



MAKING
REAL CONNECTIONS

flydubai



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WHERE IT ALL BEGAN

When we began operations in 2009, our aim was to take more people to more places, more often. We now fly to more than 80 destinations, and we're constantly adding new destinations to our network as we continue to grow. We have carried more than 75 million passengers since the start of operations in 2009, making us the second largest carrier, by passenger numbers, operating out of Dubai International.

With the innovative vision and support of the Government of Dubai, we've opened up opportunities for travel, tourism and trade, and we've enhanced connectivity by increasing accessibility to and from Dubai.

"The vision and commitment of the Government has transformed Dubai into a global centre for aviation, trade and tourism. Launched to support Dubai's thriving commercial and tourism sectors, flydubai's ambition and success embody the spirit of the city it represents. In its short history, flydubai has firmly established its place in the region. It has opened up new markets, contributed to increased tourism in Dubai and made a major contribution to the growth and connectivity of Dubai's aviation hub."

- His Highness Sheikh Ahmed bin Saeed Al Maktoum, Chairman of flydubai.

WHO WE ARE

Dubai is a key travel hub, a gateway to so many parts of the world and we pride ourselves in helping to make those connections, both far and near. We're here to get people to where they want to go – whether it's a speedy business trip, a far-flung adventure, or a trip home to spend time with family and friends.

Trade, tourism, travel – the opportunities are all there, we're just making it easier to access them.



WHAT WE'RE ABOUT

We pride ourselves in our adeptness in meeting the varied needs of our business and leisure passengers, with the affordable and reliable travel services that we offer. It's a business model built around our ability to be agile and flexible, which has helped change the way people travel around the region, creating free flowing trade and tourism links.

From day one, flydubai has been committed to delivering a unique passenger experience and we've already differentiated ourselves through our existing product offering, which will continue to evolve as we focus on exceeding our passengers' expectations.

AN EFFICIENT SINGLE FLEET-TYPE

We operate a single fleet-type of 50 Boeing 737 aircraft that includes: 37 Next-Generation Boeing 737-800, 11 Boeing 737 MAX 8 and 3 Boeing 737 MAX 9 aircraft.





EXPERIENCE FLYDUBAI

We're continually working to improve and innovate as a business.

We want our customers to feel relaxed and rested throughout their journey. With bright airy cabins and a lighting system to help minimise the effects of jetlag, the onboard environment combined with the benefits of the Boeing Sky Interior make all the difference. Our team of cabin crew is there to make the flight as comfortable as possible.

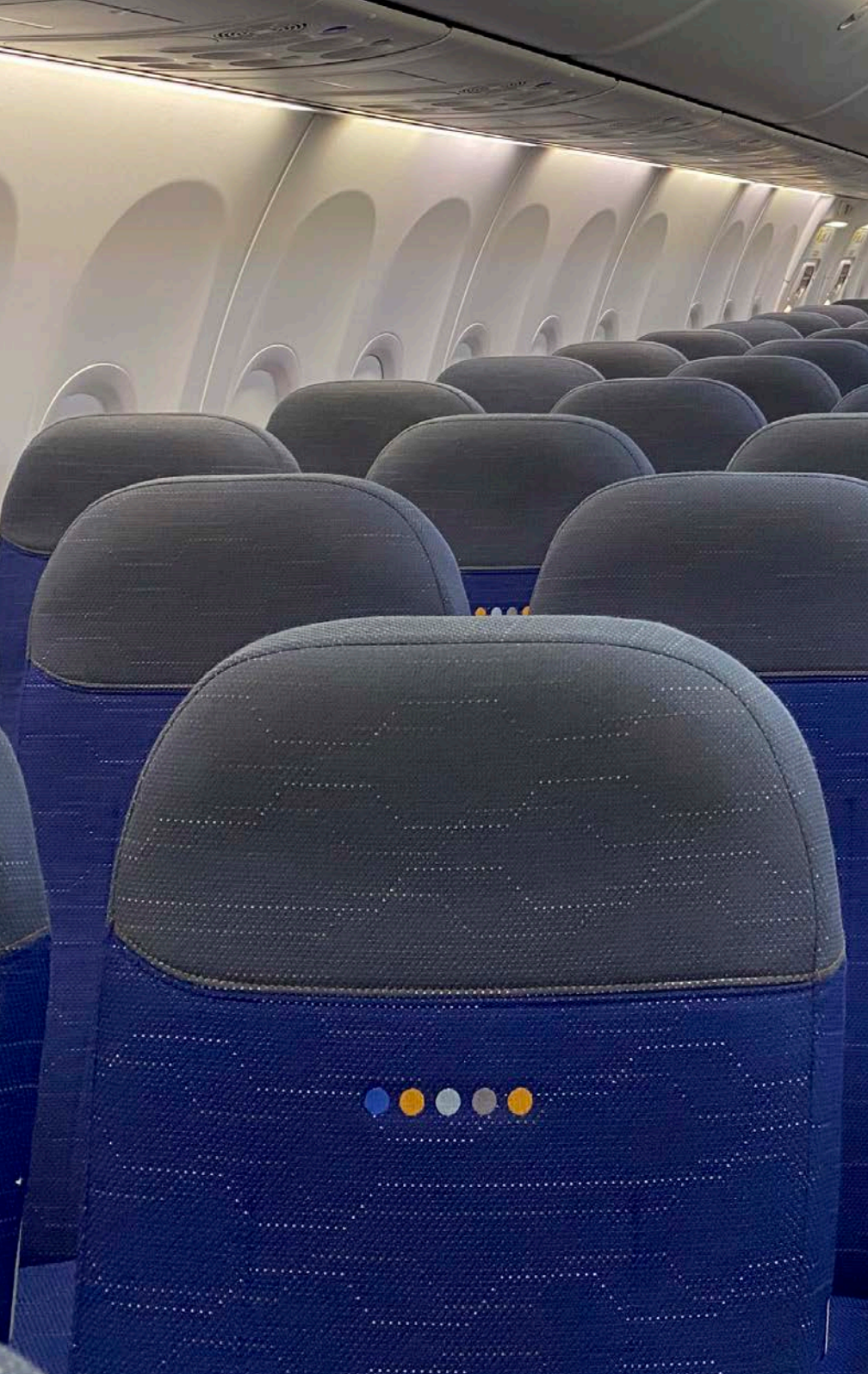
If you're on your way to important meetings or have deadlines to meet, we'll keep you connected with our inflight WiFi packages, so you can link up your phone, laptop or tablet.

Looking to pass those hours? There's plenty of entertainment on board – from the latest blockbuster movies to trending TV shows and the best in music. For the youngsters, we've got hours of fun entertainment options to keep the kids engaged.



ECONOMY CLASS

In Economy Class, you can expect an affordable and relaxing journey. There's a variety of food options available on board – snacks can be purchased on all flights while on selected journeys of more than 90 minutes, we offer hearty hot meals which can be pre-ordered at the time of booking. Every MAX seat is fitted with an individual state of the art HD touchscreen, putting you in full control of your entertainment experience.



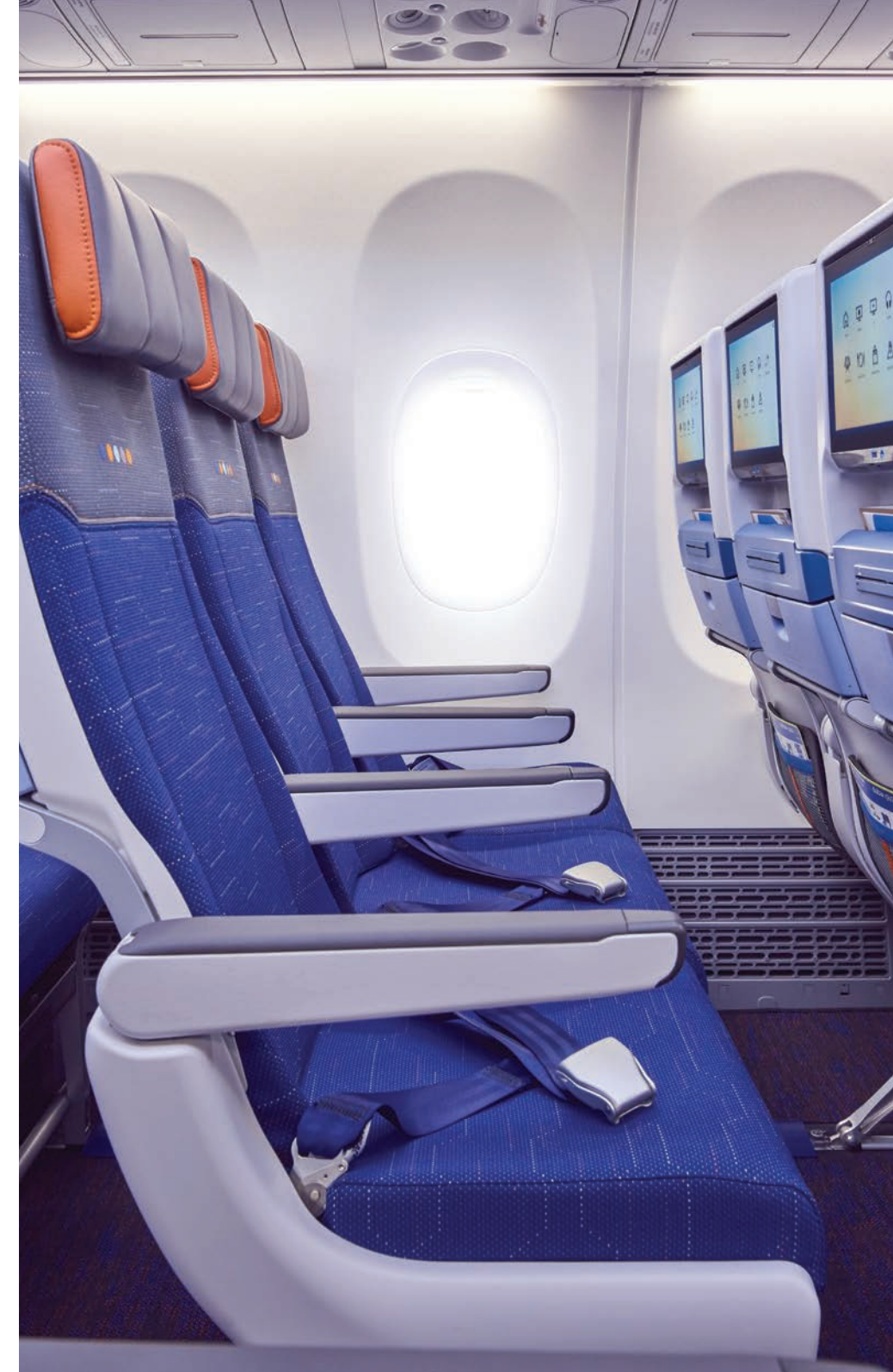
NEXT-GENERATION **BOEING 737-800**

Our seats are innovatively-designed to optimise legroom and maximise comfort. The increased overhead locker space and mood lighting system create an atmosphere that allows you to sit back, relax and enjoy your flight.

You can also enjoy a complimentary inflight entertainment streaming service from the comfort of your own personal device.

BOEING 737 **MAX 8 AND MAX 9**

With a generous seat pitch, gentle recline and a bottom cushion that adjusts for support and comfort, the design of the MAX economy seat is just one of the reasons the travel experience with us is hard to beat.



BUSINESS CLASS

flydubai Business Class offers a more relaxed and personal flying experience. On the ground, you'll benefit from faster check-in and priority ground services including a dedicated check-in desk, boarding gate and bus service. You can relax before your journey in our Business Class lounge at Dubai International Terminal 2 and at airport lounges across most of our network.

On board, you'll enjoy a personal, professional and friendly service from a member of crew dedicated to the Business Class cabin. Choose a delicious meal from an internationally-inspired menu for flights over 90 minutes. For shorter flights, lighter cold meals will be served.





NEXT-GENERATION **BOEING 737-800**

Our seats are exceptionally comfortable and spacious. Made in soft Italian leather, with built-in lumbar support, generous recline and extendable leg-rests, they provide the perfect opportunity to relax. And don't forget the 12.1-inch personal touchscreen so you can enjoy hours of great inflight entertainment.

BOEING 737 **MAX 8 AND MAX 9**

The MAX business seat takes comfort to a new level; you can work on board, enjoy something to eat, or simply get some shut-eye with a fully flat bed which measures 78 inches from top to toe. To keep you entertained, every seat has a 15.6-inch HD touchscreen so that you can stay up-to-date with the latest movies, TV and music.





RETURNING THE MAX BACK TO SERVICE

Following an exhaustive 20-month review which has involved the manufacturer, regulators, engineers, scientists, researchers, mechanics and pilots, whose sole objective has been to safely return the aircraft to service, and the approval by the UAE's regulator, the General Civil Aviation Authority, our Boeing 737 MAX aircraft are back to passenger service.

While our aircraft were on the ground, they were preserved following the highest international standards by our team of expert engineers, ensuring that they are in the best possible condition to rejoin the fleet.

In the future, when you fly on a flydubai Boeing 737 MAX, you can be confident that:

- The world's leading regulators have approved the aircraft to return to service;
- The aircraft has been enhanced and modified following this review;
- Every pilot will receive additional classroom and simulator training;
- Each and every aircraft will only be returned to service once it has been signed off by our regulator following a readiness flight.

The MAX fleet offers a great travel experience with an exceptional onboard Economy and Business Class product.

The newly returned aircraft will supplement and support our network of more than 80 destinations.

OUR COVID-19 PASSENGER JOURNEY

The way we travel has changed. So, we've redesigned our entire passenger journey and built upon the existing high standards of our operations to minimise the risk of transmission of COVID-19.

For everyone to realise the benefit of travel, our teams continue to work hard to take the correct and appropriate measures. We are also working with our passengers to highlight the role they play to protect themselves and other passengers. This relationship between the airline and the passenger defines the flydubai partnership. It is recognition that the way in which passengers travel has changed and that these protocols set out the new way of travelling.



BE KIND TO YOURSELF

Ensure you have no COVID-19 symptoms. If you're feeling unwell, be kind to yourself and your fellow travellers by delaying your trip.



BE INFORMED

Check the IATA Travel Centre and Destination Tracker websites to make sure you're up to date with any regulations for your journey.



BE PREPARED

Think about packing a book or a tablet to keep you entertained throughout your flight.



BE PROTECTED

Pack your own travel hygiene kit to include enough masks, hand sanitiser and antibacterial hand wipes.



BE ECONOMICAL

Carry only what you need and make sure to check our hand baggage policy before you travel.



BE PATIENT

Expect to take a little more time at the airport to pass through thermal screening and allow for social distancing.



BE COMFORTED

In the cabin, air is exchanged every two to three minutes and is sterile when it enters the cabin after passing through high-efficiency particulate air (HEPA) filters.



BE CONSIDERATE

When you board the aircraft, allow other passengers time to stow their hand baggage and take their assigned seats.



BE CARED FOR

If you were to fall ill during the flight, our crew are trained, prepared and have the necessary equipment to look after you.

FLYDUBAI CARGO

General, Priority, Perishable, Valuable, Courier, Live Animals or Mail – whatever you're looking to transport, flydubai Cargo provides simple, accessible and affordable solutions. It's a flexible, cost-effective and highly efficient service which uses SkyChain – a fully-integrated air cargo management solution, to ensure customers have accurate, up-to-date information about shipments from drop-off to delivery.

As we continue to expand into new and untapped markets, increase the frequency of flights to our most popular destinations and partner with other airlines, our cargo division is equipped to deliver various types of goods across the flydubai network and beyond. Cargo services currently operate to all flydubai destinations and through interline agreements, we also offer cargo services to an additional 300 destinations around the world.



HOLIDAYS BY FLYDUBAI

Holidays.flydubai.com is designed to make planning and booking your holiday easier and it puts you in control of your entire holiday experience. Choose from flights, hotels and add-ons like tours, activities and airport transfers, all within a single booking process.

Whether you're city hopping for the weekend, straying off the beaten track in search of your next big adventure, or simply looking for a relaxing beach break, you can curate your holiday as you please. Choose the experiences that appeal to you and we'll find the options to match.





EXPLORE THE WORLD TOGETHER

In July 2017, Emirates and flydubai announced an extensive partnership which saw the two Dubai-based airlines join forces to offer customers unmatched travel options.

The partnership started with codeshare flights to just 29 cities and has since expanded to 81. It offers flydubai customers seamless connectivity to Emirates' worldwide destinations spanning six continents, while Emirates customers enjoy access to flydubai's regional network. The innovative partnership goes beyond code-sharing and offers greater frequency and easier access to more global destinations with the advantage of connecting baggage to the final destination.

To provide customers with an easy way to earn and redeem air miles, flydubai adopted Emirates Skywards as its loyalty programme in August 2018. The alignment of the programme allows Emirates Skywards members to earn Skywards Miles and Tier Miles and enjoy shared travel benefits when flying across the combined networks.

Together we will continue to unlock the benefits of the partnership for passengers who will have the opportunity to enjoy the unique advantages that each airline offers, as well as offering greater choice and flexibility when connecting via Dubai.

DON'T MISS OUT ON **SUMMER TRAVEL**

We've added new destinations this summer and your favourites are also waiting for you to visit again. Meet up with your family, friends and loved ones in one of our exciting destinations and create new memories or simply plan a weekend getaway and discover somewhere new.





TIVAT MONTENEGRO

Located in the Bay of Kotor in southwest Montenegro, this charming coastal town with its newly redeveloped first-class marina is one of the sunniest places in the region, attracting flocks of tourists from around the globe each year.

BATUMI GEORGIA

Often called the 'Pearl of the Black Sea', Batumi is the second largest city in Georgia and is located in one of its most beautiful regions, Adjara. Batumi is a charming, sunny sea resort that's loved by locals and tourists who come for the warm sun, cool evenings and sun-kissed beaches.





TRABZON TURKEY

This stunning city is known for its lush greenery and beautiful scenery. With its cultural and natural riches, Trabzon attracts visitors all year round whether they're seeking relaxation or want to explore the city's rich history.

BODRUM TURKEY

Once a sleepy fishing village, Bodrum has recently become one of Turkey's most sought after vacation spots. With a vibrant cultural scene and bustling night life, this Aegean town has long been a second home to artists, musicians and writers. Glittering waters and a beautiful coastline provide the backdrop for a relaxing getaway.



OUR GROWING NETWORK

With a growing demand and an ever-expanding network, flydubai continues to add new destinations to the roster. Having already opened up routes across Africa, Europe, Central Asia, the GCC, Middle East and Subcontinent, the aim is to not only continue building this network, but to make the journey as efficient as possible, with more regular flights, more direct routes and more comfortable inflight options.





DUBAI OUR HOME

Renowned for its glitz and glamour, Dubai has a popular influx of holidaymakers in search of sun, sea and sand; then there are the adventure seekers, the business brains and the go-getters. But beneath the sparkle lies the heart and the values of this city brimming with innovative ideas, entrepreneurial thinking and a world of opportunities. This is what sets it apart, what makes it unique and what makes flydubai proud to call Dubai home.



flydubai.com