

Dubai Duty Free welcomes shoppers as Concourse B - West reopens



A concierge service has been introduced in Concourse B - West to assist customers with their purchases

Dubai Duty Free has partially reopened its retail area in Concourse B - West at Dubai International Airport.

The retailer closed its retail operation on March 25 at Dubai International and Al Maktoum International airports, following the UAE government announcement to suspend passenger flights due to the outbreak of COVID-19.

Commenting on the partial reopening, Dubai Duty Free's Executive Vice Chairman & CEO Colm McLoughlin said: "We were very pleased to receive the approval from the government authorities to open our shops in Concourse B - West and we are happy to be back and serving our customers once more. We have been planning the reopening since mid-April and have put in place an extensive range of sanitization and re-zoning measures that will ensure the safety of our customers and our staff.

"We expect to open our retail operation in Terminal 2 later this week, so that is more good news for passengers flying on non-Emirates flights," he added.

Product sanitization equipment

Dubai Duty Free has ensured that appropriate preventative measures are in place for the safety of its

staff and passengers. They include directional floor markings and wayfinding, a one-shopper-one-trolley policy, the installation of plexiglass at the point of sale, and cash and product sanitization equipment. Customers are also encouraged to use contactless payments, where possible. In-store digital and print signages are also in place to remind shoppers of these safety measures.

Meanwhile, a concierge service has been introduced in Concourse B - West to assist customers with their purchases. The customer can order the products from the concierge counter, the goods will be picked by Dubai Duty Free staff and delivered to the customer for payment.

Additionally, Dubai Duty Free has reintroduced its Click & Collect service, allowing customers to order online 48 hours before traveling, with the goods available for pick-up on departure.