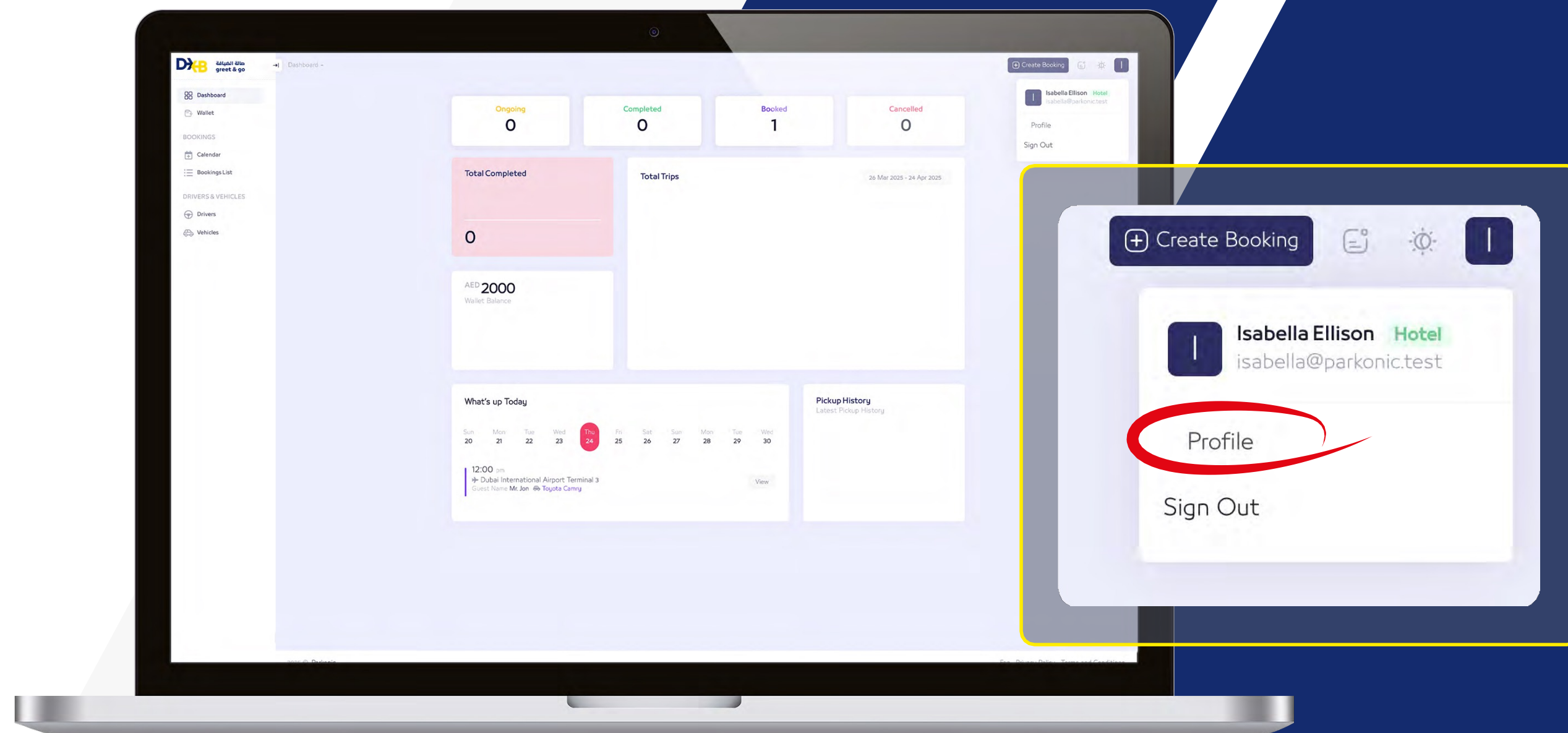
Option:

02

Assign pick-up with contracted
limousine companies

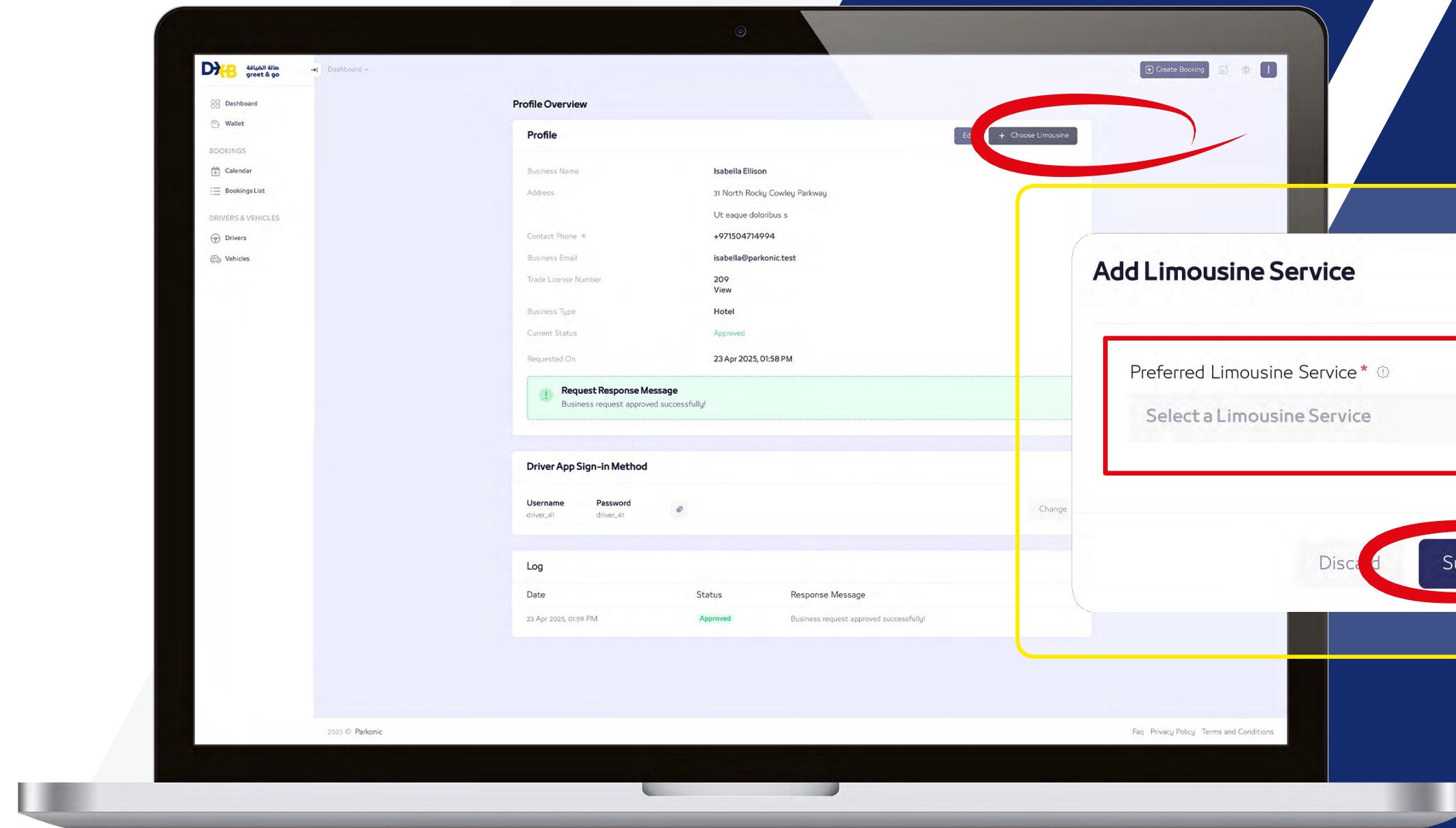
Before you can assign a pickup, you must first link a contracted limousine company to your profile.

Navigate to the “Profile” section from the main menu.



Booking methods

- Click the **Choose Limousine** button
- A list of limousine companies your organisation has contracts with will appear
- Select the appropriate company from the dropdown list
- Click the **Submit** button to complete the linking process



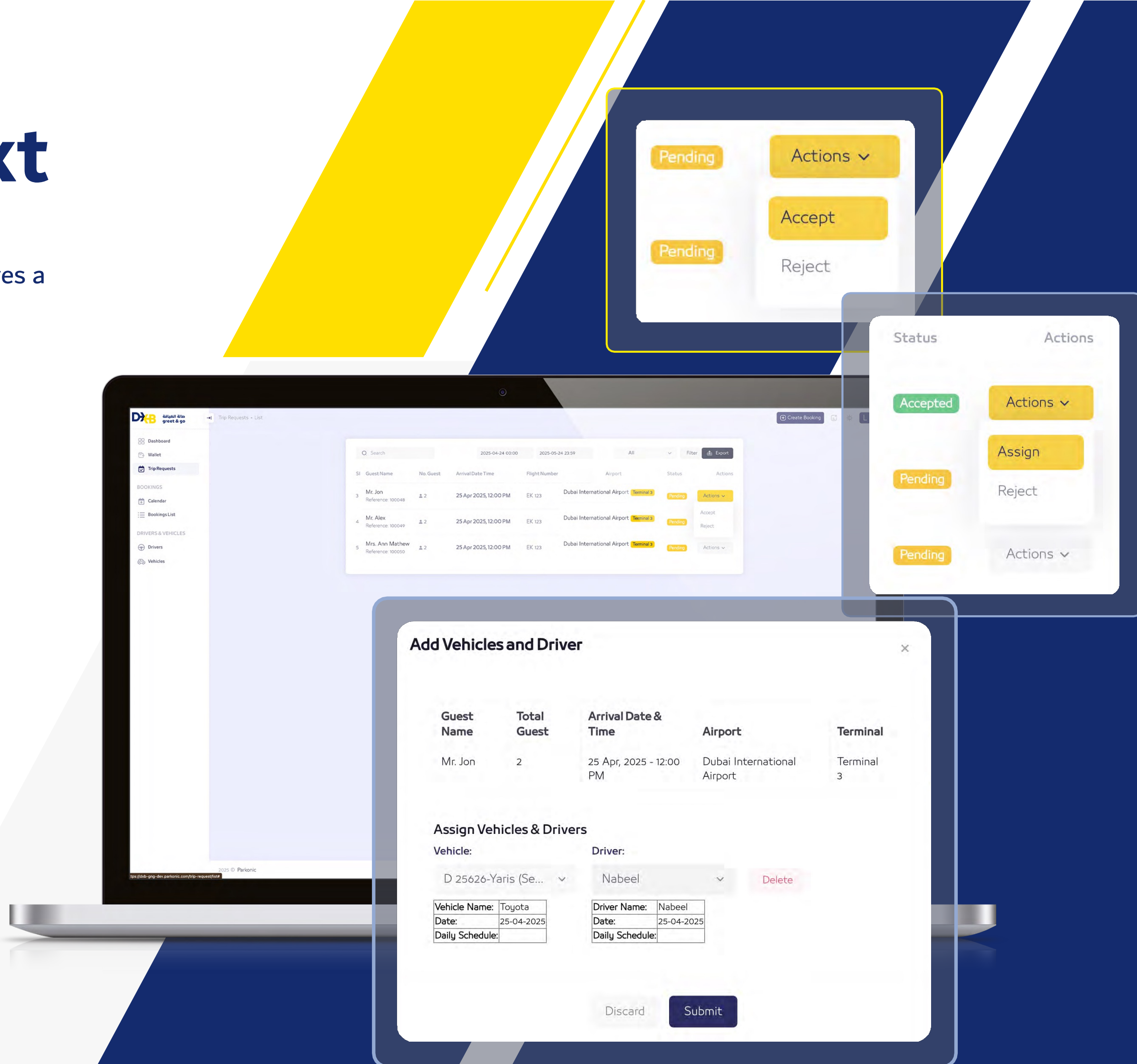
Create a booking and assign to contracted limousine companies

- Once the company is linked, go to the **Create a booking** section in the portal
- Fill in the guest information, including:
Number of guests & flight details
- Enable the **Assign to Limousine Company** toggle
- Select the linked limousine company from the dropdown list
- Click **Submit** to complete the booking

The image shows a laptop screen displaying a web portal with a sidebar menu containing 'Dashboard', 'Wallet', 'BOOKINGS', 'Calendar', 'Bookings List', 'DRIVERS & VEHICLES', 'Drivers', and 'Vehicles'. The main content area shows a 'Booking' form. A larger, semi-transparent overlay of the same form is shown to the right, highlighting specific sections. The 'Guest Information' section includes fields for Title (Mr), Name of the guest (Jon), Total Guest (2), Date (2025-04-25), and Time (12:00). The 'Flight Number' is EK 123, the 'Airport' is Dubai International, and the 'Terminal' is Terminal 3. The 'Vehicle requirements' section has a toggle for 'Assign to DXB Greet & Go limousine?' set to 'Yes'. Below this, the 'Assign to limousine company?' toggle is also set to 'Yes', with a note: 'This will assign the booking to limousine service providers'. The 'Service Provider' dropdown is set to 'Limo Company Two'. At the bottom, the 'Booking Amount' is 31.50 AED, with a breakdown: 'Before VAT: 30.00 AED' and 'VAT (5%): 1.50 AED'. The 'Drop off Location' field is empty. A red circle highlights the 'Submit' button at the bottom right of the form.

What happens next

- Once the booking is created, limousine company receives a notification via email
- They log in to their portal to review the booking details
- The request will be accepted or rejected
- If accepted, they will proceed to assign a driver to the booking



Booking methods

Option: **03** Create a booking and assign via DXB Greet & Go

Go to the **Create a Booking** section in the portal

Fill in the guest information, including:
Number of guests & flight details

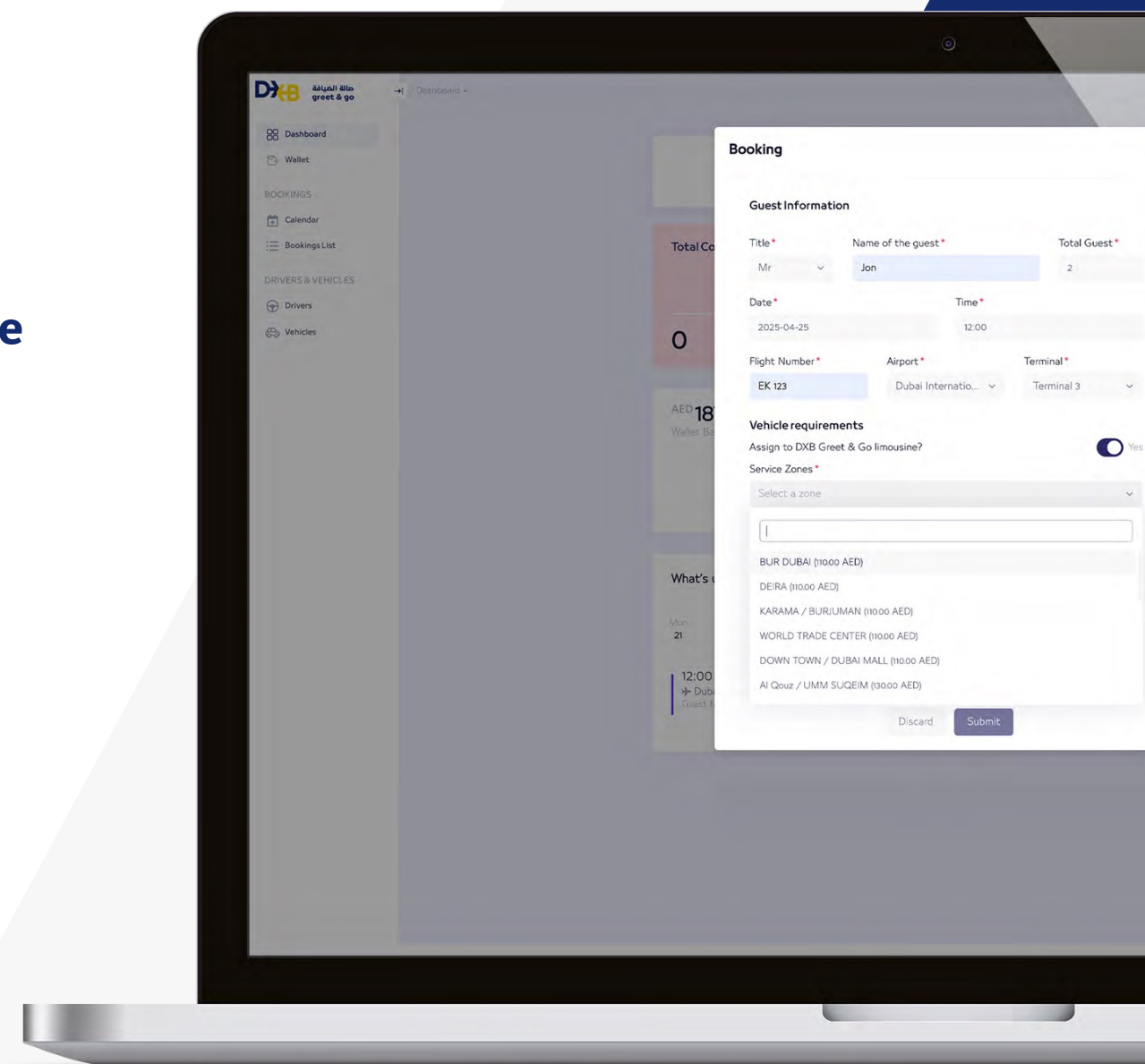
Enable the **Assign to DXB Greet & Go Limousine** option

Choose the required drop-off area and enter the exact location

Note: Additional location-based charges may apply

DXB **هالة الضيافة**
greet & go

فالترانس
VALTRANS



Booking

Guest Information

Title * Name of the guest * Total Guest *

Mr Jon 2

Date * Time *

2025-04-25 12:00

Flight Number * Airport * Terminal *

EK 123 Dubai Internatio... Terminal 3

Vehicle requirements

Assign to DXB Greet & Go limousine? ☒ Yes

Service Zones *

WORLD TRADE CENTER (110.00 AED)

Booking Amount: 14700 AED

Service Charge: 30.00 AED

Before VAT: 140.00 AED

VAT (5%): 700 AED

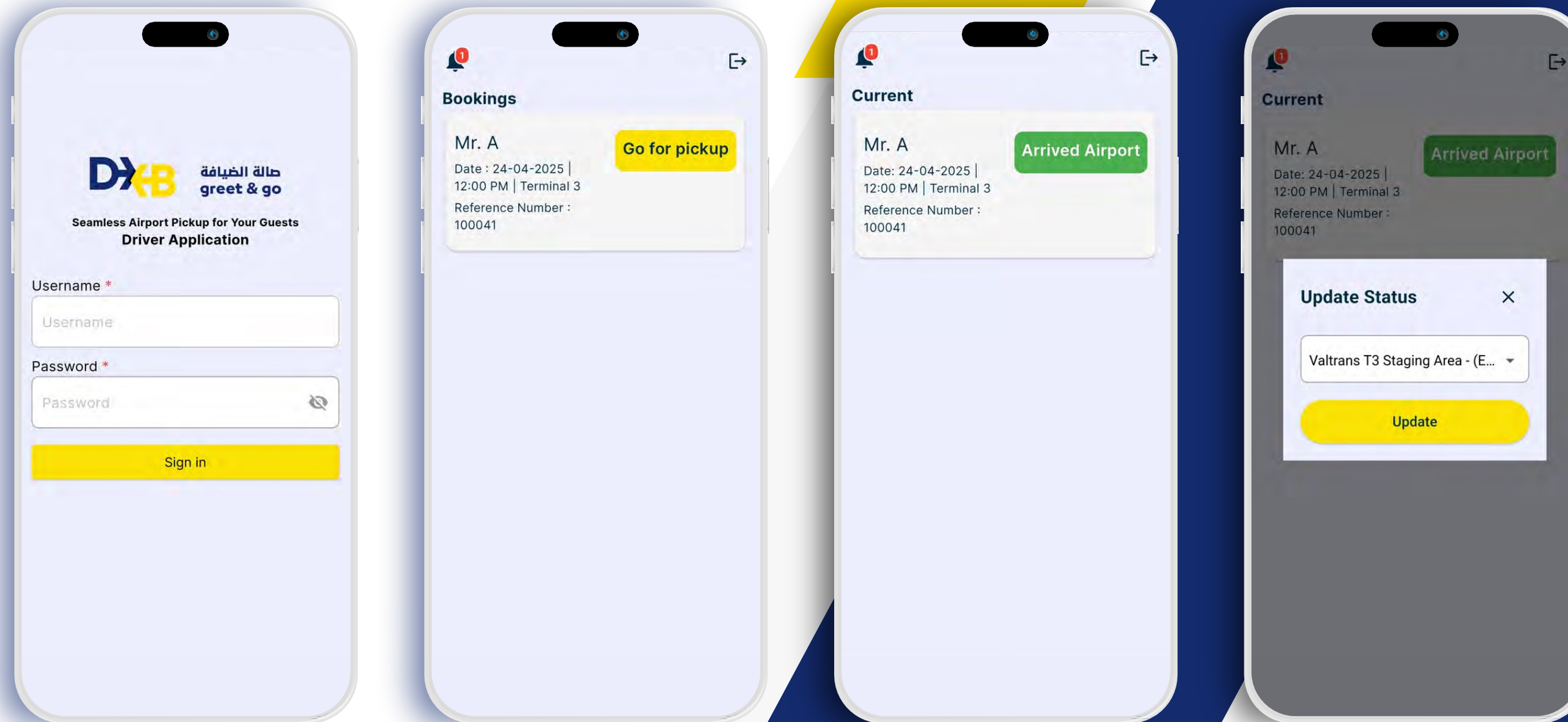
Drop off Location

Enter your drop off location


Comments

Discard Submit

Overview of driver app



Parking location at DXB T3

 Ground Transport Operators (GTO) – T3 Departures
Near Emirates Group Check-in Area

 Dedicated DXB Greet & Go Area – T3 Arrivals

All non-GTO registered vehicles entering Terminal 3 parking must obtain a valid ticket. Charges apply as per Dubai Airports policy.



Limo pricing structure

Location details from airport to other destinations - 4 seater			
Sn. No	Zone A	Sub-zone	Price (AED)
1	Deira	Deira City Centre Area	220
2	Deira	Al Rigga & Al Muraqqabat	220
3	Deira	Hor Al Anz & Abu Hail	220



- Remarks:**
- All above rates are exclusive of 5% VAT
 - All above tariffs include driver, fuel and Salik/DARB

Limo pricing structure

Location details from airport to other destinations - 4 seater			
Sn. No	Zone B	Sub-zone	Price (AED)
1	Central Dubai	Downtown Dubai	260
2	Central Dubai	Business Bay	260
3	Central Dubai	DIFC	260
4	Deira	Al Mamzar & Al Wuheida	260
5	Bur Dubai	Al Karama	260
6	Bur Dubai	Al Raffa & Mankhool	260
7	Bur Dubai	Oud Metha & Healthcare City	260
8	Bur Dubai	Al Jaddaf	260
9	North Dubai	Al Nahda (1 & 2)	260
10	North Dubai	Al Qusais (1,2,3 & Industrial)	260
11	North Dubai	Al Mamzar	260



Remarks:

- All above rates are exclusive of 5% VAT
- All above tariffs include driver, fuel and Salik/DARB

Limo pricing structure

Location details from airport to other destinations - 4 seater			
Sn. No	Zone C	Sub-zone	Price (AED)
1	North Dubai	Mushrif Park Area	280
2	South Dubai	Al Barsha (1,2,3)	280
3	South Dubai	Dubai Sports City	280
4	East Dubai	Ras Al Khor (Industrial & Wildlife)	280
5	East Dubai	Nad Al Hammar	280
6	East Dubai	Al Warqa (1,2,3,4,5)	280
7	East Dubai	Al Khawaneej (1 & 2)	280
8	East Dubai	Al Mizhar (1 & 2)	280
9	West Dubai	Al Safa (1 & 2)	280
10	West Dubai	Al Manara	280
11	West Dubai	Jumeirah Beach Road	280
12	Other Location	JVC	280



Remarks:

- All above rates are exclusive of 5% VAT
- All above tariffs include driver, fuel and Salik/DARB

Limo pricing structure

Location details from airport to other destinations - 4 seater			
Sn. No	Zone D	Sub-zone	Price (AED)
1	Central Dubai	Jumeirah (1,2,3, Umm Suqeim)	300
2	West Dubai	Umm Suqeim (1,2,3) & Al Qouz	300
3	West Dubai	Al Wasl	300
Sn. No	Zone E	Sub-zone	Price (AED)
1	South Dubai	Dubai Marina (Marina Walk & JBR)	320
2	South Dubai	Palm Jumeirah (Crescent, Trunk & Fronds)	320
3	South Dubai	Jumeirah Lake Towers (JLT - Clusters A-Z)	320
4	Other Location	Silicon Oasis	320
5	Other Location	Discovery Gardens	320



- Remarks:**
- All above rates are exclusive of 5% VAT
 - All above tariffs include driver, fuel and Salik/DARB

Limo pricing structure

Location details from airport to other destinations - 4 seater			
Sn. No	Zone F	Sub-zone	Price (AED)
1	Other Location	Jebel Ali	380
2	Other Location	Damac Hills	380
3	Other Location	Global Village	380
Sn. No	Zone G	Sub-zone	Price (AED)
1	Other Location	Abu Dhabi	740



- Remarks:**
- All above rates are exclusive of 5% VAT
 - All above tariffs include driver, fuel and Salik/DARB



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Get in touch

✉ contact@dxbgreetandgo.ae

☎ 800 82587267

Thank you