

Hamad International Airport welcomed over 45 million passengers in 2023



Soaring Beyond Records: Doha's airport has welcomed 300 million passengers since its inception

Hamad International Airport (DOH) has capped off 2023 with outstanding accomplishments and new milestones. The award-winning airport surpassed all expectations by serving an unprecedented 45,916,104 passengers in 2023, a 31% increase compared to 2022.

Passenger volumes continued to climb in 2023, surpassing the momentum established during the FIFA World Cup.

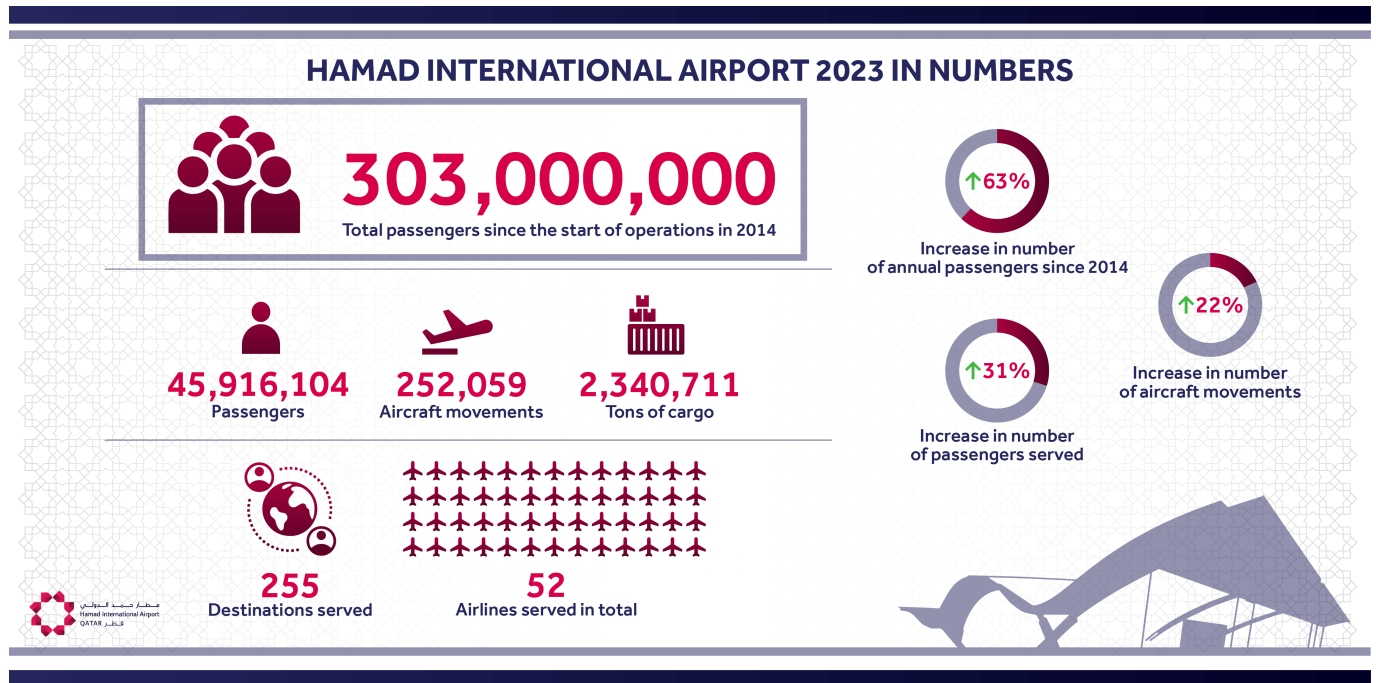
Since its inception in 2014, the airport - the 'Beating Heart of Qatar' - has consistently demonstrated robust growth, now tallying a cumulative passenger count of close to 303 million and demonstrating a 63% increase in annual passenger volume since the commencement of its operations in 2014. DOH has been ranked among the World's Busiest Airports of 2023 by OAG's Global Airline Schedules Data.

The airport reported 252,059 aircraft movements over the past year, which is a 22% increase compared to the previous year. The facility also witnessed growth in cargo operations and served a total of 52 airlines in 2023.

Qatar Airways Group Chief Executive Officer, Engr. Badr Mohammed Al-Meer, said, "At Qatar Airways Group, records aren't just numbers, they drive us to excel beyond expectations. Hamad International Airport's achievements are a reflection of our unwavering commitment to service excellence. We spearhead the industry, as we consistently elevate the travel experience to new heights. We're not simply moving people, we're shaping the future of travel. The airport's record-

breaking year is a testament to the aviation industry’s unmatched agility and unwavering spirit.

“There is no finish line in the pursuit of offering exceptional travel experience. It is our goal to continuously refine journeys in 2024, with seamless connections, innovative services, and facilities that constantly evolve to match the ever-growing expectations of our discerning passengers,” Engr. Badr concluded.



Global partnerships

DOH’s national carrier, Qatar Airways, has revealed its 2024 Network Expansion, featuring an exciting summer schedule aimed at enhancing passenger connectivity to Europe’s cities. The award-winning airline has expanded to Hamburg and has returned to Venice, further broadening its global network for travelers.

The Qatar hub has strengthened its global network by welcoming airlines such as Vistara, Air Iberia, Xiamen and others in 2023. These collaborations are said to “contribute to the rich tapestry of destinations available to passengers, marking another chapter in the facility’s journey as a global aviation leader”. Having served 255 destinations in 2023, including passenger, cargo, and chartered flight destinations, DOH continues to expand its reach and enhance connectivity on a global scale.

Awards and accolades

The facility’s commitment to excellence has not gone unnoticed, earning recognition as the second most connected airport in the Middle East, according to the Airports Council International (ACI) Index. The dedication to providing a seamless travel experience has also been acknowledged through various awards, accolades and BSI certifications.

In 2023 DOH was named the World’s Second-Best Airport, World’s Best Airport Shopping, Best Airport in the Middle East for the ninth consecutive year and the Cleanest Airport in the Middle East by the Skytrax World Airport Awards. The airport also received the Best Airport in the Middle East for the seventh consecutive year by the 20th Annual Global Traveler Tested Reader Survey Awards, the Most Innovative Airport Initiative award by the Future Travel Experience Innovate Awards and

the Best Airport Award at the 32nd Annual TTG Travel Awards 2023.

Innovative technologies and elevated passenger experiences

Embracing innovation and cutting-edge technology, DOH has introduced advancements in passenger services that redefine the travel experience.

The implementation of QR codes have provided an easy-to-use wayfinding solution through different digital touchpoints conveniently located across the airport's expansive terminal while the integration of over 40 user-friendly Passenger Digital Assistance kiosks provides easy access to information, assist in navigation and help passengers through live video calls to customer service agents. DOH has achieved ACI's accessibility accreditation, underscoring the commitment to inclusivity and ensuring a smooth travel experience for all.

With continued investment in technological advancements and its renowned features such as the ORCHARD - one of the most famous indoor tropical gardens globally - the Qatar gateway "remains dedicated to providing travelers with an extraordinary destination that goes beyond the conventional airport experience".

The latest addition at DOH is 'Souq Al Matar', a traditional Qatari Souq located in the North Plaza of the airport. It is a bustling traditional Qatari market that brings the vibrant spirit of Doha right into the airport, offering a taste of local culture and warm hospitality to its transfer and departing passengers. Various retail options are continuously added to the over 180 retail and F&B offerings, such as the exclusive TimeVallée's first boutique in the Middle East and the world's first-ever Louis Vuitton lounge.

A memorable year... and promising future

Currently advancing into Phase B of its expansion plans, the airport is poised to reintroduce travel on an even grander scale. Its ambitious expansion, poised to welcome over 70 million travelers annually, embodies a multi-faceted strategy for exceptional passenger experience, supporting Qatar Airways' growth trajectory, and delivering towards the Qatar National Tourism Sector Strategy 2030.

DOH looks ahead to a future marked by sustained growth and innovation. The airport expects to have a busy 2024, welcoming new airline partners, increasing its connectivity and supporting the state of Qatar to deliver on hosting various world-class events. 2024 will be a milestone year as the airport celebrates its 10th year of operations.

DOH is a candidate for World's Best Airport at the Skytrax World Airport Awards 2024.