

# HAMAD INTERNATIONAL AIRPORT

Airlines' "starter" pack



Qatar Company for  
Airports Operation  
and Management  
**MATAR**

الشركة القطرية  
للادارة وتشغيل  
المطارات  
**مطار**

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# Introduction

This document describes requirements of Hamad International Airport (HIA) from airlines planning to commence operations at DOH. It is intended to help airlines for a smooth operations commencement, describing requirements in terms of operational messages, information used for planning and billing, as well as information shared with the public (via FIDS or website).

Once required documents have been prepared, these should be shared with HIA's Scheduling and Planning department via [hischedplanning@hamadairport.com.qa](mailto:hischedplanning@hamadairport.com.qa).

# Visual Guidelines

Hamad International Airport (HIA) displays airline logo's in a form of a tailfin, in case of a general FIDS (Flight Information Display Screen) representation, or predefined graphics, in case of dedicated FIDS screens (check-in or gates) or website.

To be in line with HIA's visual guidelines, airlines need to provide the following:

## FIDS screen specifications

- 1920x1080 (JPEG, BMP) image – for a dedicated check-in counter full screen image
- 1920x720 (JPEG, BMP) image – for a dedicated check-in counter 3/4 screen image (optional)
- 300 DPI and saved for web (Legacy)

## Tail Fin image specifications

- 575 x 500 px (BMP)
- 115 x 100 px (BMP)
- To be used attached tail fin template ("HIA Tail Fin Template")

Please refer to following documents for additional guidelines.



HIA Tail Fin  
Template-informaticTemplate-Version2.1



## Operational messages

HIA uses standard IATA post-departure messages generated by airlines' DCS systems to record passenger numbers. Apart from being used to plan for airlines' flights, these are also used to derive passenger numbers used for official airport statistics and billing, therefore, timely and accurate distribution of these messages is of essence for a smooth airline's operations.

Following message types are required:

- Inbound flights (to DOH) – LDM, MVT, CPM, SLS, PTM, PSM
- Outbound flights (from DOH) – LDM, MVT, CPM, SLS, PTM, PSM, ICL/PRL

In case that airline doesn't plan on having passenger connecting to/from other flights at DOH, PTM and PRL messages are not mandatory.

Messages should be distributed to following addresses:

- DOHDIXH ①, DOHAOXH ①, DOHOOXH ② or
- [flirsita@qatarairways.com.qa](mailto:flirsita@qatarairways.com.qa) ①, [dohaoxh@qatarairways.com.qa](mailto:dohaoxh@qatarairways.com.qa) ①  
[opscontrol@qataraviation.com](mailto:opscontrol@qataraviation.com) ②, [gasoccontrollers@qataraviation.com](mailto:gasoccontrollers@qataraviation.com) ② and  
[generalaviation@qataraviation.com](mailto:generalaviation@qataraviation.com) ② in case these messages are distributed via email.

① DOHDIXH, DOHAOXH TTY addresses and qatarairways.com.qa domain mailboxes are of HIA.

② DOHOOXH TTY address and qataraviation.com domain mailboxes are of GHA Qatar Aviation services.

Airline or Operator is required to indicate to HIA the addresses from which these messages will originate, so that HIA can make sure these are whitelisted.

Airline or Operator is also required to provide contact details of relevant persons who should be informed of any issues with the timely distribution of these messages. These contacts will receive automated emails from HIA in case of any missing messages.

## Fleet information

Airlines are required to provide full (or sub-fleet intended to operate at DOH) fleet information to HIA, using the following document format. Guidelines for completing this document are available for each of the columns in the file.



Airline Fleet  
Declaration.xlsx

This information is maintained in airport operational databases and is used for stand planning, hence the accuracy of the information provided is safety critical. This especially applies to IATA aircraft type codes and winglet/sharklet indication.

Apart from this, MTOW provided are used to calculate aeronautical charges.