



# Customer Journey

## Safety first



10 June 2020  
Version 3



# Customer Journey



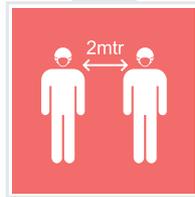


1

# Departures – Emirates Terminal 3 Entrance



Passengers to arrive 3 hours before departure. Some destinations may require COVID-19 testing



Passengers to maintain social distancing and wear masks at all times



Only travellers can enter the terminal



Passengers will pass through thermal detectors





2

## Departures – Check-in



Passengers are given Emirates hygiene travel kits containing a mask, gloves, wipes and sanitiser



Antimicrobial screens at check-in desks



No cabin baggage is allowed, except for laptop bag, handbag or briefcase only

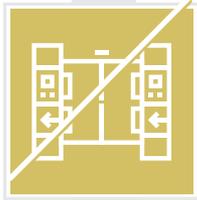




3

# Departures – Immigration and Security

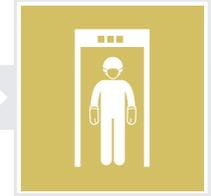
No e-gate or Smart Gates activated



Queue areas are marked with spacing floor stickers



Immigration counters are fitted with protective antimicrobial screens



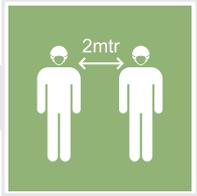
Passengers go through security checks





4

# Departures - Boarding Gates



Passengers to maintain social distancing and keep masks on at all times



Seating arranged for social distancing

Checks to limit cabin baggage



Boarding from last row to first row



Boarding areas are deep cleaned and disinfected after each flight



Staff wear personal protective equipment (PPE)





5

# Boarding and Welcome



Boarding in small groups



Comfort items (mattresses, blankets, pillows and headphones) hygienically sealed



Cabin crew wear full personal protective equipment (PPE)



Sanitising soap in all lavatories with hand washing instructions



All print reading materials removed. Safety cards are disinfected in DXB and air sickness bags replaced after each flight (DXB)





6

## Inflight (1/2)



Dedicated crew hygienically clean lavatory every 45 min on flights over 1.5 hours



Social areas, Shower Spa and Onboard Lounge not currently offered



Inflight retail not currently offered



Onboard service has been amended to protect the health and safety of crew and passengers





6

# Inflight (2/2)



Single use menus in First and Business Class. No menus in Economy Class

Limited special dietary meals available



All food and beverages hygienically prepared

## After landing



Social distancing maintained during disembarkation



Aircraft is deep cleaned and sanitised after each flight





7

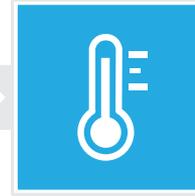
# Arrivals Process in Dubai (1/2)



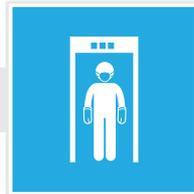
Passengers complete Dubai Health Authority (DHA) Health Declaration Form and download the COVID-19 - DXB Smart App



Passengers proceed through immigration and collect baggage from carousel



Passengers with a fever will go to Dubai International Airport Medical Centre for further checks



As part of Dubai's entry requirements, all passengers will pass through thermal detectors



7

# Arrivals Process in Dubai (2/2)



Passengers will be met by DHA before customs and given the option of either home or hotel quarantine for 14 days



If there are no symptoms showing, without the use of any medication, the quarantine period will end after 14 days



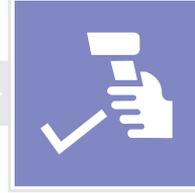
During the 14-day quarantine period, if anyone exhibits any symptoms, they should seek medical advice and call the Covid-19 hotline on 800 342



8

# Transfer Process (1/2)

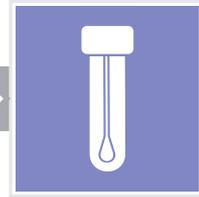
Central area for thermal screening by DHA



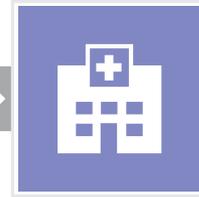
All other passengers clear screening and security, continue to Departures and board at the west-side gates of Concourse B



Passengers cleared by the Medical Centre will be accepted on their original flight or rebooked for the next flight and accommodated at Dubai International Airport Hotel



Passengers with COVID-19 symptoms will go to Dubai International Airport Medical Centre for further checks



If the passenger is not cleared by the Medical Centre, DHA will transfer them to hospital

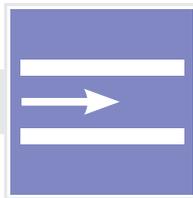


8

# Transfer Process (2/2)



All transfer passengers will pass through thermal detectors again before the departure gates



Dedicated waiting area will be allocated for transfer passengers until next flight



Your safety is our priority

