

Emirates introduces self check-in kiosk in Dubai airport

- A Monitor Desk Report

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Dubai: Emirates has introduced self check-in and bag drop kiosks at Terminal 3, Dubai International Airport. The service is now available to customers travelling to all destinations except to the US, Canada, China, India and Hong Kong due to additional requirements from these destinations.

The 16 new self-service bag drop machines and 8 self-service kiosks complement the desks manned by Emirates check-in agents to reduce waiting time for customers during peak periods and improve the customer experience in Dubai. More self-services facilities are planned to be added in the coming months.

The kiosks allow customers to check-in, receive their boarding pass, choose seats on board, and drop off their bags. While Emirates staff will be on hand for any assistance required, the facilities are fully self-service, allowing customers to breeze through the airport and proceed directly to immigration. The facilities are cleaned and disinfected regularly and hand sanitisers are also available for customers to use.

The solution was developed in house at Emirates in collaboration with Dubai Aviation Engineering Projects and Dubai Airports. The self check-in kiosks will be continually upgraded to offer new features in the future including going touch less, and allowing customers to make re-bookings on their own.

Emirates' booking policies offer customers flexibility and confidence to plan their travel. Customers who purchase an Emirates ticket for travel on or before 31 March 2021, can enjoy generous re-booking terms and options, if they have to change their travel plans. Customers have options to change their travel dates, extend their ticket validity for 2 years, or convert their ticket into a travel voucher to use against any future flight-related purchase for themselves or their family and friends.

Customers can now travel with confidence, as Emirates has committed to cover COVID-19 related medical expenses, free of cost, should they be diagnosed with COVID-19 during their travel while they are away from home. This cover is immediately effective for customers flying on Emirates until 31 December 2020, and is valid for 31 days from the moment they fly the first sector of their journey. This means Emirates customers can continue to benefit from the added assurance of this cover, even if they travel onward to another city after arriving at their Emirates destination.

Emirates has implemented a comprehensive set of measures at every step of the customer journey to ensure the safety of its customers and employees on the ground and in the air, including the distribution of complimentary hygiene kits containing masks, gloves, hand sanitiser and antibacterial wipes to all customers.

Emirates now operates 9 weekly flights from Dhaka offering convenient connections via Dubai to over 90 cities worldwide.