



HIA FAQs

- Q. What will happen to DIA when HIA opens?**
- A:** DIA will remain open until all airlines have moved to HIA. After full operation at HIA is established, DIA will continue to operate for Gulf Helicopter, General Aviation College and military operations.
- Q. How will the transition from DIA to HIA be organized? Will all flights be immediately transferred from DIA to HIA once the airport opens?**
- A:** The transition will be organized in phases. During the first months of operation, both airports will be in use and any passengers who require transfers to DIA from HIA will be transported by shuttle bus service.
- Q. What does the initial phase (the soft opening) of HIA involve – what facilities will be opened and what will be the initial capacity?**
- What will be the capacity of the airport, immediately after the soft opening?**
- A:** During the initial phase of transition from DIA to HIA, a number of international passenger airlines will begin operations from and to the new airport. All Qatar Airways and other transfer flights will still operate out of DIA in the interim period
- During the initial phase, the airport will have the capacity to accommodate 30 million passengers annually, increasing to 50 million passengers upon completion.
- The cargo facility was the first to become operational when it partially opened on December 1, 2013. The current capacity of 1.4 million tonnes per year will later increase to 2.5 million tonnes upon completion of second terminal
- During the soft launch phase, the retail offering will comprise of Express Duty Free, Jamocha café in the check-in hall and concourse B, as well as Argo Tea and Farggi in the Arrival hall. Once the airport is fully operational, the full duty free and retail offer which comprises over 100 retail stores and over 20 cafes and restaurants will be available to passengers.
- Once the airport is fully opened the airside hotel will be available, beginning with a 100 rooms in the South node of HIA followed by another 100 rooms in the North node, at a later stage. Equipped with health, fitness and spa facilities, HIA will be well positioned to offer passengers a truly convenient and world class experience departing or transiting through our Doha hub.
- Q. What do the subsequent phases of Hamad International Airport include?**



- A:** HIA will increase its capacity from 30 million to 50 million annually with the addition of two concourses – D and E.
- In terms of aircraft capacity, HIA’s dual runway system will allow for 360,000 aircraft landing and take-offs each year.
- The cargo terminal will also undergo expansion enabling the terminal to accommodate 2.5 million tons of cargo a year, up from a capacity of 1.4 million tons annually.
- In short, it will be three times the size of the existing airport in Doha and six times the capacity.
- Q. Who is managing the construction activities? Who is investor? Who owns the premises at HIA? Who will operate HIA?**
- A:** Construction activities are managed by NDIA Steering Committee, on behalf of QCAA. All the facilities are owned by QCAA. The project investor is Qatar Investment Authority (QIA). The main operator of HIA is Qatar Airways. HIA is the only airport in the world that has, from day one, been specifically designed by an airline, providing a total experience on the ground and in the air, both for passengers and the airlines operating from HIA.
- Q. How often is it the case that the airport is operated by an airline?**
- A:** What makes this airport unique is that it has been built by an airline that used all of its experience in determining passenger and cargo needs and optimal efficiency in its design and construction. Advanced operating systems in all areas of aviation technology, security, safety and facilities within HIA allow for unparalleled operational efficiency.
- Q. What is the total investment in HIA?**
- A:** Once completed HIA will change the way people travel and do business. This will not only be an airport but a gateway into the State of Qatar and our gateway to the rest of the world. This is why this project has evolved, and now includes not only the state-of-the-art airport with all its facilities, but also the future “Airport City” area this will be a true City within the City area. This area represents 100 hectares of land alongside HIA that is reserved for commercial and private development. Total investment into HIA, as a brand new, state-of-the-art airport, is expected to reach \$15 billion.
- Q. How does the construction of HIA fit into the long-term economic development of Qatar?**
- A:** Hamad International Airport will play a critical role in maintaining Qatar’s position as one of the world’s fastest growing economies and acting as a gateway to the Middle East. HIA will be one of the key drivers of the economy diversification and will have a strong impact on the human and economic development pillars of Qatar *National Vision 2030*.



With Doha's current airport experiencing an increase in traffic and lacking the capacity for further expansion, the new airport will replace the current facility with larger cargo and passenger facilities, providing an important transportation hub for the people and materials needed to fuel the country and the region's on-going development.

Upon the opening of HIA as a major international gateway, an important opportunity for revenue growth will be provided by creating employment opportunities for all. HIA will provide the essential infrastructure to support and secure the future investment and economic development of Doha in the global marketplace.

Besides the immediate benefits for the local population in terms of jobs, the airport project includes some 100 hectares of land alongside it that has been reserved for commercial and private development.

Q: Will HIA help Doha become an internationally relevant air-hub?

A: Qatar Airways and most airlines from the Middle East follow the hub-and-spoke business model for their route networks. With a relatively small population based in our respective markets, it is essential for that business model to fly passengers from around the world to international destinations using a local hub. Doha's central geographic position gives it significant advantage as it is located at the crossroads of East and West. With high level of service and premium facilities at HIA that enable a world class travel experience. We are confident that HIA will be an extremely relevant international air hub for transit traffic.

Q: What is the ultimate vision for Hamad International Airport?

A: With its thriving economy fuelled by multi-billion dollar projects, a rich cultural and historical heritage, extensive oil and gas reserves and the *2022 FIFA World Cup* on the horizon, the State of Qatar is increasingly becoming a hub for business travellers and tourists. *Hamad International Airport* will reflect the growing stature, economic success and beauty of Qatar, becoming a showcase for Qatar's culture, technological, environmental and economic achievements. HIA will be a world class gateway into Qatar and the first point of reference into the country's success.

With its ideal geographical position at the global crossroads of East and West, North and South, Doha offers a convenient and seamless gateway to the world, also providing the ideal location for world class passenger transportation, cargo and maintenance facilities.

HIA will provide an efficient and convenient passenger experience, in addition to a pleasurable airport space for travellers to experience, and will set a new standard in airport and airline efficiency, excelling in security, safety, aviation, technology, facilities and passenger services.



HIA will provide all the needs and facilities for Qatar Airways and all other airlines, including in-built capacity for the A380. Synonymous with the values of the host airline, the focus for HIA will be on the provision of operational efficiency and personal attention to detail.

Q. What were the environmental effects of such a massive project on the marine life and wider area around the airport?

A: Very thorough and detailed environmental and social impact assessment studies have been undertaken before beginning airport construction.

We are confident this project will be beneficiary for its immediate and wider surrounding environments. Allow me to remind you that 8 million cubic metres of household waste has been removed from the construction site in the early phases of the project, and disposed of properly in an engineered landfill. This is one of the largest site clean-up efforts ever undertaken in the Gulf region.

Q. Why build an airport on land reclaimed from the Gulf?

A: By placing HIA at the edge of the Gulf, Qatar is assured of an airport that will continue to operate without restrictions long into the future. Additionally, noise levels associated with the new airport will fall over the waters of the Gulf and will not impact any populated areas of Doha. The additional expense associated with the sustainable reclamation will be offset in the future by unrestricted operational environment.

Q. Where is the location of the new airport and how far is it from the city of Doha compared to DIA?

A: The new airport is located on the East coast of the peninsula, four kilometres from the current airport. From centre of Doha the distance to HIA is 16 km and to DIA is 9.5 km. Due to an elaborate newly-built road infrastructure surrounding the HIA, arrival time to both airports is around 25 minutes, depending on the traffic.

Q. Will HIA be connected to Doha via metro?

A: HIA project includes a dedicated metro station within the passenger terminal complex and the Doha Metro project will connect HIA with the rest of city, once the metro network is completed. However the opening of HIA does not depend on completion of other infrastructure projects such as the railway/metro system.

Q. How many contact gates does HIA have?



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A: At HIA there will be 41 contact gates for the operational opening and 65 upon full completion in 2015.

Q. How many A380-capable stands will the new airport have?

A: The new airport has six A380 capable stands with double-deck air-bridges. While other airports were adapting to receive A380, HIA has six especially created gates to host the A380.

Q. Is there a catering facility within the airport complex?

A: HIA will have one of the world's largest and most automated catering facilities situated within the airport covering an area of over 65,000 square metres and with capacity to produce 150,000 meals per day, delivered directly to the aircrafts.

Q. What's the purpose of the Emiri terminal?

A: The Emiri terminal will represent an elegant gateway for the Royal family, high Government officials and visiting dignitaries to Qatar. It is separate from the passenger terminal, but connected to the runways, with its own parking positions and gates. The Emiri Terminal houses also Majlis rooms (social and business lounges), private quarters, press and business centres, ceremonial facilities and has temperature-controlled outside.

Q. Will HIA have an aircraft maintenance facility?

A: Yes. As one of the world's largest, HIA's aircraft maintenance hangar spans over 150,000 sqm in total, and comprises a 48,630 sqm floor area for aircraft maintenance work, and a 102,000 sqm area for engineering offices and workshops.

At 240 metres wide and with a maximum height of 45 metres, HIA's aircraft maintenance hangar has the world's largest free span opening, and is capable of accommodating up to 13 aircrafts of different configurations including 5 wide-body and 8 narrow-body aircrafts at any given time

The hangar has 17 fully equipped workshops equipped with state-of-the-art equipment to provide superior maintenance service. Conforming to the highest standards of safety, the hangar features specialised, automated movable docking structures that provide safe access to all levels of the aircraft during maintenance.

HIA's aircraft engineers and technicians are highly trained to ensure that aircraft are serviced to the highest standards and to sustain on-time performance.

Q. Will HIA have GTL fuel for airlines in its offer?

A: HIA will be providing all aircraft that land with the facility to refuel with Gas-to-Liquids jet fuel. This option is additional confirmation of our commitment to implement new ideas and



initiatives that benefit our passengers, the environment and allow for the more efficient running of the airlines.

Q. In what ways will Hamad International Airport enhance the travel experience for passengers travelling through Doha?

A: With state-of-the-art infrastructure and facilities all housed within one space, as well as optimized operational flow, HIA sets a new global standard in travel experience.

The new Passenger Terminal Complex spans over more than 600,000 square metres and offers a seamless experience from check-in to transfers and boarding. The concourses are comfortable, attractive and modern, exhibiting works of art commissioned by some of the most famous international names. The whole passenger terminal complex features arched columns, generous skylights and highlighted finishes that create a light and bright atmosphere.

With 40,000 square metres of combined high-end retail and F&B outlets, HIA takes airport shopping and dining to a whole new level.

HIA's offer doesn't end there; a wellness facility with swimming pool, gym and two squash courts, spa as well as other recreational facilities including the hotel with 100 rooms in South node, and additional 100 rooms in the North node upon completion hotels, will be at the full disposal of our passengers. A glass structured public mosque will serve Muslim passenger's spiritual needs.

All of this is supported by state-of-the art technology that allows minimum waiting time and maximum convenience when checking in, getting immigration clearance, or getting around the airport, and it provides the highest levels of security and safety.

Q: What will be the primary goal of the HIA operator - comfort, class or over-the-top-luxury?

A: HIA's primary goal is to become the best airport in the world providing the best service to its passengers and clients. This can only be achieved through the dedication, commitment and highest standards.

We will continue to drive high operational standards and unprecedented efficiency in the running of the airport and we hope to reaffirm Doha's position as a premium global hub with the opening of Hamad International Airport.

Q. What innovative technologies will be utilized in the new airport? Will there be an emphasis on self-service technologies in terms of check-in and baggage drop, for example?

A: HIA has been built with passenger comfort in mind and the changing environment in the area of continued technological advancements.



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Self-service check-in machines for passengers who prefer online check-in, or advanced baggage handling system are some of many systems at the airport that feature latest state-of-the-art technologies to provide more comfort to passengers.

However, the latest technology implemented at the cargo facility, which allows for automated storage and retrieval systems, will be essential for offering premium service to our cargo customers. Finally, pilots and airlines will benefit from the latest technology installed at the air traffic control tower.

Q. Where is the cargo terminal located in HIA?

A: It is located in the midfield area of HIA. We are very proud of this facility that will change the way we as people and companies ship goods.

Q. What type of products do you handle for Import & Export at the new cargo facility?

A: They include but are not limited to:

- Aircraft on ground
- Courier & mails
- Dangerous goods from class 1-9
- Diplomatic mail
- Live animals
- Newspapers / Magazines
- Perishables / Pharmaceuticals
- Valuable / Vulnerable items

Q. What are the dimensions and capacity of the HIA cargo terminal?

A: The cargo terminal spans over 55,000 square metres (two levels) making it one of the biggest in the world. It will have a capacity of 1.4 million tonnes, 2.5 million upon full completion. It will be able to accommodate well the growing needs of cargo traffic.

Q. What makes HIA's cargo terminal different from others?

A: Besides the capacity, dimensions and various types of goods that it is specialized for, HIA's cargo terminal is set apart by a high level of automation that allows it to process up to 1000 ULDs at a time.

The landside area contains 32 truck-loading facilities, with full x-ray screening systems in place to ensure maximum security.



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For maximum customer convenience, offices of the terminal operators and government authorities (such as customs, agriculture, health department and airline representatives) are also housed within the terminal.