



JUMEIRAH

MARSA AL ARAB

DUBAI

Concierge and Transportation Services

March 2025

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The list above consist of our most requested activities as well as the business partners we operate with to ensure our guest experiences result in an unforgettable one.

Introduction

Who We Are

There are millions of words that can describe what a Concierge does, however nothing describes it better than our Mission Statement!

At Marsa Al Arab Concierge, we transform dreams into reality through our extensive network of connections and meaningful relationships.

We value the art of creating unforgettable human experiences and fostering emotional bonds with our guests, all while introducing them to the extraordinary.

As ambassadors of local culture and storytellers, we seamlessly connect you to the city and beyond. By staying ahead of trends and embracing discovery, we embody and reflect the vibrant spirit of Dubai.



Yacht Trips

Beno

One of the most popular activities in Dubai is undoubtedly renting a yacht, whether for the day or just for a few hours. We're fortunate to have a private marina and to partner with Beno, a key figure at Marsa Marina.

Beno provides our guests with exclusive, fully customizable experiences, featuring a wide selection of luxury boats, multilingual crew, and an exceptional range of food and beverage options. Prices depend on the duration of the trip, size of the boat and the add-ons required for the trip (such as food, type of drinks, entertainment, etc).

A highlight of the experience is their signature sunset cruise, which includes a curated dinner and access to the flybridge bar area—a must-do while in Dubai. With charters available for up to 40 guests, the experience can be tailored to any group. During the day, guests can also enjoy exciting water sports, adding a thrilling, sun-filled element to the adventure.



Desert Activities

Desert Safari

The desert safari is truly one of Dubai's signature experiences and we're fortunate to offer our guests access to the very best in the market. The standard experience starts at 695 AED for a shared camp and can go up to 13,500 AED for a fully private VIP experience. We are also able to fully tailor make the experience according to our guest needs.

Each guest is different, and so are the experiences we offer. For those seeking a more modern twist, we can arrange a safari with live shows, gourmet dining experiences worthy of Michelin stars, and the chance to enjoy a drink while taking in the sights. Alternatively, for a more authentic, traditional experience, we collaborate with Platinum Heritage to offer a true taste of Bedouin culture. This experience takes you on a vintage Land Rover ride through a protected desert reserve, just 45 minutes from the vibrant heart of Dubai.

Guests will enjoy a comfortable ride to the desert camp, where they can indulge in a variety of activities before dinner.

We are committed to creating memorable experiences and promoting the best of local culture, and a desert safari is undoubtedly one of the most unforgettable ways to do so!



Desert Activities

Hot Air Balloon

The hot air balloon experience over the Dubai desert is a truly breathtaking adventure that combines serenity and awe-inspiring views. As the sun begins to rise, guests are gently lifted into the sky, drifting above the endless golden dunes and the stunning, tranquil landscape. From this unique vantage point, you'll be treated to panoramic views of the desert's vastness, falcons flying around the balloons, and if you're lucky, the sight of native wildlife like oryx and gazelles in their natural habitat.

The flight itself offers a serene and peaceful experience, with the gentle breeze carrying you across the dunes, creating a sense of freedom and wonder. After landing, a delightful gourmet breakfast will be served in the heart of the desert.

This experience is the perfect blend of adventure and tranquility, offering a once-in-a-lifetime opportunity to witness the desert from a perspective few will ever have the chance to see.



Desert Activities

Dune Bashing & Buggy Rides

Dune bashing in Dubai is the ultimate adrenaline-pumping desert adventure! Buckle up and get ready for an exhilarating ride as you race across the towering dunes in a powerful 4x4 vehicle, expertly driven by a skilled guide. The thrill of soaring up and down the steep, sandy slopes will have your heart racing as you navigate the vast, golden desert landscape.

The experience combines excitement with the raw beauty of the desert, offering a unique opportunity to feel the rush of speed while surrounded by the stunning, sand dunes.

A buggy ride through the Dubai desert is an adventure like no other, offering the perfect blend of excitement and exploration. Hop into your powerful, all-terrain dune buggy and get ready to conquer the desert's rugged terrain. With the wind blowing and the engine roaring, you'll race across the vast, rolling dunes, navigating sharp turns and steep slopes with thrilling precision.

We can also pair the buggy experience to a more relaxed, cultural immersed archeological site visit with fossils, UNESCO nominated sites visit and a full immersion into ancient civilization.

Ideal for those seeking a high-energy way to experience the desert's beauty, a buggy ride is a great way to add excitement to your Dubai adventure!



Babysitting Services

Our younger guests are a top priority for the Concierge Team, and we strive to ensure they have a comfortable, enjoyable time while their parents take a well-deserved night out or a romantic dinner by the sea.

At Marsa Al Arab, we take pride in partnering with two trusted professionals in the field—Delegata and Nightingale. Their multilingual (English, Russian and Spanish), fully vetted teams of expert babysitters are dedicated to ensuring that the little ones have an exceptional time at the hotel while their parents are away.

Whatever they need, at any time, our Concierge team is here to make sure everything is taken care of. Rest assured, the children will be in the safest and most capable hands.



Doctor On Call

We offer premium, personalized doctor-on-call consultations 24/7 across Dubai, delivering hassle-free medical care right to your hotel for 550 AED. Say goodbye to travel, time wasted, and long queues! With our connections to the top healthcare providers in the UAE, we guarantee you access to personalized care, thorough diagnoses, treatment, and follow-up—all from the comfort of your room and in any language you speak.

We also provide convenient medicine delivery to the hotel, as well as in-house testing services for your ease.

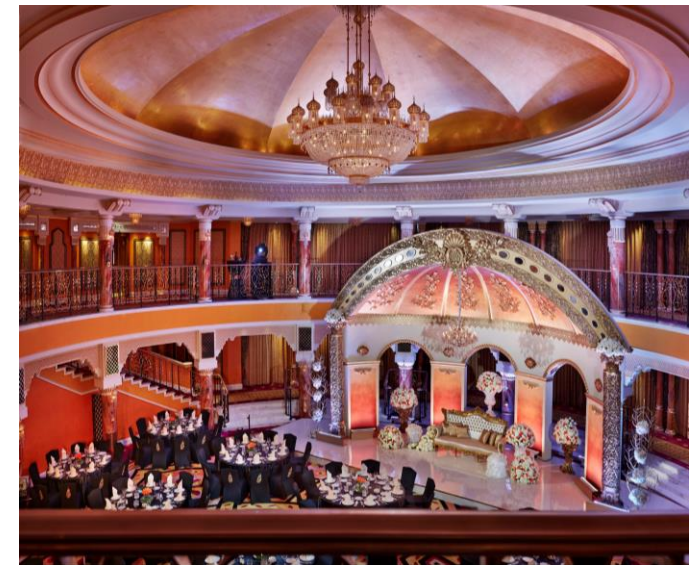
But that's not all! For those looking to refresh and rejuvenate, we offer a range of aesthetic services, including IV drips, fillers, and other treatments to enhance your stay and well-being. Your health and beauty are our priority, every step of the way.



Access to Sold Out Experiences

Concert in the Coca-Cola arena that is sold out? Dubai Opera House event that is impossible to access? F1 VIP access in Abu Dhabi? Concert tickets that are unobtainable?

Not an issue, we have the solution to all of this. Through our extensive network of contacts we are able to provide exclusive access to any event around the world. We pride ourselves to be in the “making the impossible, possible” field.



Access to Venues and Attractions

Dubai is undoubtedly a world-class destination for food, nightlife, and beaches, but there's so much more to discover and experience. The Concierge Team at Marsa Al Arab is here to help you navigate the city, offering tailored recommendations to suit every guest's interests. Whether you're looking to visit the iconic Burj Khalifa, explore Ferrari World, dive into the Museum of the Future, wander through the Miracle Gardens, or enjoy countless other attractions, we've got you covered.

And if an attraction is sold out? No worries—we'll leverage our extensive network of contacts to ensure you don't miss out on any experience. Whatever you want to see or do in Dubai, we'll make it happen.



City Tours and Out Of Town Experiences

We offer a wide range of sightseeing experiences tailored to your preferences, ensuring a journey that's as memorable as it is unique. Some of our premium options include:

Aerial Tours: Take in Dubai's iconic landmarks from a whole new perspective with breathtaking helicopter or seaplane tours that offer panoramic views of the city's stunning skyline.

City Tours: Immerse yourself in the city's rich cultural and historical treasures on a guided tour, accompanied by our expert tour guides and driven in style by a professional chauffeur.

Customized Itineraries: Create a one-of-a-kind experience designed specifically around your interests, ensuring you make the most of your time in Dubai.

For an elevated touch, we can add VIP services such as luxury transfers, refreshing beverages, and curated stops for photos or cultural experiences.

Looking to explore beyond Dubai? We can also craft bespoke day tours to Abu Dhabi, traveling in luxurious vehicles and ensuring an unforgettable experience in the UAE's capital.



Supercar Experiences

Experience the thrill of Dubai in style with our exclusive supercar rental service. Whether you're looking to make a statement on the city's sleek highways or enjoy a heart-racing drive along the coast, our partners offer a fleet of the world's most coveted luxury and performance cars.

From the iconic Lamborghini and Ferrari to the sleek Rolls-Royce and Porsche, our selection ensures you can find the perfect vehicle to match your style and desires.

Our concierge team will handle all the details, ensuring a seamless experience, whether you're cruising through the city or venturing out on an unforgettable road trip.

With personalized service, flexible rental durations, and impeccable vehicles, driving a supercar in Dubai will be an experience you'll never forget, and it's never been easier.



Curated Experiences

At Marsa Al Arab, the Concierge Team goes above and beyond to curate personalized, once-in-a-lifetime experiences that cater to the individual tastes and desires of each guest. Whether you seek adventure, relaxation, or cultural immersion, our team works tirelessly to ensure every detail is flawless. No request is too big, or too small. We aim to bring the best Dubai has to offer to our guests and to be ambassadors of the local experiences and culture.

Whatever the occasion, whether it's a honeymoon, family getaway, or business retreat, our team offers expert local insights and insider access to make your time in Dubai nothing short of exceptional. With an unwavering focus on luxury and personalized service, we ensure your stay becomes a collection of unforgettable moments.



Shopping Experiences

At Marsa Al Arab, we elevate the shopping experience to a whole new level. Not only can we source rare and exclusive items to enrich our guests' wardrobes, but we also bring the shopping experience directly to the hotel or the comfort of their room. Additionally, we offer bespoke shopping experiences within our boutiques, tailored to every guest's preferences.

Whether it's after-hours shopping, private boutique access, or a personal shopper, we've got it all covered. To make the experience even more seamless, our exceptional chauffeurs are available to offer a fully hands-free shopping journey. From escorting guests to their chosen shops or malls, to assisting with directions, bags, and providing insider information on the venues, every detail is taken care of.



Fishing Experiences

Whether you're casting your line for the first time or you're a seasoned angler, our Concierge Team is ready to curate the perfect fishing experience for you.

From a leisurely day on a stationary boat to thrilling trolling or even big game fishing, our local fishing experts will ensure your outing is nothing short of spectacular. And it gets even better—if you wish, the crew will prepare and cook your catch right on the spot, allowing you to savor a fresh, delicious meal while enjoying breathtaking views of Dubai's iconic skyline.

Imagine reeling in Groupers, Barracudas, Kingfish, and more—our trusted partners are eager to help you expand your fishing portfolio with an unforgettable adventure. Whatever your level of expertise, we promise an experience that's as exciting as it is memorable.

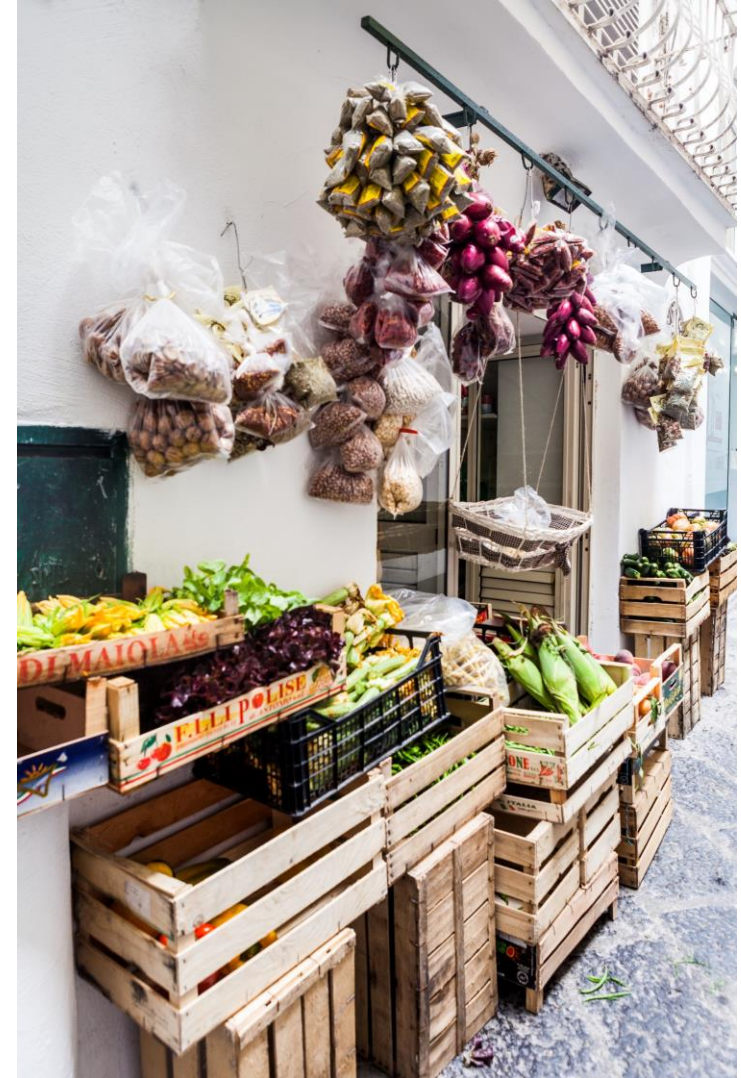


Food Tours

Embark on a culinary journey through the heart of Dubai immersive food tours, where you'll explore the rich flavors and diverse traditions that make up the city's vibrant food scene.

Led by passionate local guides, these tours take you off the beaten path, through bustling souks and hidden gems, to savor a variety of authentic dishes from across the Middle East and beyond. From aromatic spices to freshly baked bread, indulge in the true taste of Dubai with unique tastings of shawarma, manakeesh, kebabs, and more, while learning about the cultural significance of each dish.

Whether you're a seasoned foodie or simply curious about new flavors, this food tour offers an unforgettable experience that celebrates the city's melting pot of cuisines and the stories behind them.



Cultural Trips

Embark on a captivating journey through Dubai's rich cultural heritage with our Concierge Team thoughtfully designed cultural trips, where every moment is tailored to provide a deeper understanding of this dynamic city. Our guides, with their deep passion for Dubai's history and traditions, lead immersive tours that blend the old and the new, offering a unique perspective on how this vibrant metropolis has evolved over time.

Wander through the charming Al Fahidi Historical Neighborhood, a preserved gem where Dubai's humble beginnings come to life through its ancient wind-tower architecture and narrow alleyways.

The journey continues with visits to cultural landmarks like the Dubai Museum, where you can explore the city's transformation from a small fishing village to a global powerhouse, or discover the evolving art scene at local galleries and cultural spaces, reflecting Dubai's modern identity.

Whether it's learning about the Bedouin lifestyle, engaging with local artisans, or exploring the rich diversity of Dubai's architectural marvels, our cultural trips provide a deeper, more intimate connection to the city's soul. These experiences aren't just about sightseeing—they're about immersing yourself in the stories, traditions, and cultural richness that make Dubai so unique.



Transportation

Chauffeur Services

Travel in style with our luxury fleet, available 24/7 for all guest needs.

Our Bentley Collection

- Flying Spur & Bentayga

Mercedes Fleet

- S-Class & V-Class on standby 24/7
- Perfect for airport transfers, city trips, and business travel

Chabe Partnership

We have partnered with Chabe, experts in luxury chauffeuring since 1921, serving global clients across London, New York, Dubai, and Paris.



CHABÈ

Transportation

Price List

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Destination	Mercedes S Class Mercedess EQS BMW i7	Mercedes V Class	Bentley Maybach
Abu Dhabi Airport AUH	1850	1950	2200
Al Maktoum Airport DWC	1000	1100	1200
Dubai International Airport DXB	900	950	1000
Downtown / DIFC / Business Bay	600	700	1000
Mall of the Emirates	600	700	1000
Dubai Marina / Palm Jumeirah	600	700	1000
Hourly Chauffeur Service (minimum 3 hours)	600	800	1000

Please note that the prices above are in AED

Should you wish to enquire about transportation or require any further assistance, please contact your Concierge by Telephone on +971 45408520 or via instant messaging service, [E-Butler](#).



Yacht Arrival Experience

For those who appreciate the finest in luxury travel, arrival at Jumeirah Marsa Al Arab becomes an experience in itself. Included with reservations for the top three signature suites—or available for purchase—this seamless journey begins with a personal transfer from the airport in the hotel's Bentley, accompanied by a Dedicated Butler.

Guests may choose to travel through the serene waterways of Business Bay or across the open sea, arriving in style at D-Marin Yacht Club. Along the way, a curated selection of champagne and gourmet bites sets the tone for an extraordinary stay.

Upon arrival, a private buggy awaits to escort guests directly to the hotel's grand porte-cochère, where the warmest of Jumeirah welcomes awaits. More than just a transfer, this is an effortless transition into a world of elegance, refinement, and signature Jumeirah hospitality.



Additional Services

Meet & Greet Services

Arrive in effortless comfort with our Ahlan Meet & Greet service, available in all terminals 1, 2 & 3 at Dubai International Airport.

Seamless arrival experience

- Fast-track through immigration and customs
 - Luggage assistance and smooth handover to your driver
- The perfect way to start your journey with ease.



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Arrival	1 st Person	Additional Person	Child Rate (6-12 YO)
Deluxe Meet & Greet	350	250	150
Premium Meet & Greet	450	250	150
Elite Meet & Greet	550	250	150
Departure			
Deluxe Meet & Greet	350	250	150
Premium Meet & Greet	450	250	150
Transit			
Deluxe Meet & Greet	250	150	150
Premium Meet & Greet	350	150	150

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	Deluxe Meet & Greet	Premium Meet & Greet	Elite Meet & Greet
Arrival	<ul style="list-style-type: none"> Personalized meet and greet at the arrival gate. Assistance with immigration formalities. Escort to luggage carousel (Airport porter services available at additional cost; subject to availability). Escort to airport exit (Agent remains for 10 minutes post-exit; timely pick-up is the responsibility of the booking party). 	<ul style="list-style-type: none"> Meet and greet at the arrival gate by your personal concierge. Fast-track assistance with immigration formalities. Help with luggage collection and handling. Escort to the airport exit and car park (Agent stays for 10 minutes post-exit; timely pick-up is the booking party's responsibility). 	<ul style="list-style-type: none"> Meet and greet at the arrival gate by personal concierge. Ahlan Lounge access (2hrs, light refreshments). Fast-track immigration assistance. Help with luggage collection and handling. Escort to airport exit/car park (Agent waits 10 mins post-exit; timely pick-up required). Complimentary Ahlan Lounge voucher (3hrs, buffet, beverages, showers).
Departure	<ul style="list-style-type: none"> Meet and greet 3hrs before departure. Porter service available. Meeting points: Terminal 3 (Economy, First/Business) and Terminal 1 (Area #5). Help with check-in, fast-track immigration, and security. Escort to boarding gate or drop-off point. 	<ul style="list-style-type: none"> Meet and greet 3 hours before departure. Meeting points: Terminal 3 (Economy/First/Business) and Terminal 1 (Area #5). Help with check-in, immigration, and security. Ahlan Lounge access (4hrs, refreshments, beverages, showers). Escort to boarding gate. 	

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Please note that the prices displayed above are in AED.

Additional Services

Valet Parking Services

We've partnered with Valtrans to offer complimentary valet parking for all residents and guests visiting our outlets.

- Effortless arrival with no parking hassle
- Seamless service for a truly luxurious experience
- Available 24/7 for your convenience
- Complimentary for all guests using our outlets or staying with us.
- 200AED charge for overnight parking, for non-resident or non-dining guests.

Leave your car with us and enjoy a stress-free, luxurious arrival.



Additional Services

Buggy Services

Effortless and stylish, our Garia 6-seater buggies provide seamless transport across the resort.

- Luxury design with leather seats for extra comfort
- Perfectly complement our lush green walkways
- Fleet of 20 buggies, plus additional back-of-house support
- Available for all guests coming or going to Jumeirah Marsa Al Arab for dining or to stay in our property.

Available on-demand for a smooth and scenic ride, connecting you across Marsa Al Arab and to our sister properties along the private shores of Jumeirah

