DXB
صالة الضيافة
greet & go
Stress-free
Simple
Secure
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.

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Who can use it?

This service is designed perfectly for:

- Hotels
- Limousine companies
- Tour operators

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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.

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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.

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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

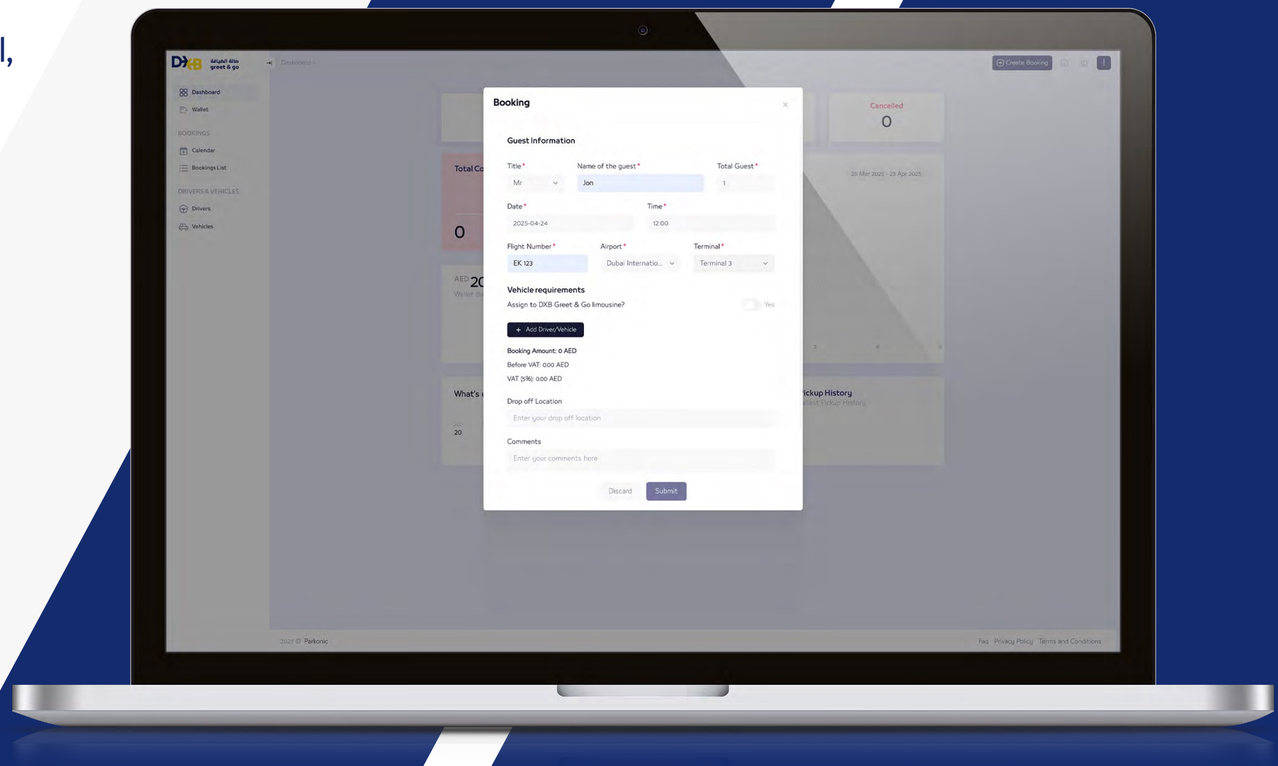
How it works

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



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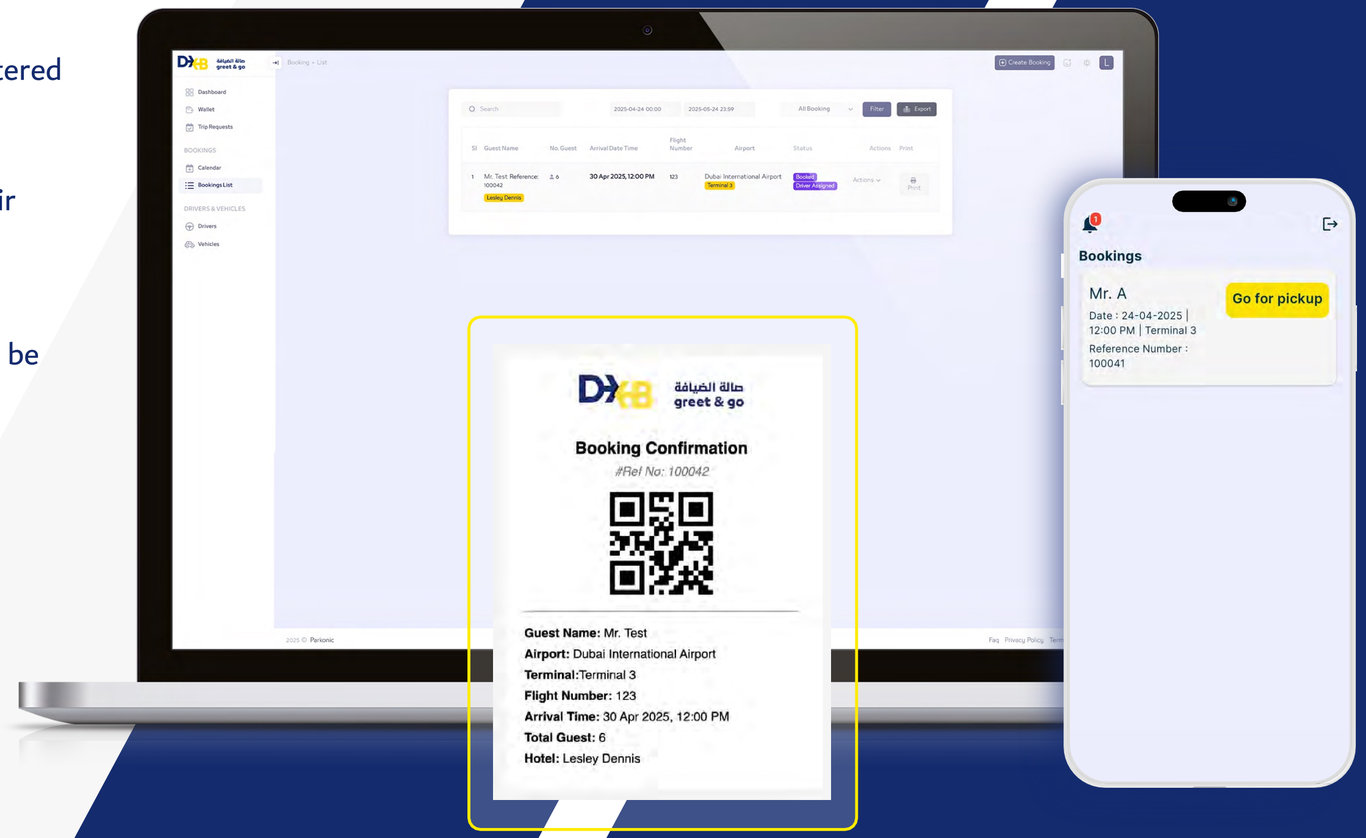
How it works

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

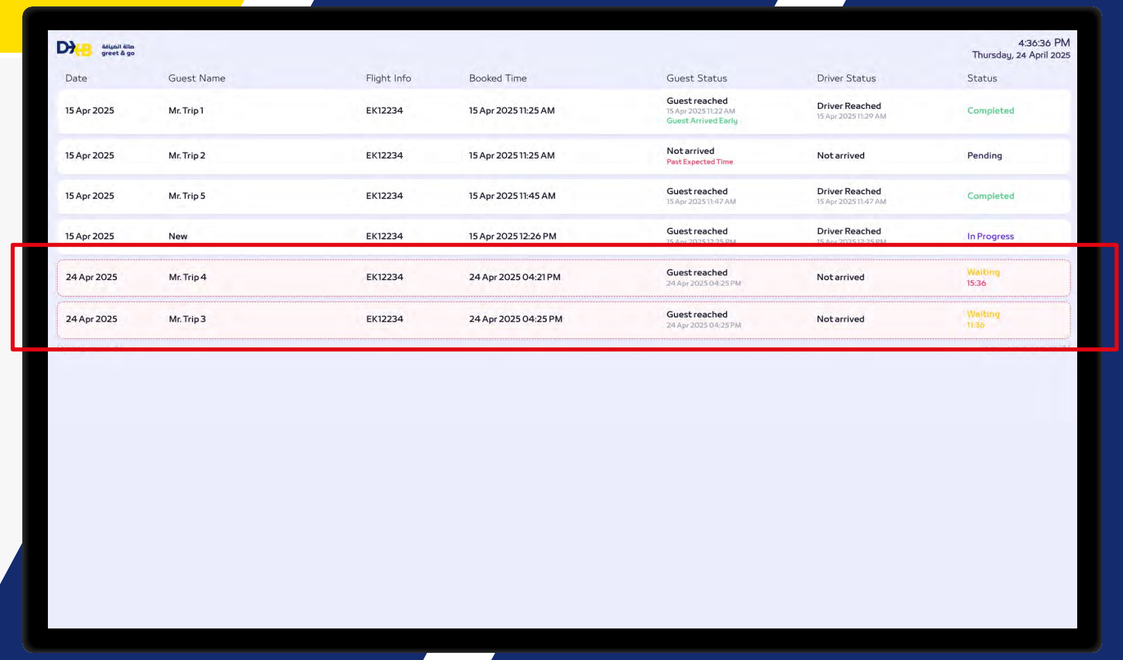
How it works

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.



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

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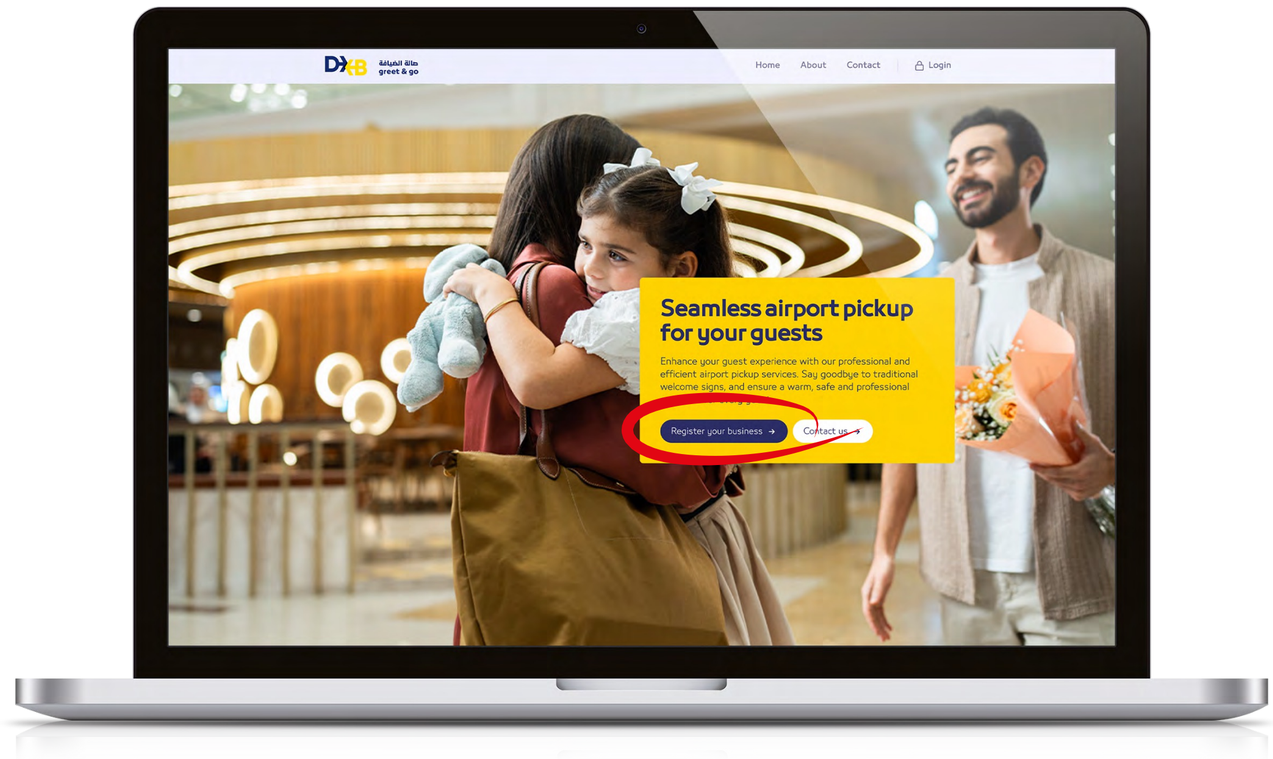
How to register

Step: 01

Visit www.dxbgreetandgo.ae

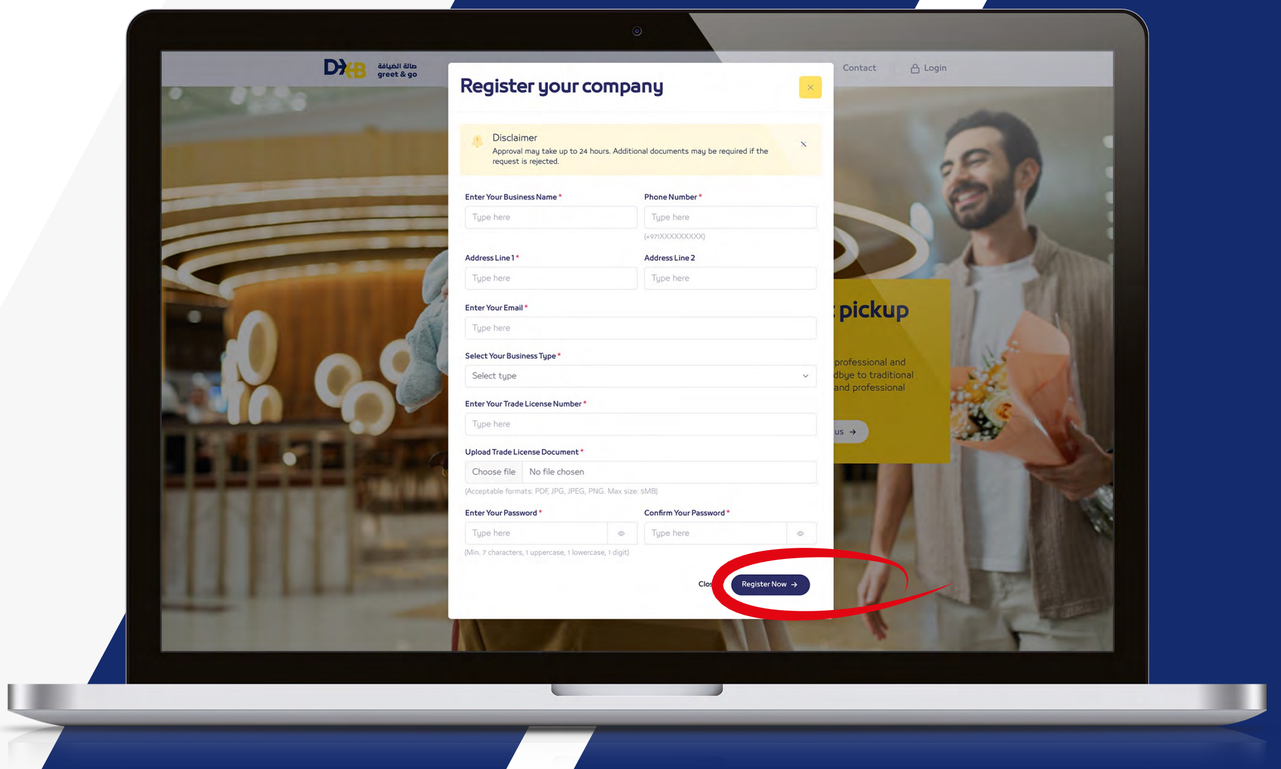
Click **register your business**



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



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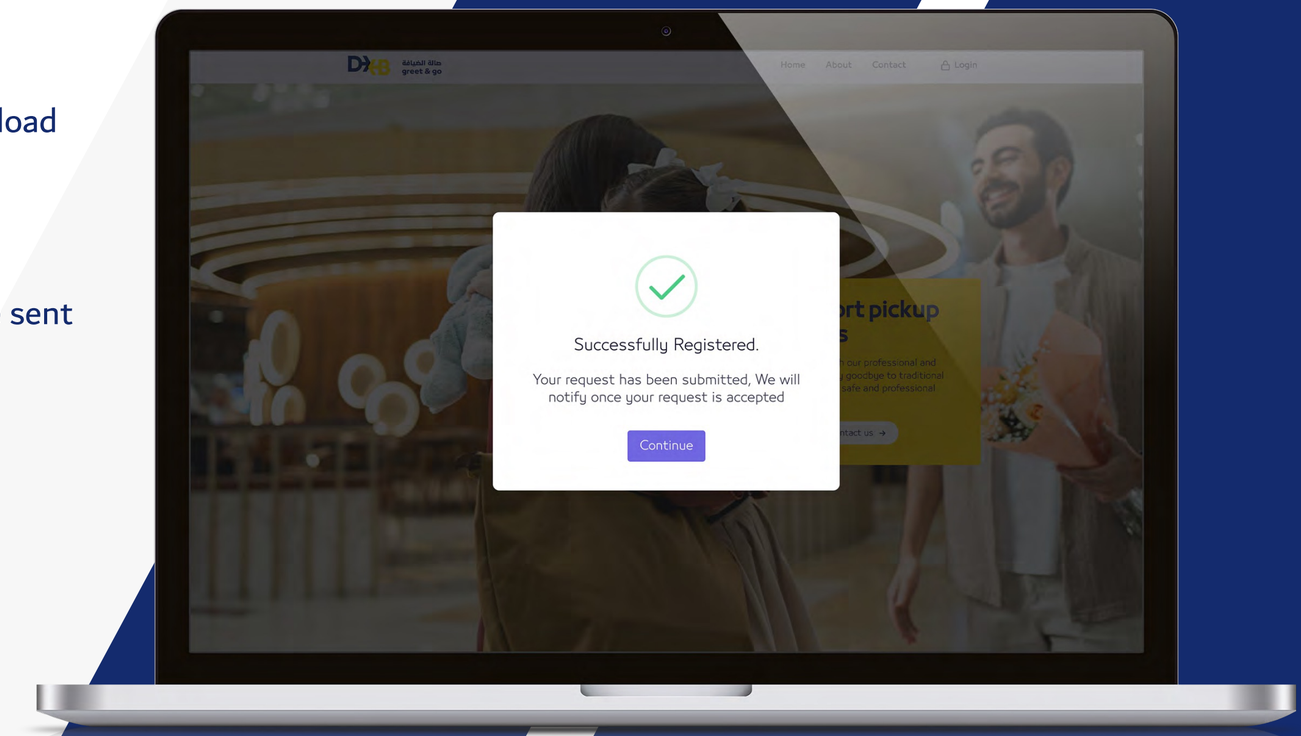
Step: 03 Wait for approval (24 hours)

- 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



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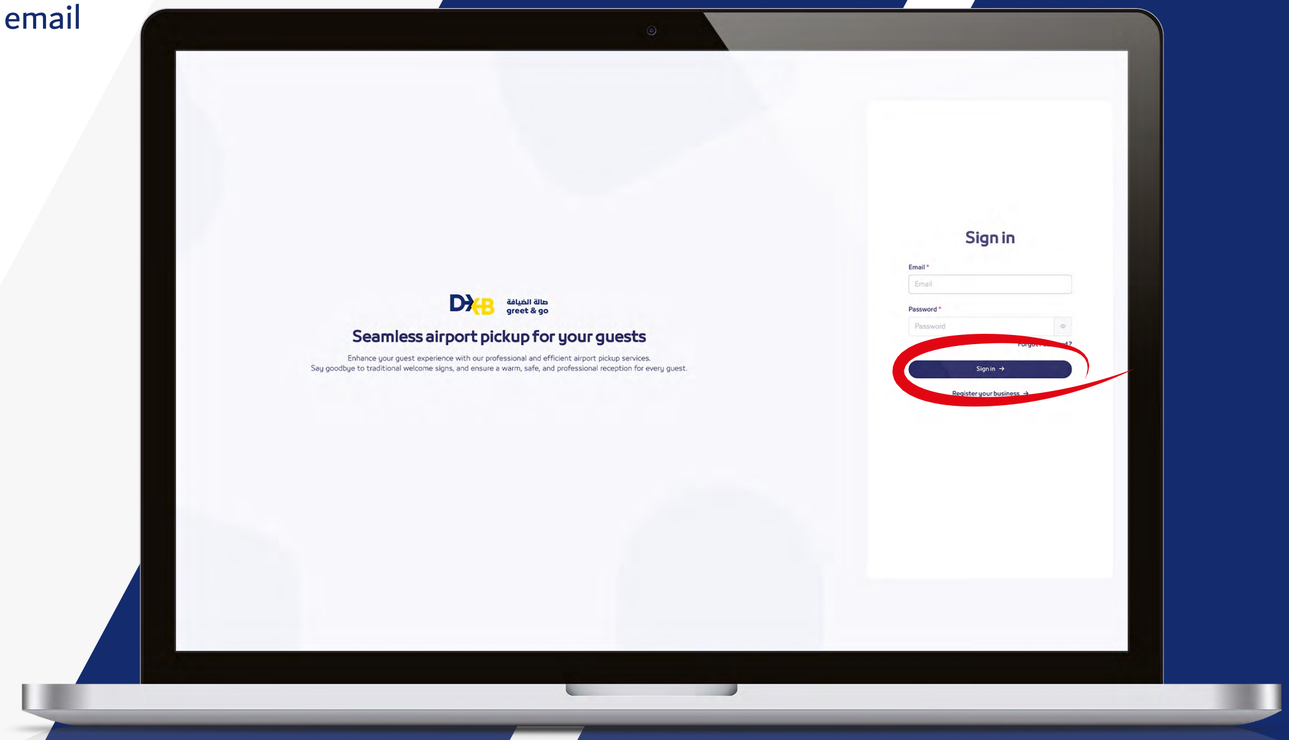
Account approval

- 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



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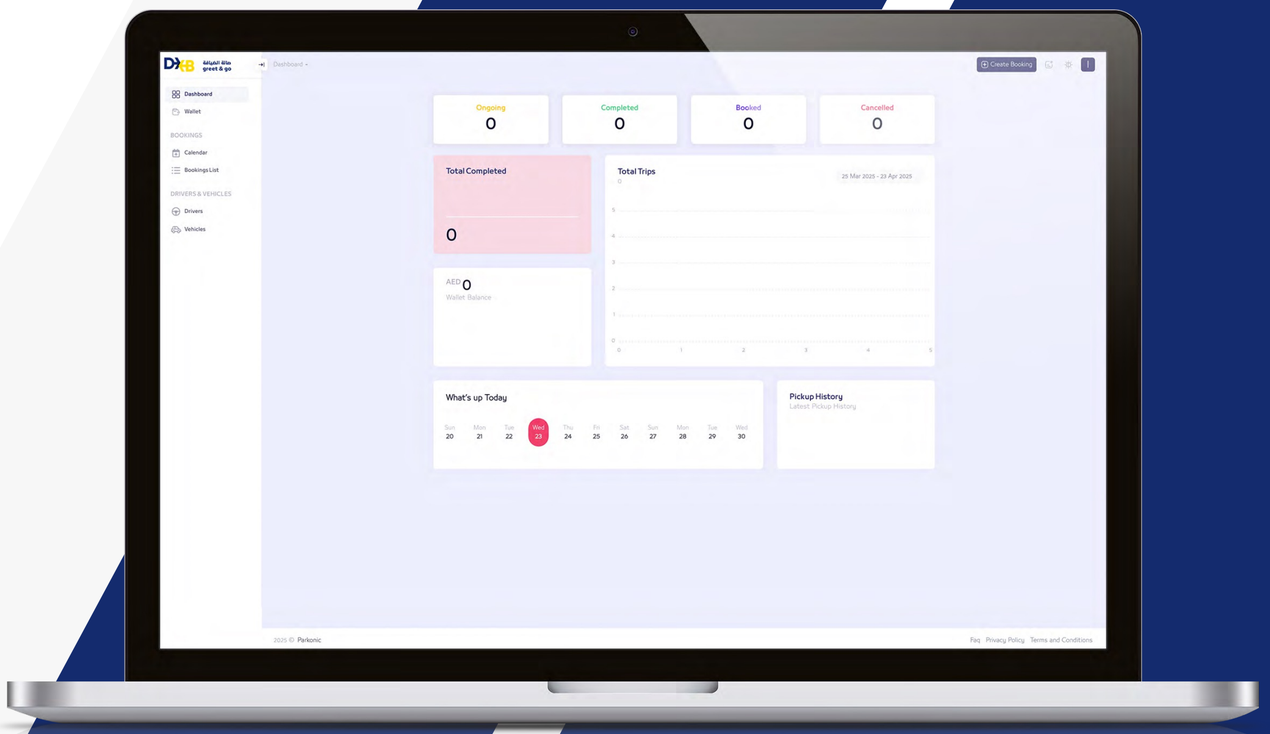
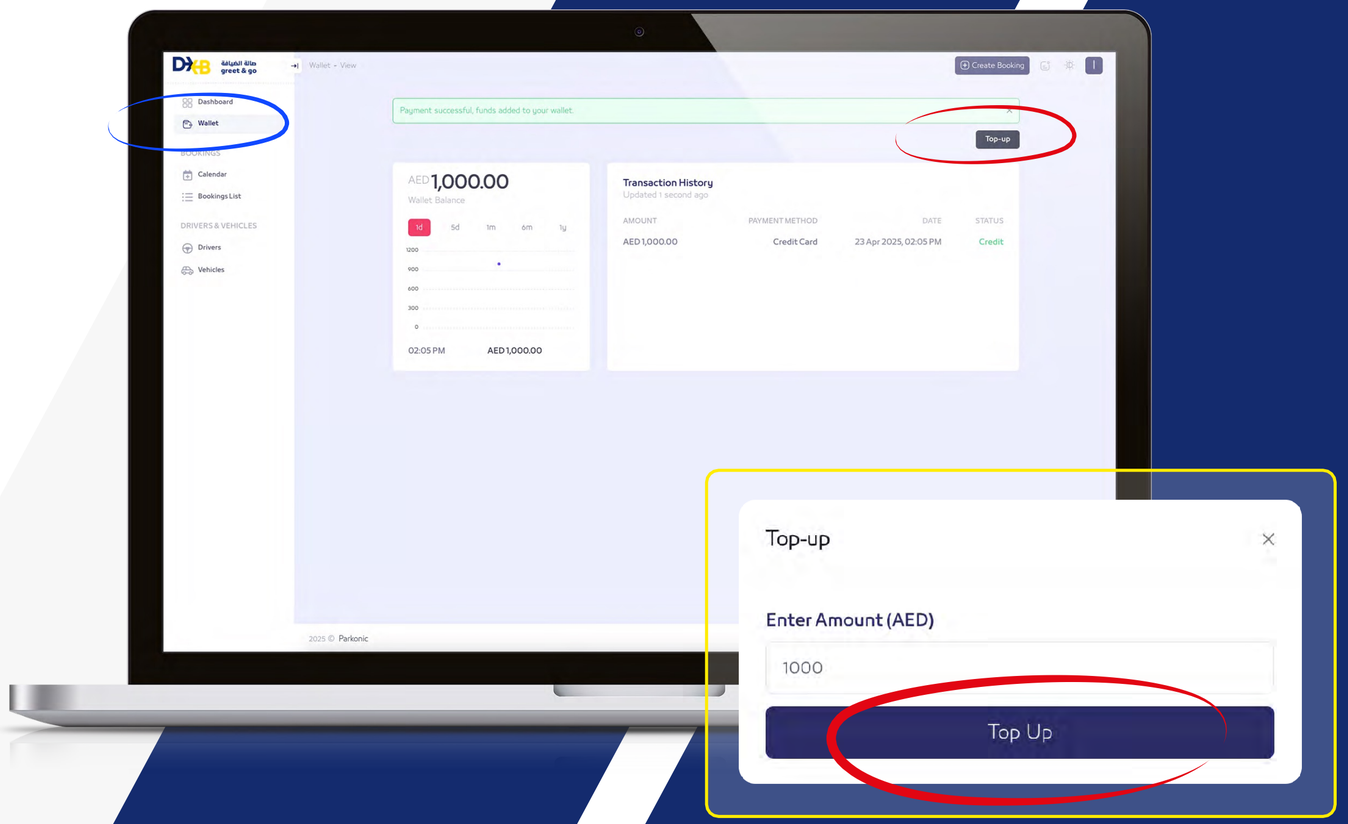
Dashboard

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



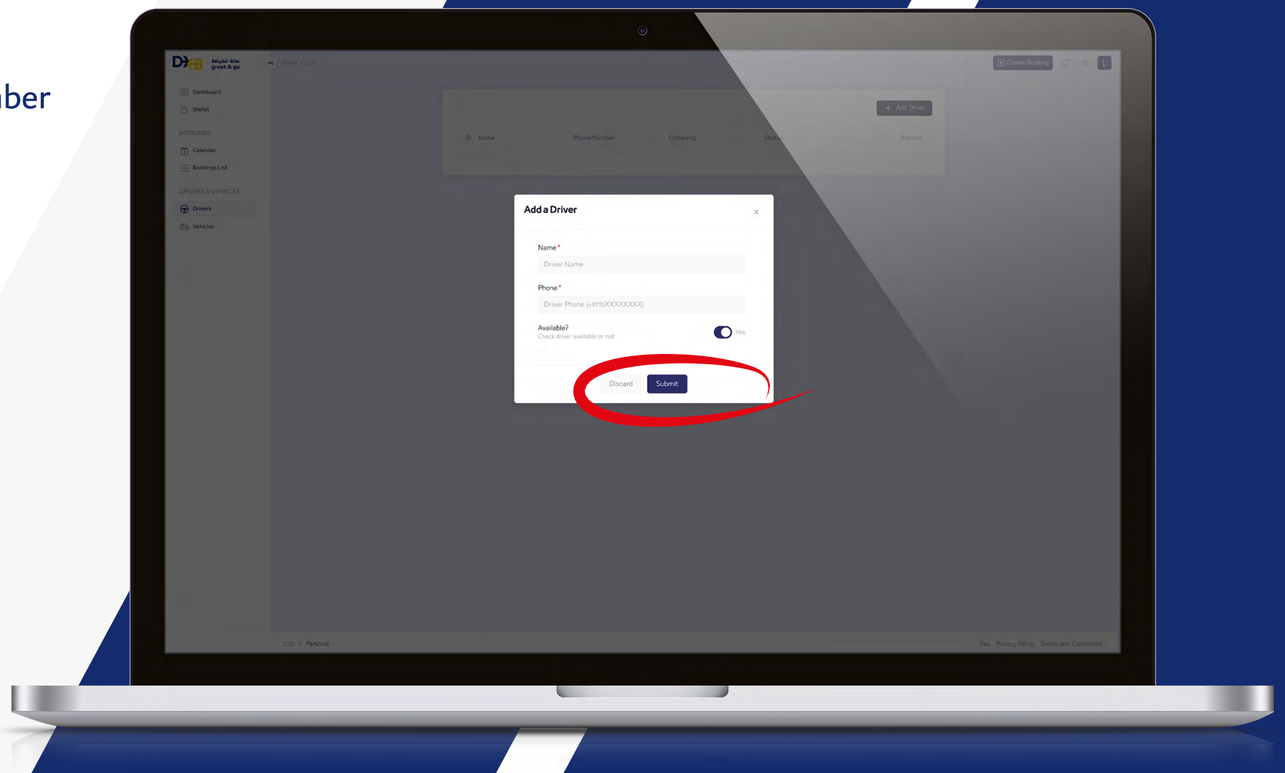
eWallet top-up

- 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.



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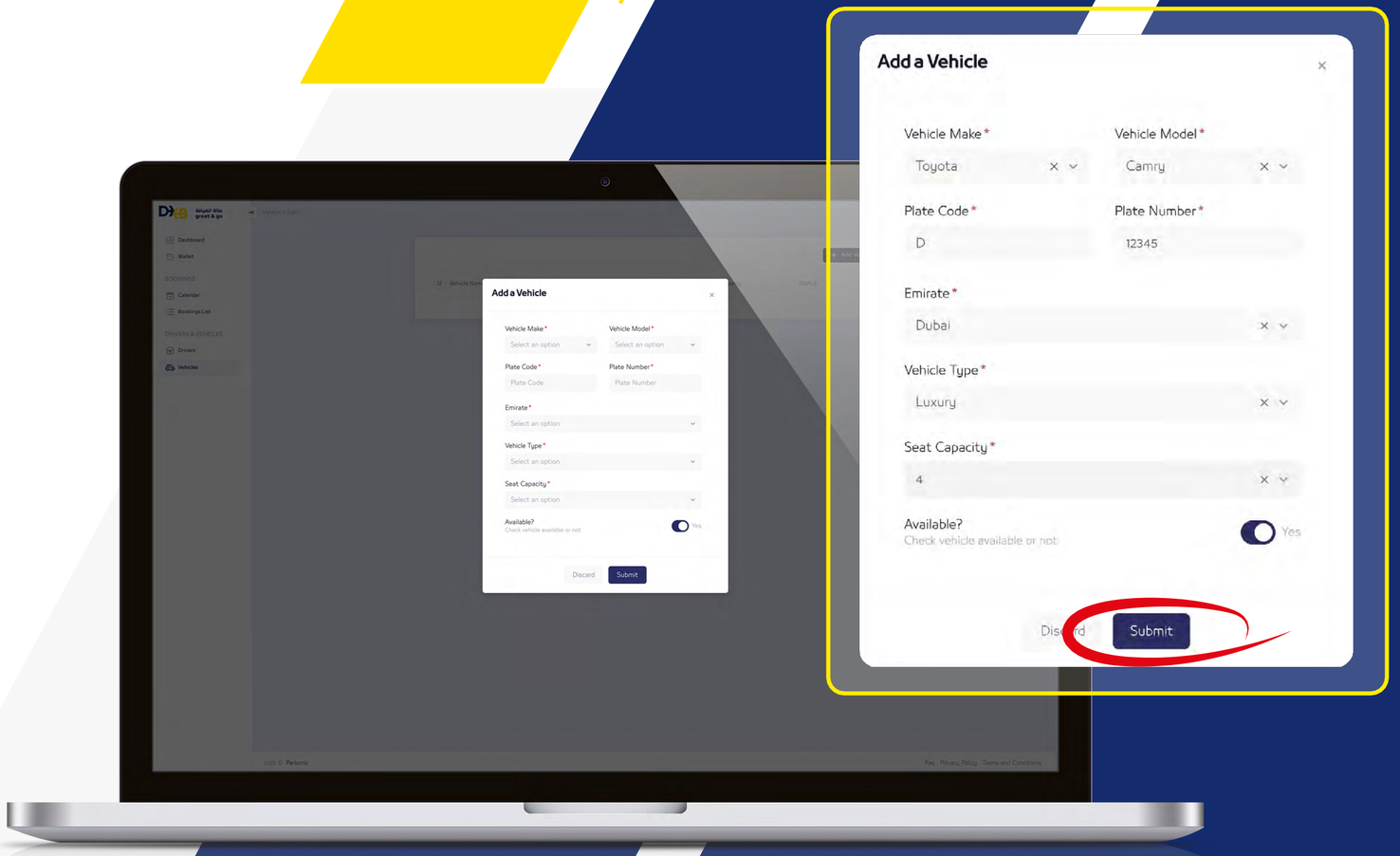
Add driver & vehicle details

Please provide your vehicle details, including:

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

Availability can be updated later if needed



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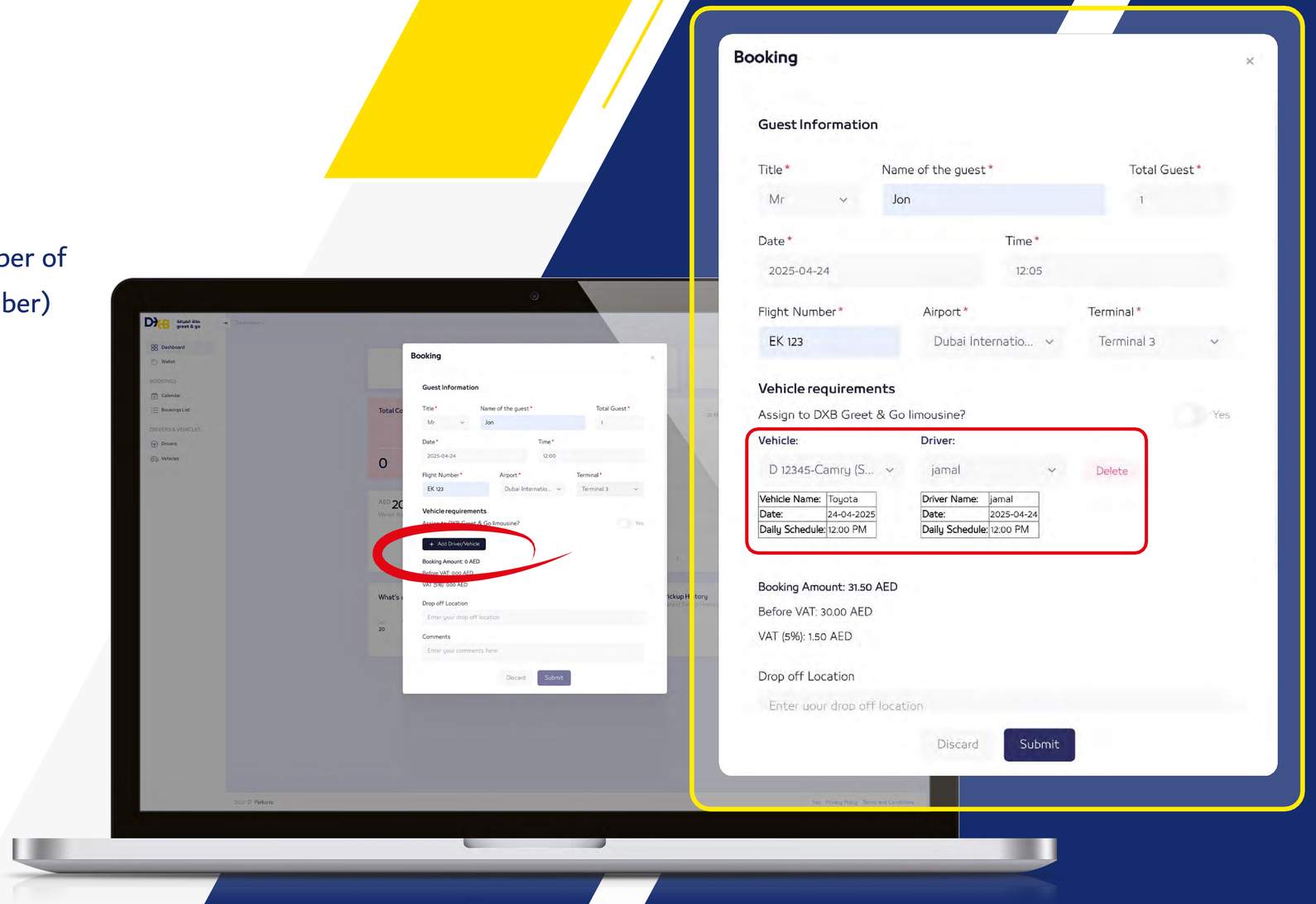
Booking methods

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**



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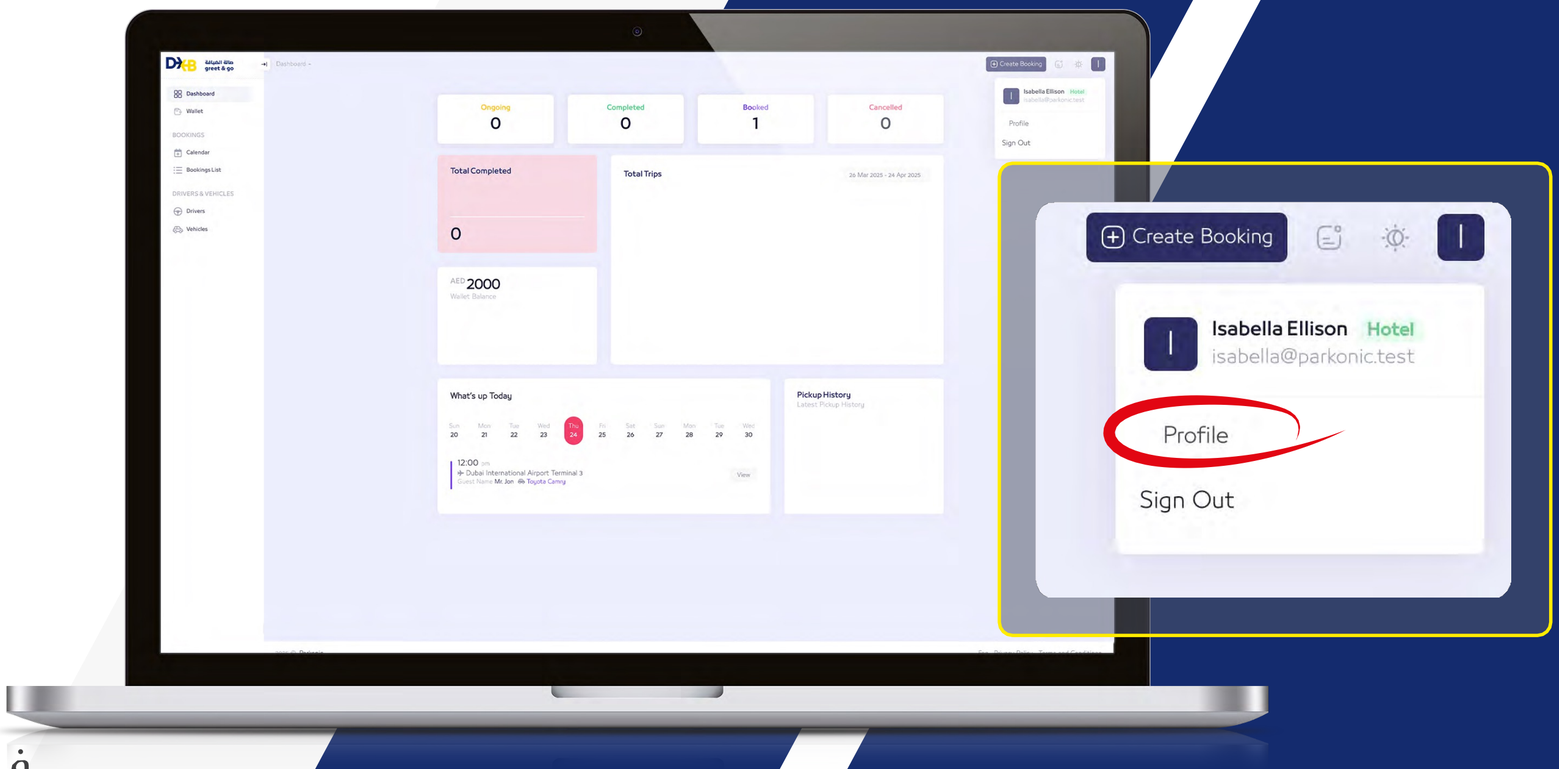
Booking methods

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.



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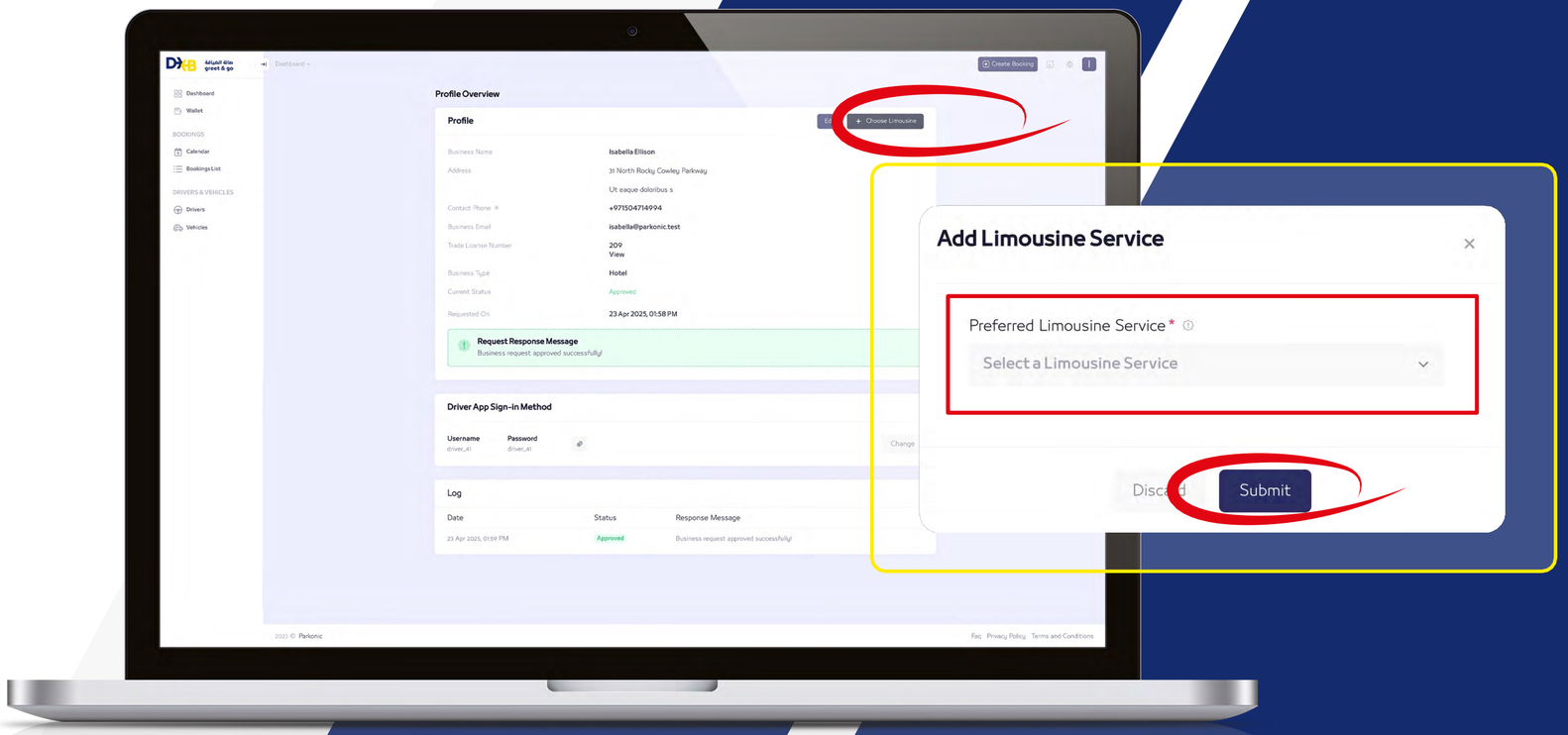
Booking methods

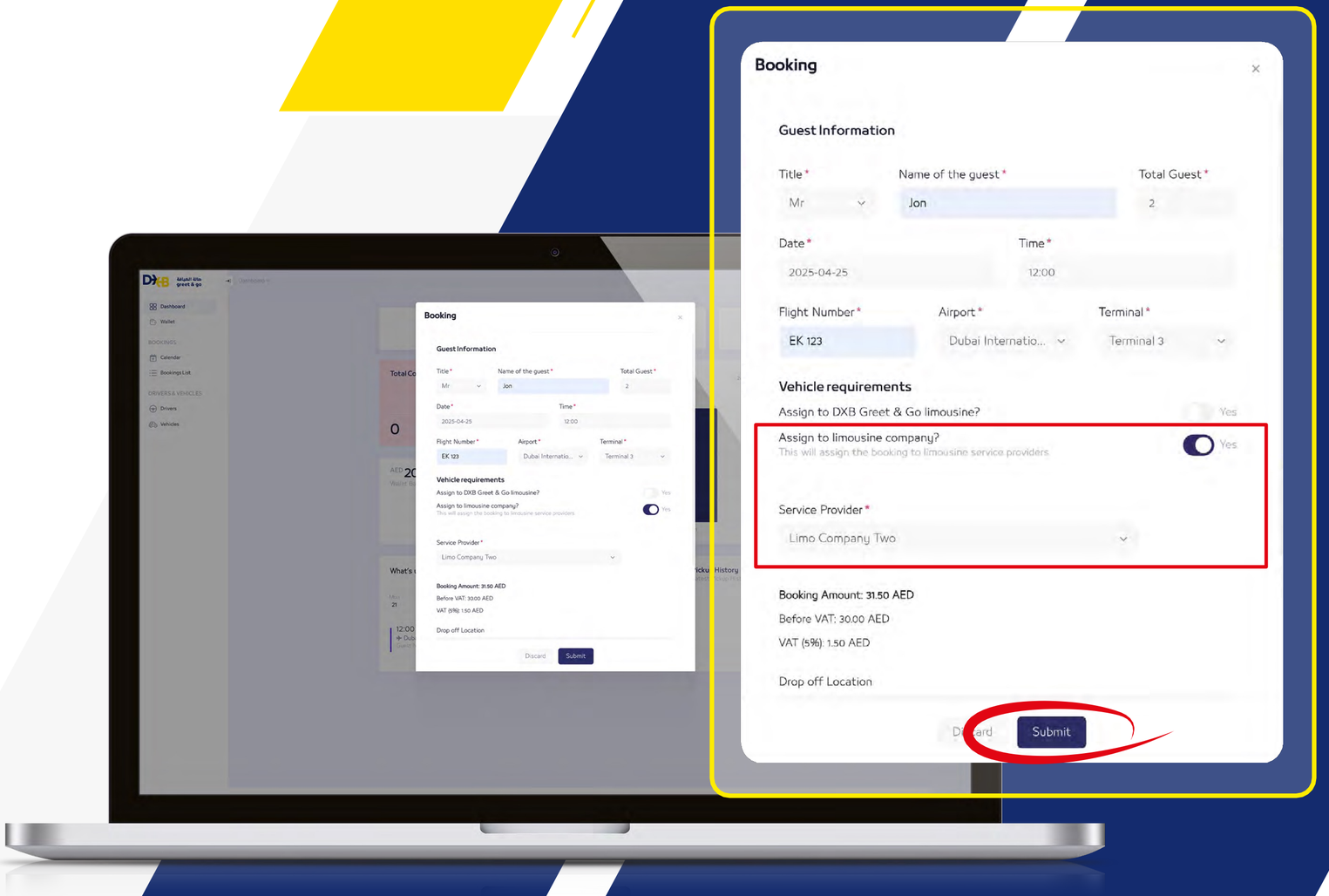
- Click the **Choose Limousine** button
- A list of limousine companies your organisation has contracts with will appear
- Select the appropriate company from the dropdown list
- Click the **Submit** button to complete the linking process



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



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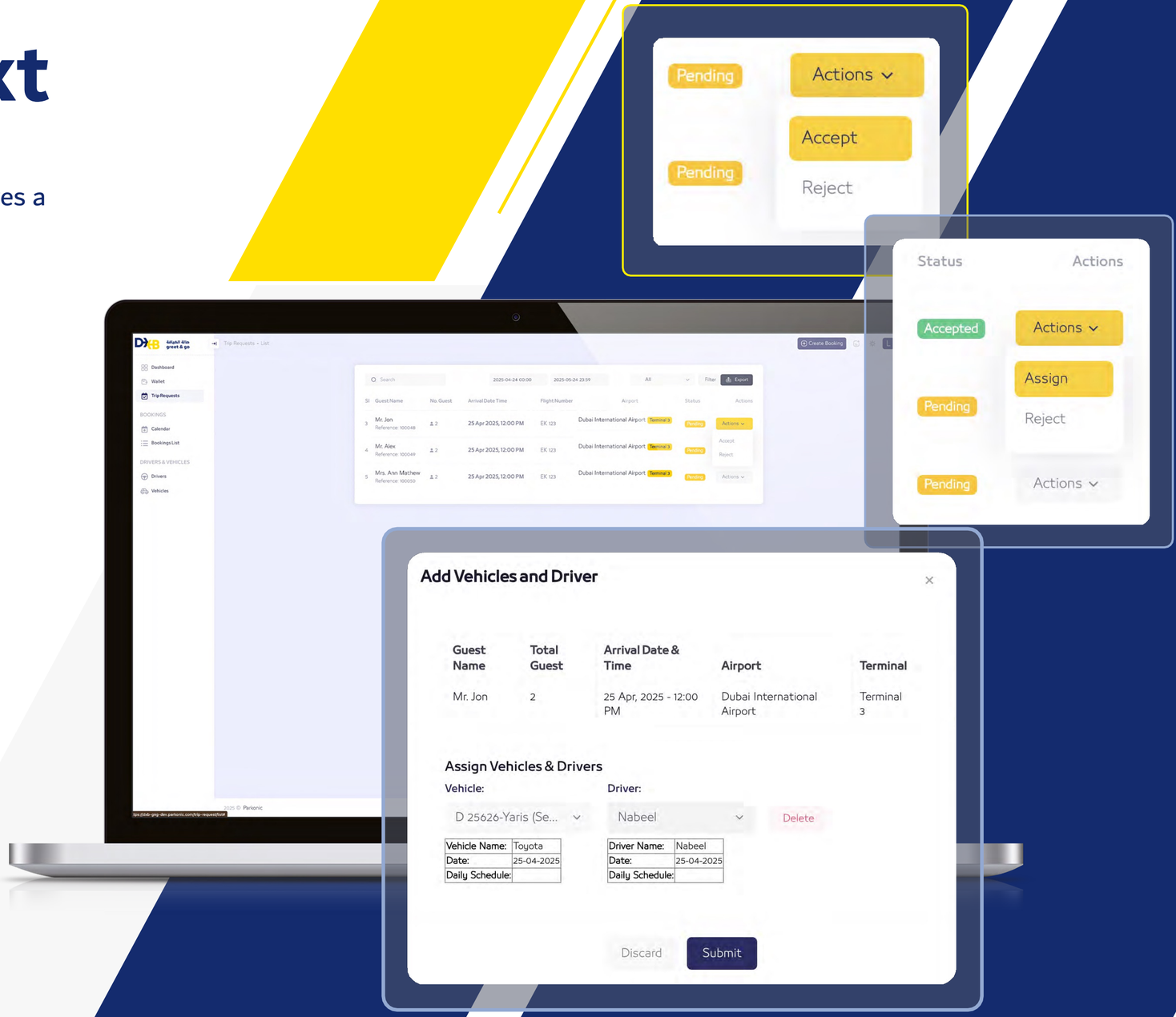
What happens next

- 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

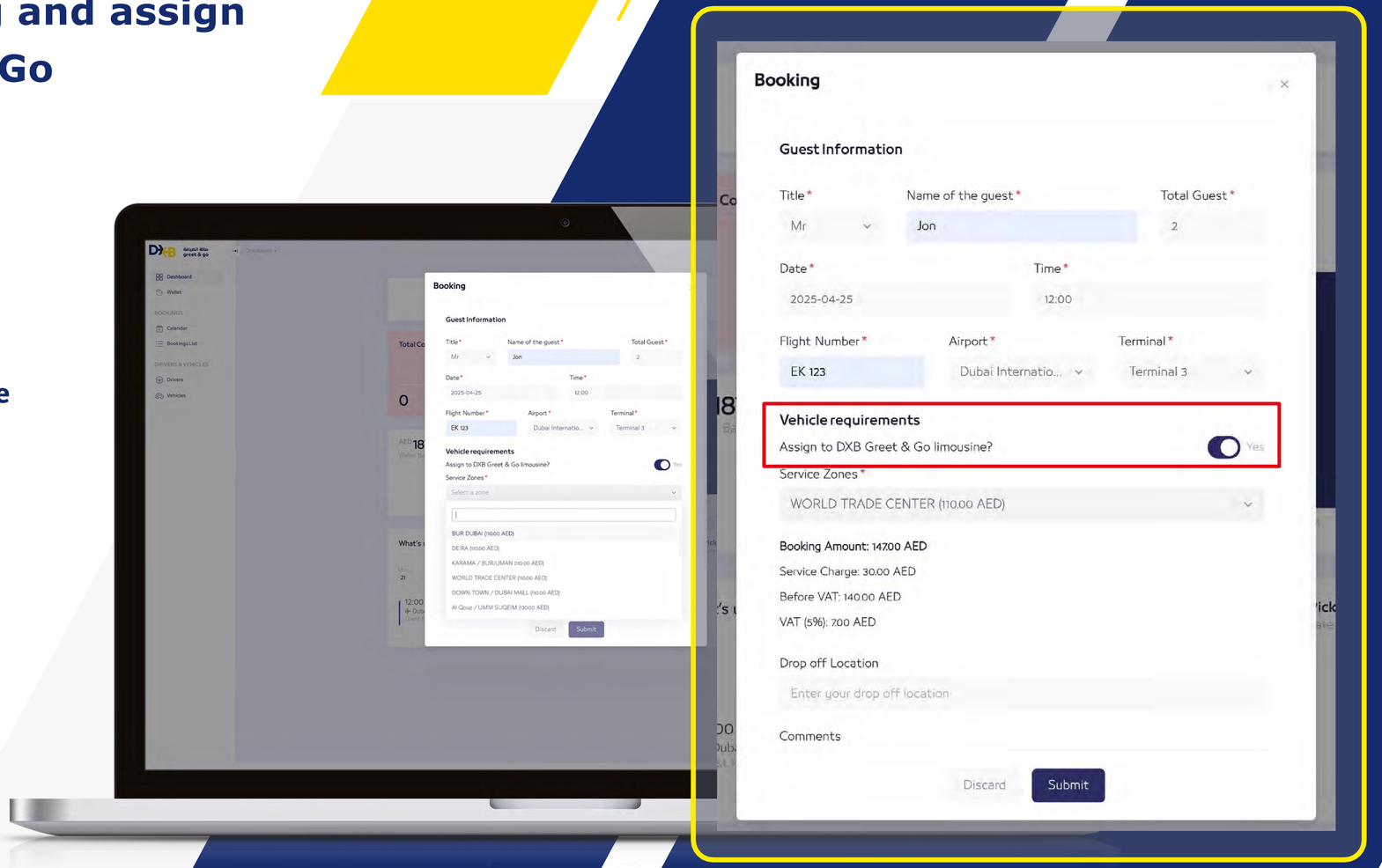


Booking methods

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



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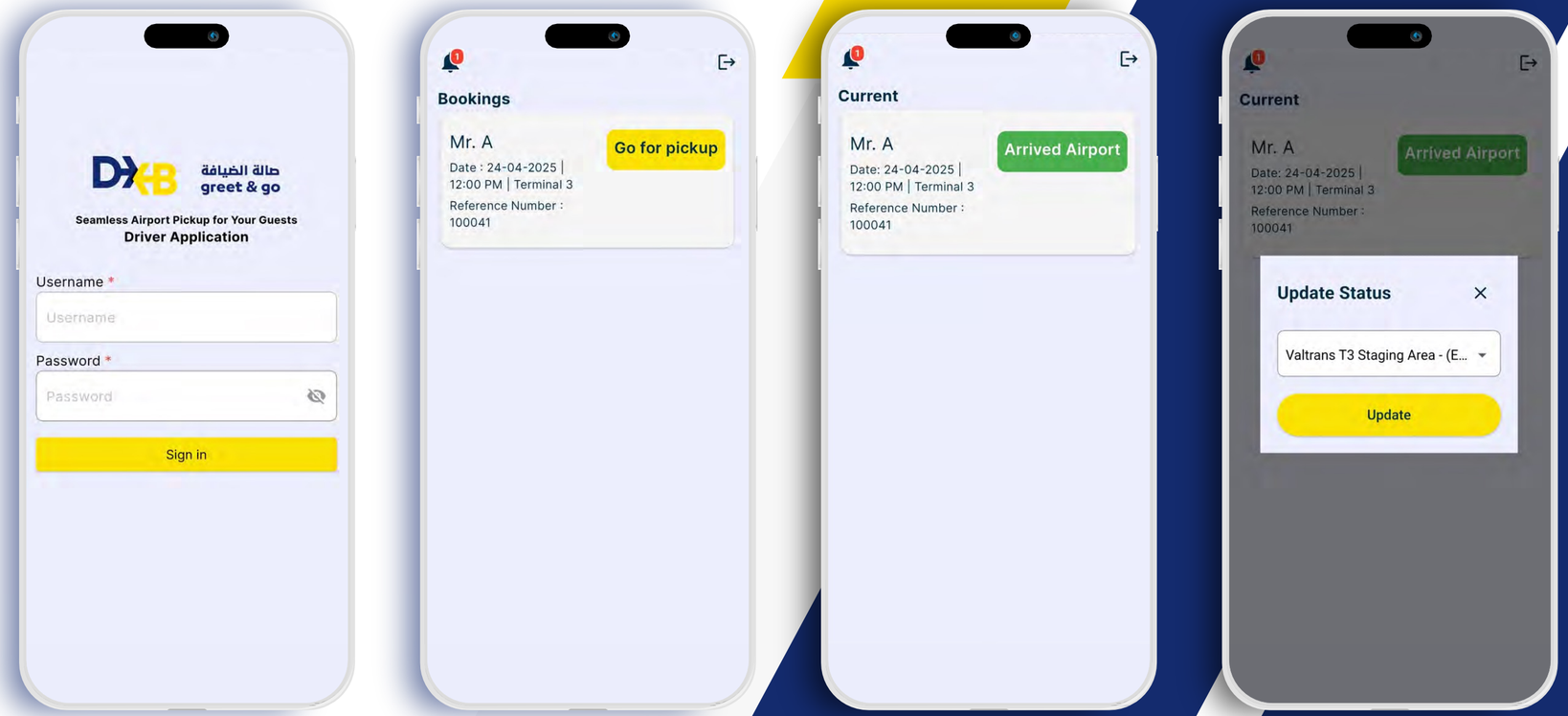
Overview of driver app



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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.

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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

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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

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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

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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:

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Get in touch

contact@dxbgreetandgo.ae

800 82587267

Thank you