

Emirates offers touchless self check-in at Dubai airport

A Monitor Report

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Dubai: Emirates' self-check-in and bag drop kiosks at Dubai International (DXB), which made its debut in September last year, have now gone touchless. The 32 self-service bag drop machines and 16 check-in kiosks now can be controlled completely by personal mobile devices without touching the screens.

The kiosks allow customers to check-in, receive their boarding pass, choose seats on board, and drop off their bags. New services have also been added to allow passengers to make payments for ancillary purchases, such as additional baggage allowance, directly at the kiosks.

The self-check-in kiosks, placed at the Economy check-in area in Terminal 3, complement the desks manned by Emirates check-in agents. 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. More kiosks are planned for the First and Business Class check-in area.

Utilising the latest facial biometric technology, Emirates passengers can check-in for their flight, complete immigration formalities, enter the Emirates Lounge, and board their flights, simply by strolling through the airport.

The smart contactless experience continues onboard with digital menus available on the Emirates app allowing customers to browse the menus on their personal

devices both online and offline.

The Emirates app can also be used to create a preferred playlist from over 4,500 channels on inflight entertainment (IFE) on ice and sync it to their personal screens on board.

Emirates has been using smart technology to ensure its customers travel safely on the ground and on board.

Emirates operates two flights a day from Dhaka and from Dubai offers convenient connections to over 90 cities worldwide.