

Emirates resumes premium services at DXB

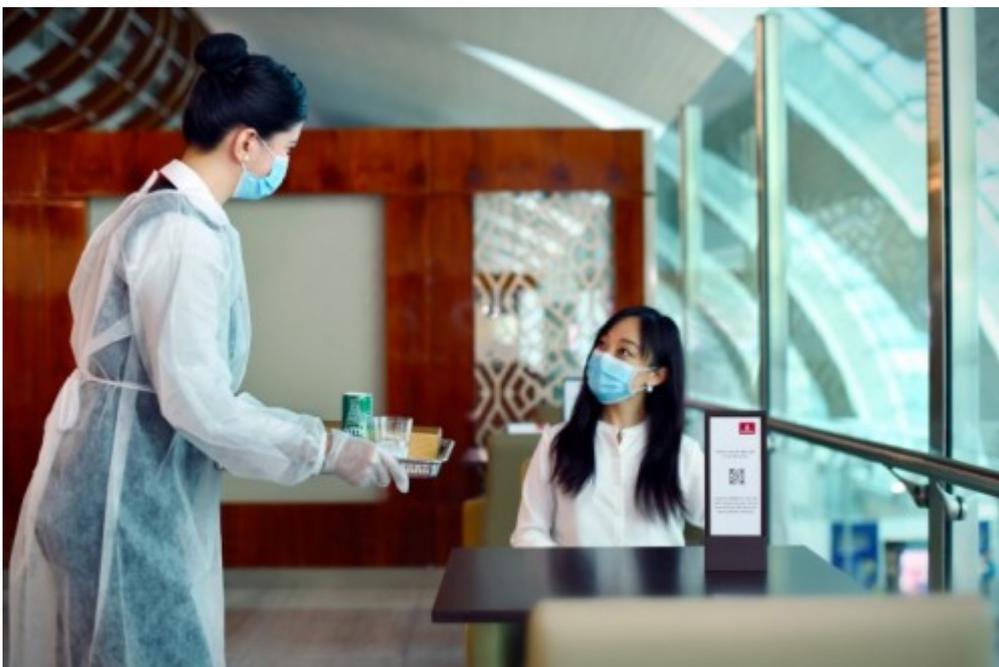


A strict disinfecting regime is part of Emirates' Chauffeur Drive service

[Emirates'](#) premium passengers can once again enjoy the airline's Chauffeur Drive service (CDS) and airport lounge at its Dubai hub with the restart of these services following a full health and safety review.

Starting today, Emirates opened one lounge in Terminal 3 Concourse B, Dubai International Airport (DXB) to serve First Class, Business Class and eligible Emirates Skywards members. Lounge guests will enter through biometric gates using facial recognition to reduce contact. More Emirates lounges in Dubai and around the world are planned to be opened in the coming months.

The 9,209 square meter space is operating with a reduced seating capacity and increased space between each occupied seat. Masks are mandatory in the lounge, as in the airport.



The Emirates Terminal 3 Concourse B lounge is operating at reduced capacity

Food in the lounge is now offered in hygienically sealed meal boxes, including vegetarian options. Complimentary beverages, including spirits, will be offered in single serve bottles. Wine and champagne, served from shared bottles, will be temporarily unavailable.

The lounge will be sanitized and fumigated at the end of each day. In addition, throughout the day, lounge employees will sanitize each seat and table after each customer leaves. Emirates Lounge employees will wear personal protective equipment (PPE) for the customers', as well as their own protection.

Today, Emirates also resumed its complimentary Chauffeur Drive service for First and Business Class passengers in Dubai and other cities. The cars in Dubai are cleaned and disinfected inside and out at the end of each shift. The drivers in Dubai will wear masks and gloves, and stringent checks are in place to ensure the drivers are fit for work. The "high touch" points of the vehicle such as door handles, and the handles of each customer's luggage will be sanitized at the end of the trip. Child car seats are available on request and are disinfected and then shrink wrapped after each use. Each car will be limited to three customers and masks are mandatory for passengers in Dubai. Larger vehicles, which can accommodate four passengers, are available on request.

Complimentary hygiene kits containing masks, gloves, hand sanitizer and antibacterial wipes to are given to all passengers. Dubai International airport also employs enhanced disinfecting and deep cleaning throughout the terminal.

To mitigate contact in the cabin, onboard services have been modified and social areas including the A380 onboard lounge are closed. Cabin crew are dressed in PPEs and Emirates has also added a cabin service assistant (CSA) to the crew complement on flights over 1.5 hours to ensure lavatories are cleaned at frequent intervals.

"Emirates' modern aircraft cabins have been fitted with advanced HEPA air filters which remove 99.97 percent of viruses and eliminate dust, allergens and germs from cabin air for a healthier and safer on-board environment," said a release from the airline. "After its journey and on landing in Dubai, each aircraft will go through enhanced cleaning and disinfection processes to ensure safety and proper sanitation."