Abu Dhabi International Airport (AUH) is managed by Abu Dhabi Airports Company together with its four other airports - Al Bateen Executive Airport, Al Ain International Airport, Delma Island Airport and Sir Bani Yas Island Airport.

Serve over 21 million passengers per annum in 2018

We’re honored to:

Be the hub for the national airline of the UAE.

Be recognized as a leading airport in the region & globally.

Be a 4-star airport
Abu Dhabi International Airport was inaugurated in its current location on January 2nd, 1982

- IATA Code: AUH
- ICAO Code: OMAA
Passengers traveling to 4 US destinations:
• New York
• Washington
• Chicago
• Los Angeles

Via national carrier Etihad Airways, customers can take advantage of this unique service, and avoid lengthy queues upon arrival in America.

**CHECK-IN**

<table>
<thead>
<tr>
<th>Check-in Counters</th>
<th>T1</th>
<th>T1A</th>
<th>T2</th>
<th>T3</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Premium</td>
<td>13</td>
<td>-</td>
<td>-</td>
<td>26</td>
<td>39</td>
</tr>
<tr>
<td>Economy</td>
<td>35</td>
<td>7</td>
<td>18</td>
<td>34</td>
<td>94</td>
</tr>
<tr>
<td>Oversize/No Scale</td>
<td>5</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>Total</td>
<td>53</td>
<td>9</td>
<td>19</td>
<td>62</td>
<td>143</td>
</tr>
</tbody>
</table>

**Contact Departure & Arrival Gates**

- Contact Departure T1 o G3-G11
- Contact Departure T2 o Non
- Contact Departure T3 o G32-G35 o G58-G61

**Check-in counters:** 53 in T1, 09 in T1A, 19 in T2 & 60 in T3. **Arrival Baggage Claim**

- T1: 05 Belts (1 – 5)
- T2: 02 Belts (9 – 10)
- T3: 03 Belts (6 – 8)

**Remote Arrival Gates**

- Remote Arrival T1 o 19A, 19B, 19D, 19C, 19E
- Remote Arrival T2 o G72
- Remote Arrival T3 o G70, G71

**Remote Departure**

- Remote Departure T1 o G14, G15, G16, G17, G18
- Remote Departure T1A o G20, G21, G22
- Remote Departure T2 o G24, G25, G26
- Remote Departure T3 o G28-G31 // G36 - G57

**US PRE-CLEARANCE FACILITY**

**Passengers traveling to 4 US destinations:**

- New York
- Washington
- Chicago
- Los Angeles

Via national carrier Etihad Airways, customers can take advantage of this unique service, and avoid lengthy queues upon arrival in America.
REMOTE CHECK-IN

Abu Dhabi International Airport has 1 remote check-in that operates only during events.

EXPO CHECK-IN

Immigration Offices located at T1 Departures opposite Exit 5 & SKYPARK. Open 24/7.

- Passport renewal (UAE Nationals)
- Visa issuance / cancelation (T1 & T3)
- Residency updates (T1 & T3)
- Fines & over-stay penalties (T1 & T3)  (Payment by card only. No cash)

IMMIGRATION SERVICES

For Passports & Visa services, refer to the Immigration Offices located at T1 Departures opposite Exit 5 & SKYPARK. Open 24/7.

TRAVEL SERVICES

6 locations are available for buying and changing flight tickets, buying instant upgrades, travel insurance, complete holiday packages. Passengers can do flight redemptions only at Etihad desks.

- In-house
  - Abu Dhabi Airport Travel at T1 & T2 & T3
  - Omeir Travel at SkyPark
  - Etihad Guest Service at T1 & T3

Premium passengers can consider Fast-Track Service and speed up their arrival with the dedicated Fast Track immigration counters. Passengers should refer to their airline provider to apply and be the 1st in line.

For international visitors to ADNEC, check your baggage in & let us transport it to the airport for you.

Leave your luggage in our secure storage and enjoy the event!

Show your boarding card in Aloft Hotel, and enjoy the promotional offers in almost everything!

Available from 09:00 to 20:00 local time, 7 days a week. Check in is up to 24 hrs prior flight.

Call the airport EXPO Check-in at +971 (0)2 4449 671 or +971 (0)2 4499 051.

Charges of AED 30 per adult and AED 20 per child applies.
PARKING IN AIRPORT
(BY MAWQEF CO.)

Self-Parking

<table>
<thead>
<tr>
<th>Duration (min)</th>
<th>T1, T3 &amp; DEWAN Car Parking (AED)</th>
<th>T2 &amp; Garden Car Parking (AED)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 30</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td>30 - 60</td>
<td>20</td>
<td>10</td>
</tr>
<tr>
<td>Each additional hr.</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td>24 hours</td>
<td>240</td>
<td>120</td>
</tr>
</tbody>
</table>

*Mobile car wash, and professional car detailing services are available upon request. Fees apply.

Valet Parking Service.
- Passengers can simply pull up to the curbside next to T1, T3 & T2 Departures.
- Rate: AED 75 for the 1st hr and AED 45 for every additional hour or part of an hour. (AED 250 max. daily rate)
- For enquiries, call +971 55 9451 573

SMART TRAVEL SYSTEM

Passengers can shorten their processing time & extend their leisure at airport with Smart Travel.

1. **Self Check-in**
   Get your boarding pass from one of the 10 Self Check-In kiosks available in Terminal 1 and 3.

2. **Self Bag Drop**
   Send your luggage through the automated Self Bag Drop.

3. **E-Registration**
   Sign up for the E-Border Gate service by submitting your documents and biometric data at one of the 25 E-Registration kiosks.

4. **E-Border Gate**
   Fly through passport control in 7 seconds at the E-Border Gates.

5. **Self Boarding**
   Board your flight through one of the 76 Self Boarding Gates.

Smart Travel System, STS, enhances passengers experience by reducing processing times at airport significantly.
Pearl has introduced Golden Class with two main offers “Meet & Assist” and “Meet & Assist Plus” services.

**Services include:**
- Meet & Assist (on Arrival, Departure and Transit)
- Meet & Assist Plus (on Arrival, Departure and Transit)
- Lounge Services
- Flowers
- Limousine Services
- Meet & Assist Express (Fast Track only)
- Infinite Annual Membership
- International Driving License
- Baggage Delivery
- Mobile SIM Cards

**Locations**
- T1 at Pre-check-in
- T3 at Pre-check-in

**Prices**

**Reservations Call Center**
- Telephone: + 971 2 633 2511 or 800 7327 5823
- Email: abudhabi@pearlassist.com

**Airport Desk**
- Telephone: + 971 2 505 2659
- Email: opsauh@pearlassist.com
- Website: [www.pearlassist.com](http://www.pearlassist.com)

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**QUICK GROUP** offers the following services:

- Wrapping
- Sealing
- Strapping
- Packing
- Storing
- Shipping
- Security lockers service is also available up to 6 months’ storage period.
  - Wrapping and packaging, Quick Wrap: T1, 1A & T3
  - Travel essentials Shop, Xplora: T1, T2 & T3
  - Storage & printing facilities: T 1 & Arrivals Halls

- Airport Services Center in T1 Departures area
  (Before Passport Control, 24/7 service, T: +97125052939)
  - Storing luggage.
  - Safety deposit.
  - Fax & copying services.

- Trolley (NO Charge)
  - Departing - T1 or T3: Upper/ lower curbside areas outside terminals or car parking
  - T2: Between Entrance 2 & 3 at the curbside
  - Arriving - Baggage Claim Area

- Get support from our official porters available at all locations, at rates starting from AED 20 (USD 5) ONLY.
- Free buggy cars and strollers are also available for families of young children and elderly passengers at departure & arrival piers of T1 & T3.
BANKING & CURRENCY EXCHANGE

24 banking and specialist currency exchange providers are available throughout the airport. For reservation of foreign currency online, (0% commission & no fees) and picking it up, there are (12) TRAVELEX stores and (1) Lulu Exchange available at the airport.

https://buy.travelex.com/abudhabiairport/Purchase

- Abu Dhabi Islamic Bank, ADIB Branch
  - Opens Saturday-Thursday
  - 10:00 till 18:00 Customer Service

- ATMs T1 Departure
  - ADIB
  - ADCB
  - Rakbank
  - FAB

- ATMs T3 Departure
  - FAB
  - ADCB

SHOPPING AT DUTY FREE

Shopping at AUH can be done at passenger convenience

Shop, travel & collect on return service is provided by Duty Free Shops.

- Available to all returning and transit passengers throughout T1 & T3.
- For more info, Contact 800 DFS (337)/+971 50 612 7217 or email flylighterauh@dfs.com.
- Normal customs allowances apply.

Shop Online (at www.ADDF.ae) and receive 5% OFF your online purchase (staff only) at:

- Gold & Diamond shops (Pure Gold) at T1, T2 & T3.
- ROLEX , Mont Blanc, Tag Heuer at T3.
- Multiple Souvenirs shops at T1 & T3
- WHSmith at T3 & Arrivals Hall
- Relay T1 & T3
- Boots Pharmacy at T3
- Electronics shops (Sharaf DG) at T1 & T3
- Salvatore Ferragamo T3
- Coach at T3
- Bulgari at T1 & T3
- Hermes at T3
- Burberry at T3
NEWSPAPERS & MAGAZINES

FREE collections of more than 70 titles for your reading are available. Complimentary newspaper or magazine stands are in one of these key locations at T1 & T3:

- First & Business Class Lounges.
- VVIP Lounge
- Chauffeur Drive Limousine
- Departure Gates
- Arrival Gates
- Food Courts
- Arrivals Area
- Royal Jet (VVIP & Private Charter)

MEDICAL HELP

Ambulance
- To local hospital is always at hand if necessary

SPA

SIX SENSES Spa (A refreshing way to unwind.)
- For 1st & Business class travelers of Etihad airways Only
- Located at Etihad Diamond First & Pearl Business Class lounges

TOSA Spa (Award winning spa chain presence in the ME)
- Services offered at T1 Transit:
  o Foot/Back treatment areas
  o Treatment room for Body Massages
- Services offered at the SKYPARK:
  o Male & female treatment rooms
  o Relaxation lounge for female
  o Mani/pedi nails room with television and news facilities
  o Dedicated female changing area with showers, lockers, WC
  o Male changing with WC
FACILITIES

Designated Smoking Cubicles
• Available in all terminals. Follow the signs

Prayer Rooms
• Available for both genders and special needs, are signposted across the airport for your convenience

Toilets
• Available for both genders and special needs, are signposted across the airport for your convenience

Premium Shower Facilities
• Available in all lounges and Free Hygienic Public ones near Departure Gates 32 and 37

Nursing Rooms
• Available in T1A sector

MAX BOX
• Abu Dhabi Airport has at four (4) locations for payment solutions, in T1, Arrival Hall & T2

Plaza Premium Lounge
• Available in two locations at T3
• Secure storage for luggage and other valuables is there
• Charge your electronic devices as required
• First hour rate is AED 50, & AED 25 (daytime) or AED 30 (nighttime) per consecutive hours
• Visit www.plazapremiumgroup.com for further info.

BUSINESS LOUNGES

Airport lounges are located after Passport Control.

Terminal 1
• Al Reem Lounge
• Al Dhabi Lounge
• Etihad Premium Lounge

Terminal 2
• Al Ghazal Lounge

Terminal 3
• Etihad Class Lounge & Spa
• Etihad Premium Lounge
• Etihad US Premium Lounge

Arrivals Hall
• Etihad Arrivals Lounge

Al Reem Lounge Service Menu

<table>
<thead>
<tr>
<th>Use Package</th>
<th>Amount / AED</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 hours</td>
<td>165</td>
</tr>
<tr>
<td>5 hours</td>
<td>275</td>
</tr>
</tbody>
</table>

30% discount for children aged 2 to 11
VIP TERMINAL

VIP Terminal is operated by National Aviation Services. Facility includes the following:

- Airport limo
- Dedicated check-in and immigration
- Stay connected with fast WiFi
- Easy access
- Business facilities
- Private royal majlis
- Convenient shower facilities
- Large screen TV
- Dedicated agents
- Relax in our exclusive departure lounge
- Private road
- Enticing cuisine
- Newspapers and magazines
- Duty Free shopping
- Entertainment facilities
- Dedicated porter service
- Premium beverages
- Smoker’s lounge
- Children’s play room

For inquiries about rates & online booking
- Visit vipterminalabudhabi.com

Booking Payment
- Must be made 24 hours prior to arrival / departure

Contact Details
Phone: +971 2 505 2211 / Mobile: +971 55 220 9265
Email: opsvip@pearlassist.com

Services & Rates

<table>
<thead>
<tr>
<th></th>
<th>Royal Majlis</th>
<th>Published Rate (AED)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Arrangement for 1-2 guests</td>
<td>2,000</td>
</tr>
<tr>
<td></td>
<td>Additional Person</td>
<td>350</td>
</tr>
<tr>
<td></td>
<td>Departure for 1-2 guests</td>
<td>2,000</td>
</tr>
<tr>
<td></td>
<td>Additional Person</td>
<td>350</td>
</tr>
<tr>
<td></td>
<td>Transit for 1-2 guests</td>
<td>3,000</td>
</tr>
<tr>
<td></td>
<td>Additional Person</td>
<td>350</td>
</tr>
</tbody>
</table>

* Children between 0-2 yrs. will be complimentary. 3 yrs. and above are at adult price.
* Maximum 5 guests per booking on the same flight.
* Maximum 5 guests per family booking (same family name) on the same flight.

Ancillary Services

<table>
<thead>
<tr>
<th>Services</th>
<th>Published Rate (AED)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floral Services (Large Bouquet)</td>
<td>200</td>
</tr>
<tr>
<td>Mussafah/ Khalifa City / Fairmont Hotel / Shangrila Hotel / Al Raha Beach / Yas Island</td>
<td>150</td>
</tr>
<tr>
<td>Abu Dhabi City / Mafraq</td>
<td>200</td>
</tr>
<tr>
<td>Jebel Ali / Dubai / Al Ain</td>
<td>500</td>
</tr>
<tr>
<td>Sharjah</td>
<td>600</td>
</tr>
<tr>
<td>Baggage Delivery</td>
<td>Home or Hotel</td>
</tr>
</tbody>
</table>

VIP Terminal

VIP Terminal is operated by National Aviation Services. Facility includes the following:

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- Easy access
- Business facilities
- Private royal majlis
- Convenient shower facilities
- Large screen TV
- Dedicated agents
- Relax in our exclusive departure lounge
- Private road
- Enticing cuisine
- Newspapers and magazines
- Duty Free shopping
- Entertainment facilities
- Dedicated porter service
- Premium beverages
- Smoker’s lounge
- Children’s play room

For inquiries about rates & online booking
- Visit vipterminalabudhabi.com

Booking Payment
- Must be made 24 hours prior to arrival / departure

Contact Details
Phone: +971 2 505 2211 / Mobile: +971 55 220 9265
Email: opsvip@pearlassist.com
AIRPORT HOTELS

Aerotel Hotel

- Location: T1 Departure
- For reservations and more information, please visit www.myaerotel.com
- Contact information: Tel: + 971 2 505 5737
- Email: hello.auh@myaerotel.com
- The hotel offers the service in (T3) duty free area with 12 rooms in a semi-isolated area for absolute comfort.

Service Menu

<table>
<thead>
<tr>
<th>Service</th>
<th>Duration</th>
<th>Amount/AED</th>
<th>Add'l Hour/AED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solo Room</td>
<td>10 hrs.</td>
<td>348</td>
<td>58</td>
</tr>
<tr>
<td>Double Plus Room</td>
<td>10 hrs.</td>
<td>580</td>
<td>70</td>
</tr>
<tr>
<td>Double Squared Room</td>
<td>10 hrs.</td>
<td>870</td>
<td>70</td>
</tr>
<tr>
<td>Other Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shower w/ Amenities</td>
<td>30 mins.</td>
<td>75</td>
<td>-</td>
</tr>
</tbody>
</table>

Premier Inn Hotel

- Location: Skypark. There are two entrances, one down the road, next to T3 Parking Entry. The other one is from Skypark post food court LG.
- To book a stay, make a reservation online at www.premierinn.com
- Alternatively, call us on +971 (0) 2 818 6666

CAR RENTAL

All car rental offices are open 24 hours a day.

- Location: SKYPARK Plaza, opposite to T3
- Limousine Services are provided by "Mechri Transportation" to anywhere in United Arab Emirates.
- For inquiries about rates & online booking, visit: http://www.mechri-ts.com/
Almost all business offices are located in T1 like:

- Terminal Operations – L1
- Armed Forces (#2) – L1
- Ministry of Foreign Affairs, MoFA – L1
- Aviation Sector, DoT L1
- Passport Control Section (HR) – L1
- Hospitality – L1
- AvSEC – L1
- Airlines & Agency – L1
- Public Relations – L1
- GM office – L1
- COO office – L1
- Police & MOI offices – Ground Floor
- Airline offices – L1

There are some main meeting halls for business meetings, official gatherings and events such:

- Golden Meeting Room – Ground Floor
- CMC – L1
- Excellence Meeting room – L1

Airline offices are all centralized at T1 L1 and they are:

- Egypt Air
- Sri-Lankan Airlines
- Philippine Airlines
- Royal Jordanian

**OFFICES & MEETING HALLS**

**FOOD & BEVERAGE**

- Brioche Dorée – T1 satellite
- Jaipur – T1 satellite
- Flavours – T1A
- Café Monsieur Croque – T1 check-in
- Caffé Ritazza – Skypark L4 & ADAC HQ
- Camden Food Co. – T3 Check-in & T3 Food Village
- Burger King – T3 Food Village
- Shawarmanji – T3 Food Village
- Yumcha – T3 Food Village
- Negroni – T3 Food Village
- EY- Staff Break Room Pantry
- EY- Compliance & Safety
- EY- Sr. Mgr. Customer Partner Airlines
- EAS – Travels Division
- EY – Mail Room
- JC Deaux
- Police
- EY
- IT ADAC
- Etihad Facility
- Etihad Training
- Etihad Store
- Etihad Corporate Security
- Etihad Aviation Security
- IndoGo
• CNN Traveller Café – T3 Food Village
• Montreux Jazz Café – T3 Food Village
• O’Learys Bar & Restaurant – T3 Food Village
• Cinnabon – T3 G32
• Grab & Fly – T3 G28, G60, New Bus Gates
• Urban Food Market – T3 G34
• Flat White – G59 & New Bus Gates
• Lavazza – T3 New Bus Gates
• Trib’s Deli Food on the Go – T1 satellite
• Bricco – T1 satellite
• Naan – T1 satellite
• Sky Bar – T1 satellite
• McDonalds – T1 satellite & Skypark L4
• Crepe De Licious Crepes & Gelato – T3 Centralized área
• Costa Café – T3 Centralized area
• La Brioche – Skypark L4
• Hatam – Skypark L4
• Ola Brasil Churrasco Restaurant – Al Ghazal Golf Club
• Maclang Korean Restaurant – Al Ghazal Golf Club
• Murphy’s Irish Pub – Al Ghazal Golf Club
• Century Restaurant – Taxi staging area

UTILITIES

• 30 Drinking Water fountains
• 475 Toilets (295 male, 180 female) 38 special needs
• 11 Smoking cabins
  o T1 &1A
    - Cube – Segregation L2
    - Room – Transit beside G9
    - Cube – nearby Kids zone
    - Cube – Transit opposite G9
  o T3
    - Food Court
    - Departure G29
    - Departure G34
    - Departure G55
    - Departure G60
• 44 Internet kiosks
• 16 Nursing rooms
• 1 Mosque & 8 Prayer rooms with dedicated ablution areas and 4 without ablution
• 1237 Seats & recliners
• 3 Kids playing zones
• 1 Library & reading zones (coming)
• Vending machines
• 200 Mini-trolleys
• GIS Way-Finding kiosks
  o T1&1A
    - Check-In opposite counter 9
    - Transit area (#2)
    - Nearby kids play zone
    - Segregation L1
    - T1-T3 Link
  o T3
    - Transit nearby Costa
    - TPSE
    - G33
    - Gate 34 near Travelex
    - Nearby WH Smith
    - G36 near Travelex
OTHER NEW SERVICES & FACILITIES

- Customs Confiscated Retrieval - T1
- AUH Lost & Found Office – T1 next to Al Dar Lounge
- Traffic Police – T1 check-in
  - Issuance of Vehicle license
  - Editing personal phone number
  - Renewal of plate number
  - Paying fines

EMERGENCY CONTACT NUMBERS (AUH)

- Fire: 02-505 2900
- Police: 02-505 2223
- Medical: 02-505 3661