

Services for young travellers in demand at DXB, says dnata



A dnata agent works with unaccompanied minors at the airport lounge in DXB Terminal 1

[dnata](#) announced it is continuing to enhance its offerings for young travellers transiting through Dubai International Airport ([DXB](#)).

The company offers an exclusive lounge for unaccompanied minors in DXB's Terminal 1, with an expert and a specially trained team dedicated to supporting the comfort and well-being of young travellers. In a November 21 press release, the company said it has seen a 30 percent surge in demand for the airport service.

"We take the responsibility of looking after young flyers very seriously," said Jaffar Dawood, dnata's Senior Vice President, Airport Operations UAE and MEA. "Our mission is to ensure a seamless and enjoyable airport experience, removing the stress from their journey and creating lasting memories in our exclusive lounge. We are proud to have earned the trust of thousands of parents with our safe and reliable services, and will continue to take initiatives to further enhance our offering."

The lounge offerings at DXB

dnata has a dedicated team of professionals working in the unaccompanied minors' lounge at DXB, ensuring the safety and comfort of young people during their airport journey. Minors passing through the lounge range in age from five to 12 years old. dnata's team members undergo training for dealing with these age groups, allowing them to select appropriate conversation topics and provide

informative guidance.

Agents at the lounge also help young passengers ensure their personal documents are correct and prepared from the time the parent or guardian hands over the minor to the time the lounge agent hands them over to the cabin crew.

The lounge in Terminal 1 operates 24 hours a day, seven days a week. It is equipped with entertainment screens and an array of toys to keep young passengers occupied. The lounge staff work closely with airline colleagues to ensure unaccompanied minors arrive at the departure gate on time.

A recent surge in demand at both DXB and DWC

dnata extends its services to more than 145 airline partners at Dubai's two airports, Dubai International (DXB) and Dubai World Central ([DWC](#)). This year, dnata's agents have assisted more than 6,000 unaccompanied minors from check-in to boarding at DXB and DWC, the press release said. The numbers continue to climb, and the company expects to see a 30 percent year-on-year increase from 2022.