

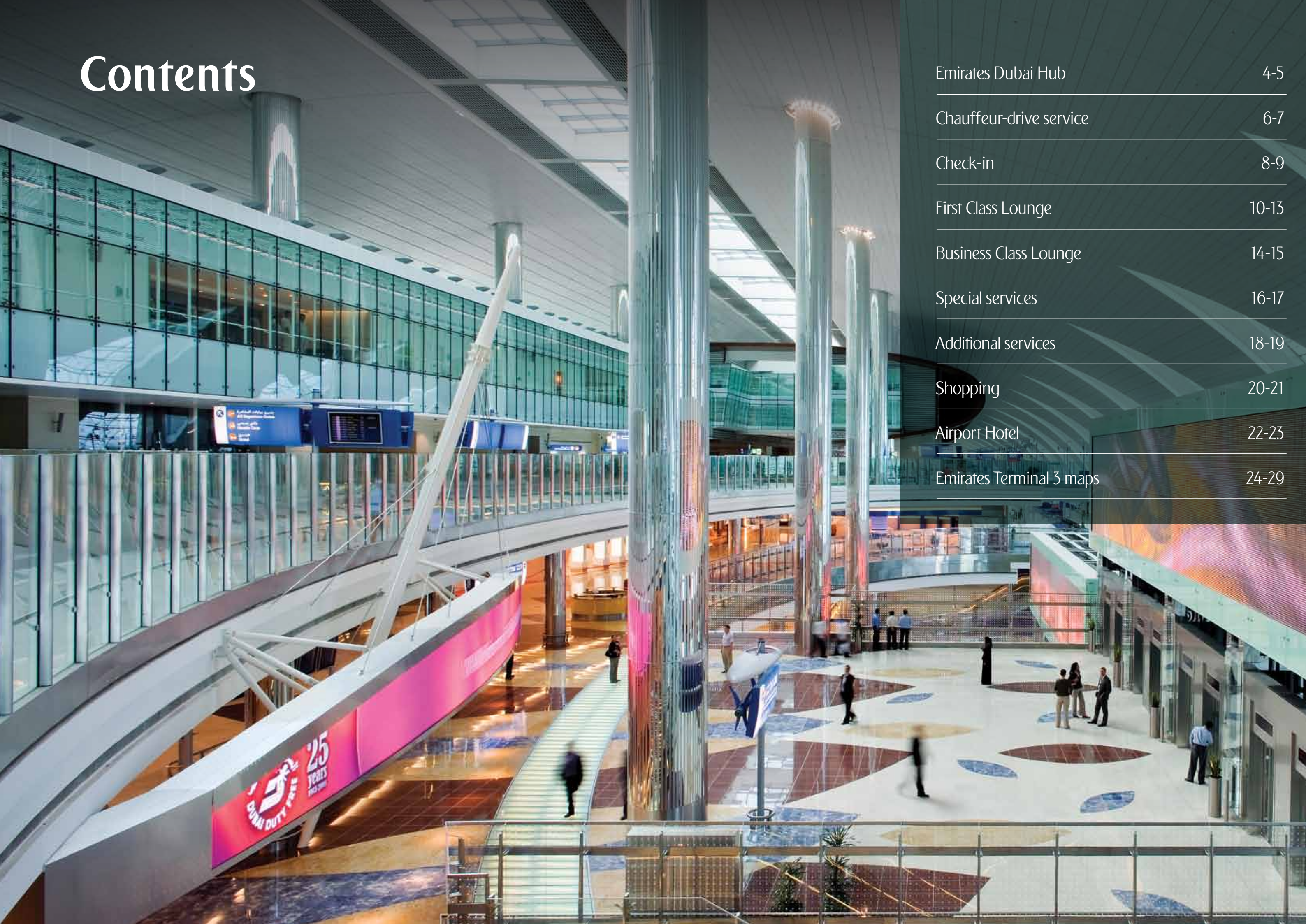
# Emirates Terminal 3

The hub of the new world



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# Emirates Dubai Hub

Emirates Terminal 3 at Dubai International Airport is the hub of our world. This state-of-the-art facility rivals the best airports in the world and provides you with everything you need to ensure a pleasant and seamless journey.

Emirates Terminal 3 is a visionary creation that symbolises our wider success throughout the last two decades in becoming one of the world's leading and fastest growing airlines.

With a fleet of over 173 aircraft, flying to over 125 destinations across six continents, our success is firmly rooted in our commitment to innovation and quality. A commitment that has earned us over 500 major international awards for the quality of our inflight cuisine, the breadth of our inflight entertainment and the excellence of our overall service.

Welcome to Emirates Terminal 3, a destination in itself.



# Chauffeur-drive service

As an Emirates customer, your journey doesn't begin and end at the airport. For your comfort and convenience we provide a complimentary Chauffeur-drive service for First Class and Business Class customers. Make all your arrangements online and then simply set your mind at ease.

## End-to-end relaxation

Covering any address within the United Arab Emirates regardless of distance, our complimentary Chauffeur-drive service is available:

- From your home or hotel to the airport
- From the airport to your final destination
- To and from the airport when making a stopover

## For the family

When travelling with family or in a large group, a Mercedes Benz Viano-based-limousine service is available.

Chauffeur-drive service is also available in many of our destinations across our network.

Sit back and enjoy your luxurious ride.

## Information kiosk

Real-time and easy-to-understand directions to boarding gates, restaurants and other facilities.

As part of the initiative, Dubai information desks are being replaced with state-of-the-art Information Zones, a one-stop shop that will instantly provide information on all the airport's

services and facilities as well as assist with boarding and security procedures.

The zones will house wayfinding touchscreens in addition to staff trained to deal with all passenger queries. Passengers will be able to choose a medium that suits them best with the new facilities conveniently located across all three terminals.

Printed map cards will also be available at these kiosks which passengers can take away with them. In addition to the Information Zones, separate touchscreens and terminal maps will be found at standalone kiosks located across the airport.

The 40-inch LCD touchscreens boast new technology that allows passengers to scan their boarding passes and get directions directly to their gate.





# Check-in



The distinctive design of the Emirates Terminal 3 Departures hall ensures that your check-in is fast and convenient. Its sheer size and range of services reinforces the fact that we are one of the world's fastest growing airlines. When it comes to checking in, you can either do it yourself or allow us to roll out the red carpet for you. That's because Emirates Terminal 3 features both the convenient self-service check-in technology and the luxurious over the counter service you've become accustomed to with Emirates.

## First and Business Class check-in

Our premium customers expect the best. That's why we provide 15 dedicated check-in counters for First Class and 15 for Business Class, ensuring that you are not kept waiting and your journey through check-in is smooth and relaxed.

## Skywards check-in counters

In recognition of our valued Skywards members, there are seven check-in counters reserved exclusively for our Silver Skywards members travelling in Economy Class. Our Gold Skywards members can check-in using any of the Business Class counters available.

## Economy Class check-in

With 120 counters to choose from, our Economy Class customers will fly through check-in. To further streamline the check-in process, customers can use any counter for check-in with additional counters dedicated for:

- Flights to the US and Canada
- Bag Drop – for customers who have checked in online or at a self-service kiosk

## Self-service check-in

Emirates Terminal 3 is equipped with a number of self-service facilities that enable you to check-in for your flight and obtain a boarding pass without having to queue at the counter. There are two forms of self-service check-in:

- Standalone kiosks are for passengers with carry-on baggage only
- Integrated counters have baggage belts attached so you can check-in baggage

Standalone kiosks and integrated counters are available for passengers in all class of travel:

### First Class and Business Class

6 standalone kiosks

12 integrated counters

### Economy Class

20 standalone kiosks

18 integrated counters





# First Class Lounge

Our sumptuous First Class Lounge at Emirates Terminal 3 provides a tranquil haven for our premium customers. The lounge features three seating areas to suit your mood. Each of these is inspired by a unique theme - Arabian, Mughal and Asian. The design, décor and ambience artfully combine to bring these themes to life. Gentle water features and plants also add to the sense of harmony and well-being.

From world-class gourmet dining to a dedicated Timeless Spa, the First Class Lounge offers every luxury you expect. Our attentive staff are on hand around the clock, to ensure you have a memorable experience.

## A gourmet extravaganza

Prepare to be tempted by an array of mouth-watering delights from around the world. The buffet in our dining area features an extensive selection of international gourmet dishes, both hot and cold. À la carte dining is also available, as are juice bars where you can savour freshly prepared fruit cocktails.

## Our Grand Cru

If you fancy raising a glass, we invite you to step into our Wine Cellar where you can taste and purchase exclusive labels. With expert staff on hand to answer any questions you may have about a specific vintage or region, every visit is sure to be a memorable experience for the wine connoisseur in you.

## Your space

There are two discretely positioned TV areas where you can watch news and sports updates, and other popular TV programmes from around the world. For your reading pleasure, we also provide a wide selection of international newspapers and magazines.







#### You deserve it

To make the perfect start to your journey, why not indulge in some luxurious pampering at the Timeless Spa. Located within the First Class Lounge, this serene facility provides beauty treatments, massage therapies and hairstyling services on a complimentary basis, all using our luxury signature products. Relax, unwind and enjoy some “me-time”.

#### Playtime

Our younger guests are not forgotten either. Our First Class Lounge is equipped with a Children's Play Area where children can enjoy themselves with a range of activities. Mother and child care facility is also available.

#### Stay connected

When decisions need to be made, the fully-equipped Business Centre in our First Class Lounge offers Internet-enabled computers and printers, and recharging facilities for laptops and mobile phones. Complimentary Wi-Fi access gives you the mobility you expect, not only in the Business Centre but throughout the entire lounge. Additionally, for when you need that added space and privacy there is one conference room at your disposal.

#### At your service

Whatever you require during your time with us, simply ask our helpful lounge staff. A Skywards Help Desk is also located within our First Class Lounge and Flight Information Display Systems are dotted throughout the lounge to keep you informed of your flight status.

#### First Class Lounge at a glance

- Capacity for 600+ guests (seats 568 + 10 in the Business Centre)
- Three themed seating areas - Arabian, Mughal and Asian
- Complimentary Wi-Fi access
- Water features
- Shower/toilet facilities (male and female)
- Prayer rooms (male and female)
- Staffed 24 hours a day
- Skywards Help Desk
- Flight Information Display Systems
- Mother and Child Care Room

#### Food and Beverage

- Buffet of international gourmet dishes (hot and cold)
- À la Carte dining
- Juice bars
- Wine Cellar

#### Entertainment

- Timeless Spa
- Two TV areas with a total capacity of 54 seats
- 42-inch plasma TV screens
- A selection of international newspapers and magazines
- Children's Play area
- Shoe Shine service

#### Business Centre

- PC workstations with Internet access and printers
- Recharging facilities for laptops and mobile phones
- Two conference rooms







# Business Class Lounge

Our Business Class Lounge has been created to meet the demanding expectations of our discerning customers. The interior design and seating areas - themed around the concepts of Fire, Water, Air and Earth - provide a soothing and enjoyable ambience. Relax and treat yourself to a range of premium services.

## Dining delights

With a gourmet selection of hot and cold delicacies from around the world, the dining areas in our Business Class Lounge are sure to please your palate. You can also enjoy fresh juices, along with a complete menu of soft drinks, beers, wines, spirits and hot beverages.

## Pamper yourself

When you feel like treating yourself to some well-deserved luxury, the Timeless Spa in our Business Class Lounge provides a wide range of signature treatments - from beauty and massage therapies to hairstyling. All of these services are available to our guests at a nominal fee.

## Take some time out

Our lounge features four separate areas where you can relax and unwind in comfort. Use your downtime to catch up on the latest news from around the world with our selection of international newspapers and magazines. Enjoy the comforts in one of our five TV viewing areas or simply freshen up at our shower facilities before your flight.

## Playtime

Within the dedicated Children's Play Area, there is a 42-inch plasma TV screen and a range of exciting activities to keep children happily entertained. A children's food corner with a dedicated menu is also available.

## When work cannot wait

Our Business Class Lounge is equipped with two Business Centres. PCs with broadband internet are on hand to allow you to access and print your documents. You can also get online through the complimentary Wi-Fi access, which is available throughout the entire Business Class Lounge. Recharging facilities for laptops and mobile phones help you stay connected

## Business Class Lounge at a glance

- Capacity for 1,400 guests (seats 1,330 + 29 in the Business Centre)
- Four themed seating areas - Fire, Water, Air and Earth
- Complimentary Wi-Fi access
- Water features and plants
- Shower/toilet facilities (male and female)
- Prayer rooms (male and female)
- Staffed 24 hours a day
- Skywards Help Desk
- Flight Information Display Systems

## Food and Beverage

- Buffet of international gourmet dishes (hot and cold)
- Juice bars

## Entertainment

- Timeless Spa
- Five TV areas with a total capacity of 107 seats
- 42-inch plasma TV screens
- A selection of international newspapers and magazines
- Children's Play Area
- e-zone, the technology and entertainment corner
- Shoe Shine service

## Two Business Centres

- PC workstations with Internet access and printers
- Recharging facilities for laptops and mobile phones





# Special services

Whether you're entrusting us to look after your child who is travelling alone, we provide a range of unique services and facilities at Emirates Terminal 3 that ensure the utmost care and attention.

## Young, unaccompanied customers

- An end-to-end service for young customers travelling without a parent or guardian
- Accompanied by Emirates staff at every step of their journey
- Access to a dedicated lounge at check-in, departures and arrivals
- Available to children aged between 5 and 15 years (up to their 16th birthday)

## Customers with special needs

- Assistance for passengers who are physically, visually and/or hearing impaired
- Access to a dedicated lounge at check-in, departures and arrivals
- Immigration formalities are handled through dedicated Fast Track counters
- On arrival, an escort is provided through Customs to the baggage claim area

## Marhaba Services

Choose our Marhaba Meet and Greet Service to enjoy:

- Fast track check-in and immigration clearance
- Hand baggage trolleys (subject to availability)
- Buggy car transfers through the airport terminal (subject to availability)
- Access to the 24-hour Marhaba check-in lounge on departure
- A special service for families is also available and the Marhaba CityStop offers a one-stop solution for visa assistance, hotel accommodation and ground transfers





# Additional services

We've made every effort to ensure that you have a fast, enjoyable experience each time you travel.

## Travelling with young children

To make travelling with infants as easy as possible, complimentary baby strollers are available to all customers.

## Easing the load

On arrival and departure, you can hire a porter to assist you with your luggage.

## Leave it to us

By taking advantage of our Left Luggage service on arrival at Emirates Terminal 3, you can arrange to have your luggage safely stored at the airport for a nominal charge.

## Home delivery

Luggage Home Delivery is a convenient way to get your baggage to your home or hotel anywhere in the United Arab Emirates. Once you've collected your baggage from the carousel in the Arrivals Hall, simply approach our staff at the dedicated kiosks to take advantage of this service at a nominal cost. Very soon, this service can be booked via the Emirates Contact Centres and the Emirates offices prior to your departure at a nominal charge.

## The convenient route

Buggy cars are provided for your benefit. These will be made available to customers with special needs.

## Moments of reflection

Two Zen Gardens form part of the unique design to create an oasis of calm within the busy airport environment. Sit back and enjoy your own personal space.

## Arrive refreshed

To enable you to freshen up there are shower facilities for men and women in the terminal allowing you to arrive at your destination feeling revived and rejuvenated.

## Enjoy a relaxed meal

With an extensive choice of casual dining options, Emirates Terminal 3 caters to every taste and mood.

## Cafés & on-the-go:

Starbucks, Paul Coffee Shop, Lentore, Segafredo Zanetti, Pulp Juice Bar, Costa, Häagen Dazs, Delizie, Second Cup, Coffee Bean & Tea Leaf.

## Casual dining:

Cosi, Burger King, McDonalds, Good 2 Go, Mashawi Lebanese Grill, The Rupee Room, Japengo, Fine Wine Shop.



# Shopping

In a city renowned as a shopper's paradise, Emirates Terminal 3 gives you a duty-free experience like no other. Emirates Terminal 3 adds an amazing 11,000m<sup>2</sup> of retail space to Dubai International Airport.

The Dubai Duty Free shopping area offers you a choice of stores, representing leading lifestyle brands. You can browse through a dazzling selection of top quality products including electronics, fashion, jewellery, cosmetics and more. Here are just some of the biggest names.

**Sports**  
Nike, Adidas, Reebok and Callaway.

**Perfume & Cosmetics**  
Revlon, L'Oreal, Estée Lauder, Lancôme and MAC.

**Confectionery**  
Nestlé, Mars, Toblerone, Coke and Pepsi.

**Tobacco & Liquor**  
Marlboro, Benson & Hedges, Johnnie Walker and Chivas Regal.

**Fashion**  
Chanel, Christian Dior, Giorgio Armani, Calvin Klein, Gucci, Hugo Boss, Ralph Lauren and Hermès.

**Jewellery & Watches**  
Swarovski, Montblanc, Cartier, Rolex, Omega.

**Electronics**  
Nokia, Sony and Apple.



# Airport Hotel

When your travel schedule affords you the luxury of time, the Airport Hotel is at hand to ensure it's put to good use. Located at the heart of the airport, it has been designed to provide a tranquil getaway from the rigours of your journey. Whether your stay is just a few hours or an overnight stop-over, a wealth of amenities including sumptuous dining options, elegant design and a dedicated spa will ensure your time at Emirates Terminal 3 is one to remember.

## Rest Assured

All of the rooms at the Airport Hotel combine modern comforts with the sophistication of Arabia.

### The Executive Floor:

- 27 single/double rooms
- 11 twin rooms
- 3 junior suites
- 3 royal suites

### The Superior Deluxe Floor

- 16 junior suites

### The Deluxe Floor

- 139 single/double rooms
- 54 twin rooms

## A gourmet's retreat

At the Airport Hotel, you are truly spoilt for choice when it comes to 24-hour fine dining. Explore the flavours of the world at:

- The Seafood Market
- Café Chic
- The Tapas Bar
- All Day Dining Restaurants
- The Beer and Whiskey Bar

## Staying in shape

Open for fitness fanatics around the clock, the Health Club features:

- A fully equipped gymnasium
- Individual shower facilities for men and women
- Jacuzzi
- Swimming pool

## Make the right connections

The Airport Hotel's Business Centre is open 24 hours a day. For a nominal fee, you can utilise:

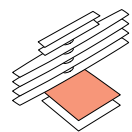
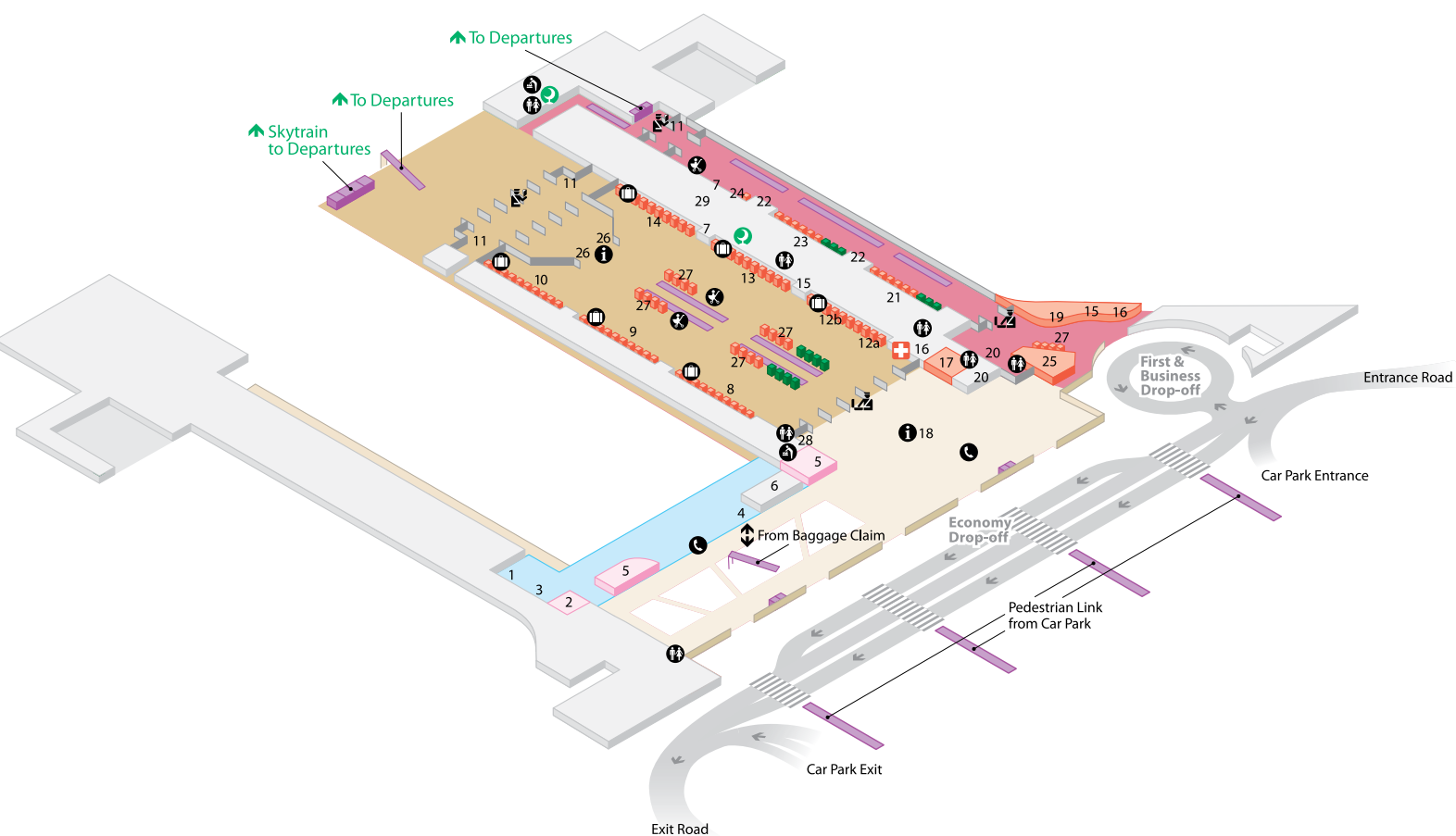
- Secretarial services such as typing, photocopying and fax facilities
- Individual PC workstations
- Internet access
- Conference rooms

## Relax and unwind

With seven full treatment rooms offering a range of beauty treatments and massage therapies, the Timeless Spa at the Airport Hotel is open to all Emirates customers.



# Airport Terminal 3 maps



## Check-in

## Services

- |     |                                      |    |                                   |    |  |
|-----|--------------------------------------|----|-----------------------------------|----|--|
| 6   | Noor Islamic Bank                    | 14 | Economy Check-in Desks B43-B63    | 23 | Business Class<br>Check-in Desks 16-30         |
| 7   | Entrance to Staff Travel             | 15 | Entrance to Customer Service      |    |  |
| 8   | Economy Check-in Desks A1-A21        | 16 | Special Handling                  | 24 | First & Business Class<br>Check-in Desks 32-33 |
| 9   | Economy Check-in Desks A22-A42       | 17 | Marhaba Lounge                    |    |  |
| 10  | Economy Check-in Desks A43-A63       | 18 | Visa Cancellation                 | 25 | Unaccompanied Minors                           |
| 11  | E-Gates                              | 19 | First & Business Express Check-in | 26 | Liquids Aerosols & Gels Desk                   |
| 12a | Skywards Silver Check-in Desks B1-B7 | 20 | Ticket Sales                      | 27 | Self Check-in the Kiosks                       |
| 12b | Economy Check-in Desks B8-B21        | 21 | First Class Check-in Desks 1-15   | 28 | Police Office                                  |
| 13  | Economy Check-in Desks B22-B42       | 22 | Express Baggage Cashier           | 29 | Customs Office                                 |

## Shopping

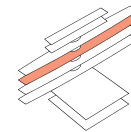
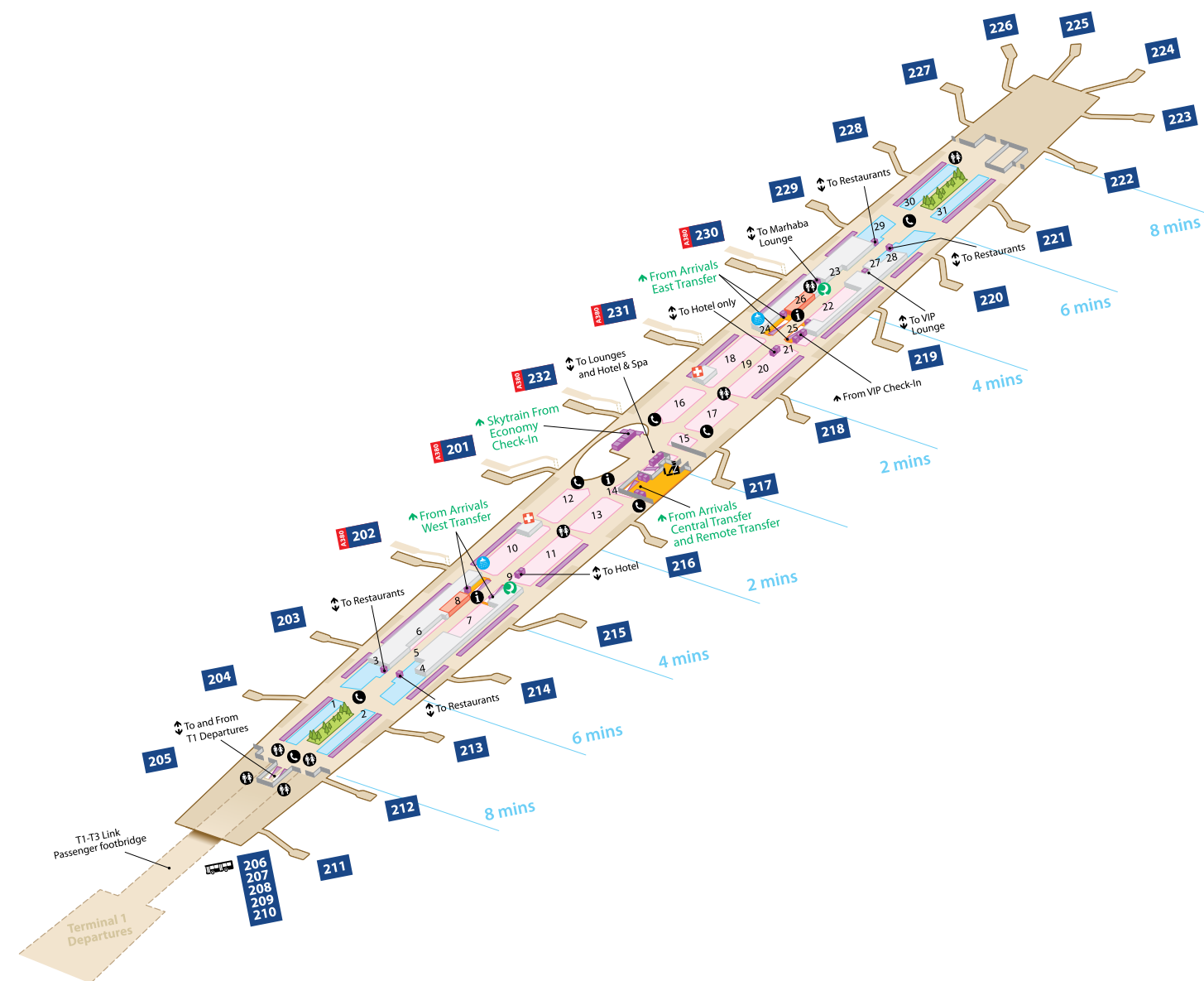
- 2 Pharmacy  
5 Dubai Duty Free
- Food & Drink
- 1 Burger King  
3 Mashani Express  
4 Costa
- First & Business Area  
Economy Area  
Check-in Desk  
Self Check-in Kiosks with Baggage Drop

## Food & Drink

- 1 Burger King
- 3 Mashani Express
- 4 Costa

First & Business Area

- Economy Area
- Check-in Desk
- Self Check-in Kiosks with Baggage Drop



## Departures

## Shopping

- |    |                     |    |                     |    |                    |    |             |    |             |    |                      |
|----|---------------------|----|---------------------|----|--------------------|----|-------------|----|-------------|----|----------------------|
| 6  | Sport & Leisure     | 14 | Sunglasses          | 21 | Pharmacy           | 1  | Starbucks   | 25 | Pulp Juice  | 8  | Unaccompanied Minors |
| 7  | Foodplus & Toys     | 15 | Gifts from Dubai    | 22 | Foodplus & Luggage | 2  | Paul        | 27 | Good to Go  | 26 | Special Handling     |
| 9  | Pharmacy            | 16 | Watches             | 23 | Books & Magazines  | 3  | Bar         | 28 | McDonalds   |    |                      |
| 10 | Duty Free & Tobacco | 17 | Gold & Jewellery    |    |                    | 4  | Cosi        | 29 | Bar         |    |                      |
| 11 | Electronics & Music | 18 | Perfume & Cosmetics |    |                    | 5  | Burger King | 30 | Costa       |    |                      |
| 12 | Mobiles & Camera    | 19 | MAC                 |    |                    | 24 | Starbucks   | 31 | Häagen Dazs |    |                      |
| 13 | Fashion             | 20 | Duty Free & Tobacco |    |                    |    |             |    |             |    |                      |

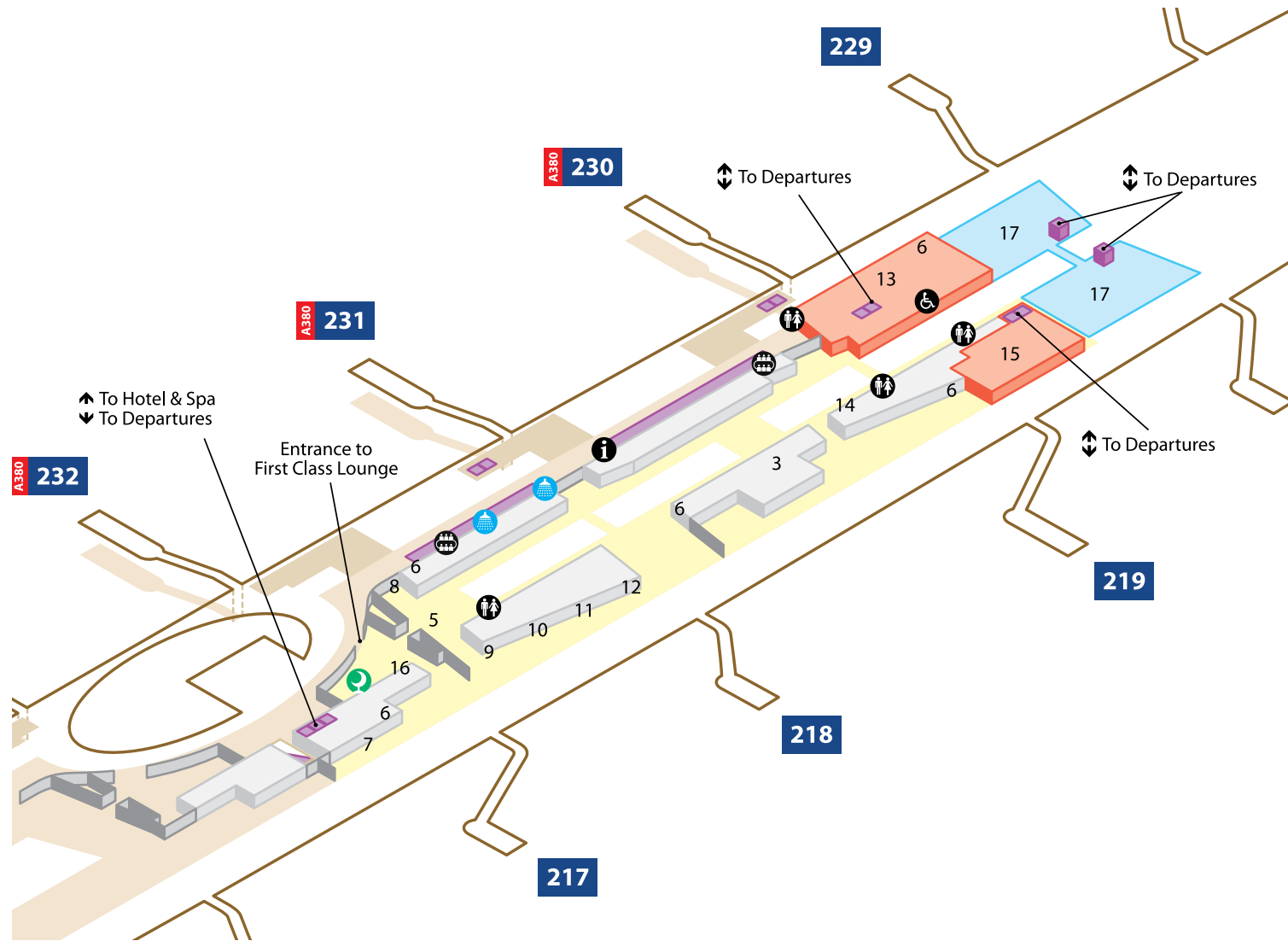
## Food &amp; Drink

- |    |             |    |             |
|----|-------------|----|-------------|
| 1  | Starbucks   | 25 | Pulp Juice  |
| 2  | Paul        | 27 | Good to Go  |
| 3  | Bar         | 28 | McDonalds   |
| 4  | Cosi        | 29 | Bar         |
| 5  | Burger King | 30 | Costa       |
| 24 | Starbucks   | 31 | Häagen Dazs |

## Services

- 8 Unaccompanied Minors
- 26 Special Handling





## First Class Lounge

### Services

- 5 Water Feature
- 7 Reclining Chairs
- 8 Skywards Info
- 9 Hair Salon
- 10 Timeless Spa
- 11 Majlis Seating Area
- 12 Kids' Play Room
- 13 Marhaba Lounge
- 15 VIP Lounge
- 16 First Class Reception Desk

### Food & Drink

- 3 Show Kitchen
- 6 Refreshments
- 14 Wine Cellar
- 17 Foodcourt East



## Business Class Lounge

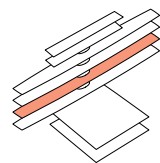
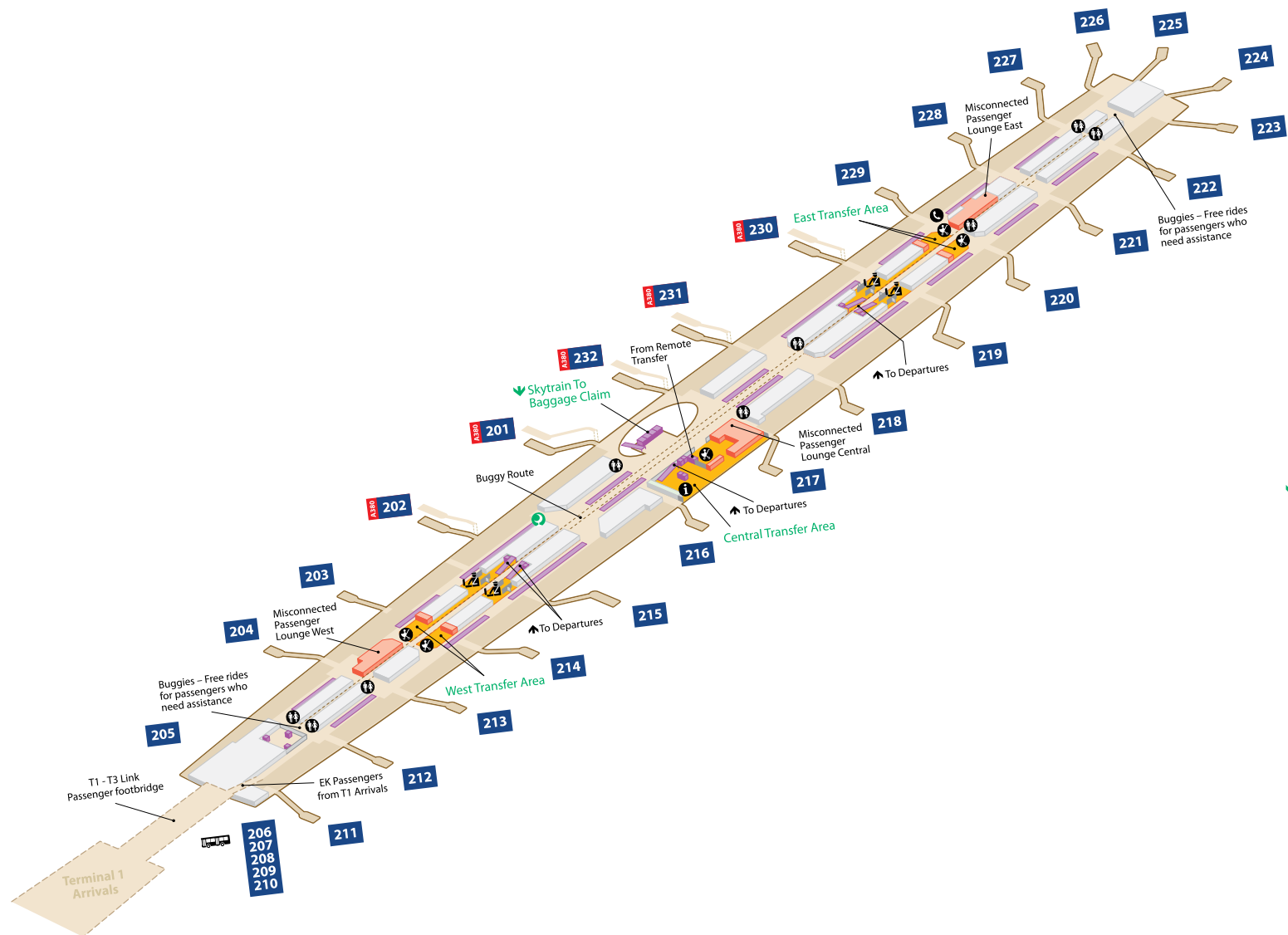
### Services

- 2 Kids' Play Room
- 4 Timeless Spa
- 5 Water Feature
- 7 Reclining Chairs
- 8 Skywards
- 9 Business Class Reception Desk

### Food & Drink

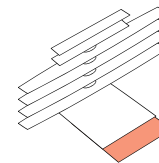
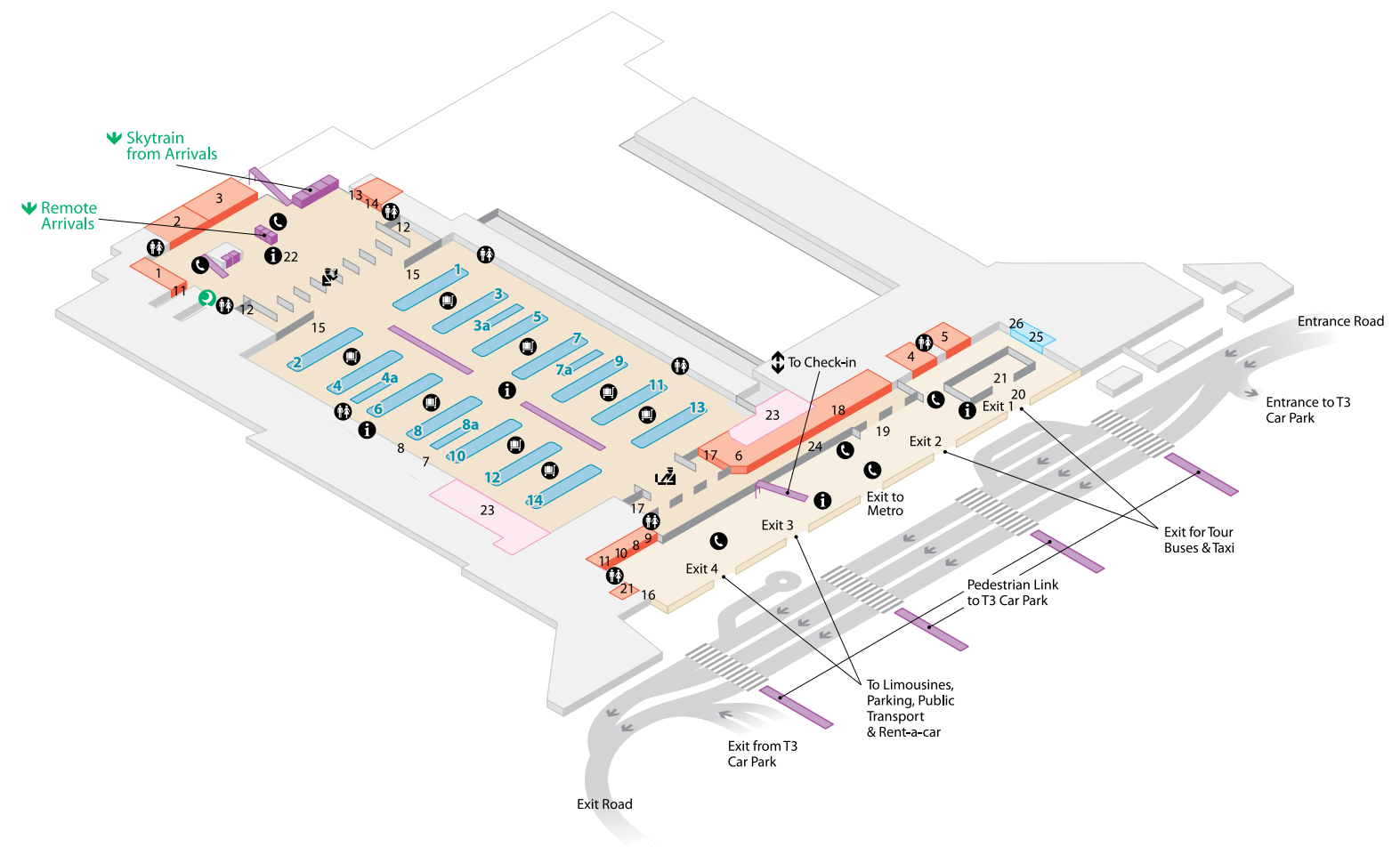
- 1 Foodcourt West
- 3 Show Kitchen
- 6 Refreshments





## Arrivals

- |                |                                |                     |
|----------------|--------------------------------|---------------------|
| Transfer Area  | <b>203</b> Departure Gate      | Telephone           |
| Elevator       | <b>202</b> A380 Departure Gate | Prayer Room         |
| Escalator      | Information                    | Baby Strollers      |
| Moving Walkway | Toilets                        | Security Inspection |
| Check-in Desk  |                                |                     |



## Baggage Claim

### Services

- |   |                                    |  |
|---|------------------------------------|--|
| 1 Visa Collection Counter                 | 10 Customs Lounge                  | 19 Meeting Point                                     |
| 2 VIP Arrivals Lounge                     | 11 Marhaba Sales & Greeters Lounge | 20 Emirates Customer Service Desk                    |
| 3 Emirates Arrivals Lounge                | 12 E-Gates                         | 21 Emirates Transit Passenger Hotel Transport (STPC) |
| 4 Unaccompanied Minors Arrivals Lounge    | 13 Marhaba                         | 22 Arabian Adventures & Emirates Arrivals Desk       |
| 5 Left Luggage                            | 14 Dnata Special Handling Lounge   |  |
| 6 Central Reservations Services           | 15 Baggage Infoscreen              |  |
| 7 First & Business Class Baggage Services | 16 Escalator up to Departures      |  |
| 8 Baggage Services                        | 17 Customs Duty                    |  |
| 9 Emirates Chauffeur-drive Lounge         | 18 Tours & Hotels Help Desk        |  |

### Shopping

- 23 Dubai Duty Free

### Food & Drink

- |                              |
|------------------------------|
| 24 Refresh                   |
| 25 Second Cup                |
| 26 Japengo                   |
| 8 Baggage Carousel Number    |
| 8a Oversize Baggage Carousel |



