



مطار الشارقة
Sharjah Airport

2020



YEARBOOK

www.sharjahairport.ae

SHARJAH AIRPORT
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His Highness
Sheikh Dr. Sultan Bin Mohammed Al Qasimi
Member of the Supreme Council
Ruler of Sharjah





His Highness
Sheikh Sultan Bin Mohammed Bin Sultan Al Qasimi
Crown Prince
Deputy Ruler of Sharjah
Chairman of Sharjah Executive Council





مطار الشارقة
Sharjah Airport



H.E. Ali Salim Al Midfa
Chairman of Sharjah Airport Authority



H.E. Sheikh Faisal Saud Al Qasimi
Director of Sharjah Airport Authority

Your Global Travel Hub

Global operational standards and impeccable amenities meet local warmth at Sharjah Airport – your gateway to the world.





At the crossroads of the East and West, Sharjah Airport is a vital gateway to major global markets, and an important regional hub. In 2025, steered by Sharjah Airport Authority (SAA), the airport undertook several ground-breaking initiatives to enhance its operations and services. These accomplishments exemplify its commitment to transforming the passenger experience and setting new global standards for airport performance.

Sharjah Airport also offers something that most other hyper-busy international travel hubs don't – a taste of the local culture. The Emirati influence is palpable from the moment you step inside. The airport's unique architecture, traveller experiences, and customer services are rooted in Arab tradition, emphasising generosity, honour, and respect. At Sharjah Airport, these manifest as practical yet exceptional services that make travellers feel welcome, comfortable, and valued.

It's no wonder that over 19.4 million traveller chose Sharjah Airport as their preferred air travel hub in 2025. Aircraft movements increased by 13.9%, reaching 116,657 flights. Cargo handling operations also registered a record growth, with total volumes reaching 204,323 tonnes. The airport handled an additional 14,035 tonnes through sea-air cargo operations.

Across the years, Sharjah Airport's journey has been marked with many such milestones. It's the only Level 3+ carbon-neutral airport in the GCC. It has one of the region's longest runways and is the hub for the MENA's first low-cost carrier, Air Arabia. However, never content to rest on its laurels, the Sharjah Airport Authority has been pushing innovation standards across all business and operational verticals. The airport is also pursuing an ambitious expansion strategy.

Bigger and Better

We are advancing toward our goal of serving 25 million passengers by 2028.

The roadmap is ambitious, but we are committed to building a bigger, better, and greener travel ecosystem with world-class standards. Here's a report on several key projects Sharjah Airport Authority (SAA) undertook in 2025 toward achieving that goal.



▀ New Al Diyafah Lounge

Following Al Diyafah Lounge's recent transformation, the premium travel experience has been elevated. Anchored in the main dome, just before the check-in counters, it's perfect for travellers seeking to spend a short time here to complete travel formalities, before moving on to passport control. It enables service users to complete travel procedures and issue their boarding pass.





Immigration Counters

With refurbished counters at both arrivals and departures, immigration at Sharjah Airport is now much faster. The new open layout is traveller-friendly. The sleek new counters are equipped with advanced systems, making the immigration process quicker and more efficient.



Temporary Departure and Arrival Gates

Three new departure gates (2A, 2B, and 2C) coupled with spacious waiting lounges mean that travellers can look forward to a faster and more comfortable boarding experience at Sharjah Airport. The opening of a second arrival area makes travellers traffic smoother and faster. The dedicated visa change waiting area eliminates congestion while giving passengers a convenient space to complete their visa processes.



Medical Centre

Following comprehensive refurbishments, the medical centre at Sharjah Airport is now equipped with state-of-the-art features and spacious patient care areas. Its central location in the main terminal building ensures access within a few minutes from anywhere in the airport.

▀ Cargo Buildings Refurbishment

Upholding its commitment to building safe work environments, SAA undertook extensive civil renovations across Sharjah Airport's cargo buildings. This included the installation of new roofing systems, designed to enhance durability and thermal performance and improve water drainage in cargo buildings 1, 2, and 3. The roofs of cargo buildings 4 and 5 underwent comprehensive waterproofing, too. Additionally, smoke ventilation systems across all the buildings were replaced. These renovations ensure cargo operations at Sharjah Airport are safe, secure, and reliable come rain or shine.



26,280sqm
of roof area replaced



14,600sqm
of roof area waterproofed

What's New at Sharjah Airport

In 2025, we expanded our horizons with new destinations, airlines, awards, and events. Here's a glimpse of the year that was.



Sharjah Airport is now 5G+!

Sharjah Airport is the first airport in the UAE with indoor 5G+ from Du. The advanced system enables ultra-fast data uploads, high-definition streaming, and real-time cloud access. This means better support for bandwidth-intensive services, uninterrupted access in crowded areas, and the capacity to handle augmented reality (AR) experiences and virtual reality (VR) applications. The 5G system will also support a host of future smart airport applications such as real-time flight information systems, digital wayfinding, automated check-ins, and IoT-based operations. In essence, it provides unparalleled connectivity across our premises.

Stay Connected

Never lose connectivity with Sharjah Airport's free SIM cards from Etisalat. The 10GB e& SIM offers free data valid for 24 hours. UAE visitors can message loved ones, book taxis, access maps, or make digital payments within minutes of arriving at Sharjah Airport.

Accreditations & Awards



Sharjah Excellence Award in the Corporate Social Responsibility Category

SAA earned this award for its outstanding performance across four key pillars – community, environment, workplace, and stakeholder engagement. The evaluation was based on a set of qualitative indicators, including environmental sustainability, community initiatives, awareness campaigns, support for people of determination, workplace culture, employee empowerment, and strengthened community partnerships.



ACI Airport Customer Experience Accreditation-Level 2

Sharjah Airport also renewed its Airport Customer Experience Accreditation – Level 2 from ACI. The programme follows a progressive five-level framework, assessed across eight key areas: understanding customers, strategy, measurement, operational improvement, governance, airport culture, service design and innovation, and collaboration with the airport community. Sharjah Airport was first awarded this accreditation in 2022.

Renewal of ISO Certifications



ISO 9001

Quality Management Systems (QMS)

ISO 14001

Environmental Management Systems (EMS)

ISO 45001

Occupational Health and Safety (OH&S) Management System

ISO 30301

Proof of Conformance to the International Requirement for a Management System for Records (MSR)

ISO 10001

Customer Satisfaction Code of Conduct

ISO 10002

International Standard for Customer Satisfaction

ISO 10003

Guidance for an Effective and Efficient Dispute Resolution Process

✈ New Airlines



Sharjah Airport added four new international carriers—SalamAir from the Sultanate of Oman, Iran's Caspian Airlines, Syria's Fly Cham, and Ethiopian Airlines—strengthening connectivity to more than 100 global destinations and expanding the airport's air network.

✈ New Destinations



Throughout 2025, Sharjah Airport continued to expand its air network, introducing direct services to a growing list of global capitals and cities. New routes now connect Sharjah with Krabi, Munich, Prague, Warsaw Modlin, Vienna, Addis Ababa, Sochi, and Damascus, alongside destinations in Iran, including Ahvaz, Qeshm, and Bandar Abbas. Further reinforcing its international reach, the airport announced the addition of direct flights to London, scheduled to commence in March 2026.

Global Presence



Arabian Travel Market 2025

SAA once again participated in Arabian Travel Market (ATM) 2025, the Middle East's leading international travel and tourism event. Held annually, ATM serves as a key B2B platform for industry professionals to network, negotiate partnerships and explore new developments across the travel sector. SAA's presence at the event reflects its continued focus on maintaining high service standards for its partners and stakeholders.



Passenger Terminal Expo 2025

H.E. Ali Salim Al Midfa, Chairman of SAA, led a delegation of directors and other senior officials at the Passenger Terminal Expo 2025. The airport's dedicated stand became a convergence point for leading decision makers from across the aviation industry, facilitating discussions on key trends in smart airport management, advanced airport technologies, sustainability, digital transformation, and passenger experience enhancement.



World Travel Market London 2025

SAA participated in the World Travel Market London 2025, showcasing Sharjah Airport's ongoing expansion projects and advanced smart travel systems. SAA also held meetings with airline representatives, tour operators, and global aviation partners to explore collaborations, discuss new routes, and showcase its latest digital travel initiatives, such as automated check-in and boarding systems, biometric verification technologies, and infrastructure upgrades.



Air Cargo Europe 2025

At the 10th edition of the event, SAA highlighted several projects, currently under development, designed to meet the growing demand for air cargo services in the region. These included expanded cargo facilities, smart handling systems, and advanced digitisation for shipment tracking and processing efficiency. SAA also met with key international cargo operators, logistics providers, and tech solution companies to discuss collaboration opportunities.

Global Standard Travel Experience

For journeys that you will cherish.

Sharjah Airport is where journeys are seamless, shopping is exciting, and meals are delicious. Whether you are at the lounges, coffee shops, or Duty Free, memorable experiences await at each step.



Al Diyafah Service

Pamper yourself on the go with Al Diyafah's bouquet of intuitive services. Start with a warm meet-and-greet (at both arrivals and departures). A dedicated agent will usher you through priority check-in, immigration and security clearances. Next, pause at the exclusive Al Diyafah Lounge. Its attentive services, rooted in Emirati heritage, ensure every moment here feels royal. There are also gourmet dining options and specially curated shopping offers. Al Diyafah guests get 20% off all Duty Free website products, along with delivery to the lounge within 30 minutes. Finally, take off for your next adventure with a private transfer to your aircraft.

» Al Diyafah Service is available to all passengers, including walk-in passengers, 24/7, with reservations up to six hours before flight time.

» The service is complimentary for children under two years.

+971 50 626 1851 or +971 50 519 5888
for reservations.

aldiyafah.service@sharjahairport.ae

Services provided

- » A dedicated reception by hospitality staff upon arrival or before departure
- » Porterage service
- » Fast-track processing for check-in, immigration, and security screening
- » Access to the luxury hospitality lounges
- » Private car transfers to the aircraft (in case the flight is not available on the air bridge)
- » Receive duty-free shopping orders from Sharjah Airport within 30 minutes and enjoy exclusive offers and discounts



Effortless Home Check-in

Experience the ultimate convenience with Sharjah Airport's new home check-in service. Let our staff take care of your check-in from the comfort of your home, saving you time and effort before heading to the airport.

Simply download the SHJ Home Check-in app to book a pick-up at a time and location convenient to you. An agent will arrive at your home at the appointed time, weigh, tag and secure your bags, and take them to the airport. You also get your boarding passes instantly. Skip the queues and head straight to your gate at the airport. You will receive your bags at your destination.

For bookings, please call our toll-free number: ☎ 800-745424 (800-SHJ-CHECKIN)

Home Check-in Service Packages

Coral	From 1-2 bags	AED 145 + VAT
Silver	From 3-4 bags	AED 165 + VAT
Gold	From 5-6 bags	AED 185 + VAT

For additional luggage, a fee of AED 20 will apply for each extra bag, in accordance with the airline's baggage policy. This service is currently available within Sharjah.

Scan here to download the **SHJ Home Check-in app**



App Store



Google Play



✦ In the Lap of Luxury

Transform your passage through Sharjah Airport into a mini luxury sojourn at The Lounge. Elegant furnishings in soothing colours of gold and wood accents lend a lush ambience. The breakfast, lunch, and dinner buffets are packed with variety and flavour. Fresh canapés, moreish snacks and light desserts are served all day. Of course, there's superfast Wi-Fi too.

☎ +971 56 454 3527 for reservations.

✉ thelounge@alpha-group.ae



✦ A smorgasbord of flavours

Satiate pre-flight cravings at Sharjah Airport's Food Court, a vibrant medley of popular homegrown outlets.



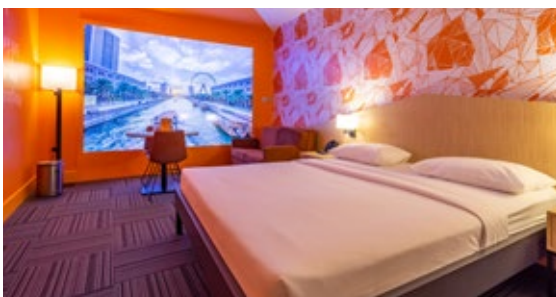
✦ Community Areas

Sharjah Airport's community area is a vibrant mix of F&B venues, family areas, a play area and retail options. The Food Court offers a range of global cuisines. The communal waiting areas are designed for maximum comfort, especially for senior travellers. They are fully accessible by wheelchair and have dedicated seating for people of determination. Travellers can also avail of complimentary baby stroller services and unlimited free internet services with Sharjah Airport's high-speed WiFi service, Fly-Fi.



✦ Instant Passport Renewal for Emiratis

UAE nationals can now renew their passport on the spot at Sharjah Airport. The streamlined process requires only the submission of the expired passport, a photograph, and payment of the renewal fees. The new passport is issued within minutes. SAA has partnered with the UAE General Directorate of Residency and Foreigners Affairs to make this possible.



✦ Feel Good Transits

Long layovers aren't tedious at Sharjah Airport. The Hotel has your back with its cheerful ambience, cozy rooms and pods, and several conveniences – all at pocket-friendly prices. With free Wi-Fi, shower rooms, laundry facilities, an on-site café, money exchange and medical facilities, The Hotel has every transit necessity covered.

☎ +971 56 501 6862 or +971 6 546 7346 for reservations.

✉ airporthotel@alpha-group.ae

A Warm Welcome with Hala

Echoing the Arab tradition of honouring guests only with the best, Hala is Sharjah Airport's dedicated meet-and-assist service. Sit back and relax in Hala's inviting lounge while their team takes care of your travel formalities. From check-in to boarding, luggage handling, visa and immigration assistance, Hala agents have every touchpoint covered. Operated by Sharjah Aviation Services, it's the perfect welcome for the elderly, children travelling alone and people of determination. Wherever you are coming from, wherever you are flying to, there's a Hala agent waiting to help you.



How to Book Hala services

☎ +971 6 514 1200 or +971 6 514 1248, or ✉ Halateamleader@sharjahaviation.com or Halacontroller@sharjahaviation.com



أهلاً بك في مطبخنا

Welcome to our kitchen

احجز جولتك في برنامج الباب المفتوح

Book your Open Door tour

YRTK.com



Going the Extra Mile

Am I in the right queue? How do I reach the boarding gate? Where is the Duty Free? Is my flight on schedule?



Whatever your query, Sharjah Airport customer care executives are always at hand to answer. Available 24/7, the executives can be located at all key passenger touchpoints, information desks, and smart kiosks.

Call the Sharjah Airport Call Centre at ☎ +971 6 558 1111 or send an email to ✉ info@sharjahairport.ae

Have an idea to make Sharjah Airport better?

The best ideas win flight tickets from Air Arabia. This initiative is part of SAA's 'Because We Care' feedback programme that encourages travellers to work together with SAA.

Scan the QR code
to share your ideas
and win flight tickets!



Where Business Flourishes

How do you capture attention in a busy world? Ask the experts at Sharjah Airport's Commercial Services Department.

A 2024 report by market research giant Ipsos shows that over 85% of flyers made purchases at the airport - of these, 65% did not pre-plan their purchases, and 77% of flyers reported taking at least one action after being exposed to an advertisement at the airport. These numbers demonstrate the power of airport advertising.

Sharjah Airport is strategically positioned to put your business in the spotlight. With direct flights to over 100 destinations across Europe, Asia, and Africa, and over 19 million travellers transiting through the airport, your brand gets unparalleled global visibility.

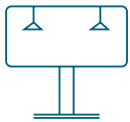


Go Global

Every business knows how important it is to be in the right place, at the right time. All the advertising spaces at Sharjah Airport are deliberately positioned to capture maximum consumer attention. You'll find ad placements at check-in counters, departure lounges, baggage claim, the food court, entrances, exits, passport control, arrival gates, and near car rental desks. These areas not only have the highest footfall, but are also where travellers typically spend the most time at the airport.



Sharjah Airport has over **8,000 sqm** of advertising space across



Static billboards



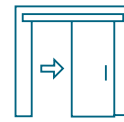
Digital billboards



Luggage trolleys



Baggage belts



Sliding doors



Lounges

+971 50 853 6048 or 971 4 818 9096 or JosephL@globalooh.net / Provantage.co for further details.

Set Up Shop at Sharjah Airport

Regional travel hub, business incubator, and cultural landmark: Sharjah Airport is the perfect place to open the next outpost for your business. Choose from retail spaces, offices, warehousing units, and even land plots. Prices are competitive, and paperwork is quick and hassle-free.

+971 6 508 1511 for more information.



At The Heart of Global Trade

From lifesaving medicines to essential trade goods, Sharjah Airport connects economies, industries, and communities across the world.

Trade comes naturally to Sharjah—it is the only emirate in the UAE to have ports on both the east (Khorfakkan Port) and west coasts (Port Khalid and Hamriyah Port). Furthermore, dedicated corridors connect these three ports to Sharjah Airport, making it the backbone of regional trade.

Sharjah Airport's Cargo Centre, operated by Sharjah Aviation Services (SAS), ensures the swift, secure and efficient movement of goods across borders. Its state-of-the-art facilities and cutting-edge technology are instrumental in meeting the demands of fast-paced regional and international markets. Regarded as one of the Middle East's most advanced cargo hubs, it can handle a diverse range of shipments.





Pharmaceuticals

Sharjah Cargo Centre is the UAE's first, and the Middle East's second, facility to achieve CEIV Pharma certification by IATA. Its pharma unit features cold rooms, chillers, cool dollies and trailers, and temperature-and humidity-controlled storage.

How cool is the Cargo Centre's Pharma unit?

- 1,500 cubic metres capacity with a temperature range of -18° C to 25°C
- ULD dollies cooling range between -18°C to 25°C
- Bulk trailers with a capacity of 2,500 kg / 14m³ and cooling range between 0°C to +18°C



CEIV certified by IATA
to handle pharma products



Perishables

Reports show that the fresh food market is likely to grow at a CAGR of 4.70% between 2025 and 2032. This growing demand means that air cargo will also have to step up to provide efficient solutions for the transport of such goods. Sharjah Airport Cargo Centre is well placed to meet this demand. Its dedicated cold rooms are located adjacent to aircraft stands. The centre has a fleet of hydraulically powered roller-bed refrigerated and dry van trucks. Additionally, its central location puts it within 30 minutes of major markets in Dubai and other Northern Emirates. All these measures ensure that the cold chain is never compromised and consignments remain fresh.



A Buzzing Industry

Unknown to many, the UAE has a thriving beekeeping industry. The country not only trades substantial quantities of honey, but also imports and exports live honeybees. These bees need highly specialised handling, including specially trained staff, express transportation involving short taxiways, and quarantine facilities.

Sharjah Airport Cargo Centre provides all these and is regionally recognised for its honeybee handling capabilities. It coordinates with several stakeholders such as Sharjah Aviation Services, the Ministry of Climate Change & Environment, Sharjah Municipality and Sharjah Customs to ensure swift clearance of live honeybee shipments.



Equine Charters

In the UAE, horses are not just valuable cargo; they are an important part of Arab heritage. As such, extra care is taken during the transport of these noble animals. Sharjah Airport has some of the most advanced facilities for equestrian charters. These include dedicated Astroturf-fitted ramps, direct police-controlled access to airside, and on-site veterinary services. To ensure their complete comfort, horses can be accompanied by their grooms, who are also allowed to supervise their loading and unloading.

Powering Intelligent Travel

At Sharjah Airport, smart airport systems are defining the travel experience. From information collection to check-in and boarding, each stage of the journey is digitised.

Sharjah Airport is charting an ambitious path to become the airport of the future, guided by digitalisation and AI. Over the years, Sharjah Airport Authority (SAA) has embraced several smart airport systems to improve operational efficiency, safety, and security, and make the passenger experience as seamless as possible.



Guaranteed Security

Today, security is non-negotiable. In addition to global security measures, SAA also implements the Aamn initiative at Sharjah Airport. Under it, SAA has introduced highly advanced security technologies and systems, ensuring a safe environment for Sharjah Airport's travellers, staff, and cargo. Aamn enables streamlined and secure processes across all operational areas while working closely with Sharjah Police and the General Directorate of Residency and Foreigners Affairs - Sharjah.

Smart Information Desk

You can now navigate Sharjah Airport with just one touch through the Smart Information Desk. You can use the interactive airport map or connect with customer service executives through voice or video calls. Additionally, people of determination can access sign language features along with the flexible screen to glean information.

Digital Departure

Skip the queues with Sharjah Airport's five-step process:



Self-Check-in

Head to the self-check-in kiosks to print your boarding passes and baggage tags. Don't worry about getting stuck – airport staff are always present to help.



Self-Baggage Drop

After checking in (at the kiosk or online), tag your luggage and drop it off at the kiosks.



Boarding Pass Verification

Verify your boarding pass within seconds at the automated validator kiosk.



Smart Gates

We love the fast-track immigration process at Sharjah Airport- just scan your passport on the e-reader, complete the biometrics, and walk out.



Automated Boarding Control Gates

The final step in the departure process. Scan your boarding pass, passport, and visa at the automated gates and get ready to board your flight.

Flying With a Conscience

At Sharjah Airport, sustainability is an operational reality. This environment-centred mindset is not just paving the way for a reduced carbon footprint, but also delivers substantial economic returns.

Environmental stewardship is not just a buzzword at Sharjah Airport. It is an operational reality. SAA proactively embraces several green initiatives that are aligned with key United Nations Sustainable Development Goals (SDGs). These initiatives also play a crucial role in furthering the UAE's Net Zero by 2050 strategy.



Water Management

All the water used at Sharjah Airport is treated and recycled. Its on-site wastewater treatment facility uses environmentally efficient technology to treat higher volumes of grey water with less environmental impact.

Energy Efficiency

A busy hub like Sharjah Airport needs vast amounts of power to function efficiently. To reduce its consumption of non-renewable fuels, SAA uses solar panels and LED lighting extensively across its operations. The airport is gradually shifting to electric ground handling and airside vehicles too.

Building Sustainable Cities and Communities

Conveniently located near major business and commercial hubs, Sharjah Airport offers excellent connectivity. This ensures shorter travel times, thereby reducing traffic congestion and emissions. Further, the airport's design consciously includes several green spaces to offset the effects of pollution.

Conscious Consumption

From check-in to the duty-free and food court, every transaction at Sharjah Airport reflects a green ethos. Single-use plastics are strongly discouraged, and vendors are urged to invest in sustainable packaging. With recycling stations placed throughout the airport, travellers and staff are encouraged to dispose of waste responsibly.



5,71,802 cubic metres
of wastewater recycled
and reused in 2025



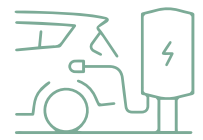
2,247 tonnes
of waste recycled
in 2025



84 solar panels
at Sharjah Airport



100% LED lights
in the new buildings



74 electric
ground handling
vehicles

Carbon Neutrality

Sharjah Airport's carbon accreditation journey is truly remarkable. In less than a decade, it has emerged as the only carbon-neutral airport in the GCC and the second in the Middle East to be reaccredited for the fourth consecutive year for maintaining Level 3+ of ACI's Airport Carbon Accreditation Programme. ACI awards the Level 3+ only when an airport maintains zero net carbon dioxide emissions over an entire year by optimising all direct emissions and offsetting the residual emissions.

Sharjah Airport embarked on its carbon accreditation journey in 2014, progressively advancing through multiple levels of the programme. In 2014, it was among the first airports in the region to join the programme at Level 1 (Mapping). By 2016, it reached Level 2 (Reduction) accreditation by making significant strides in carbon management planning and implementing clean energy projects, including LED lighting installations, optimised HVAC systems, and the introduction of solar energy solutions for taxi and staff parking areas.

In 2018, Sharjah Airport achieved Level 3 (Optimisation) accreditation by expanding its sustainability efforts to include airline operations, ground handling services, and business partners' activities. The airport actively collaborated with stakeholders to adopt energy-efficient practices, waste management initiatives, and emission-reducing strategies. In 2020, Sharjah Airport achieved Level 3+ (Neutrality) accreditation for the first time.



Shaping a Better Tomorrow

Whether through community services or the workplace, Sharjah Airport is actively contributing to shaping a better world.

Sharjah Airport connects in more ways than one. Each year, Sharjah Airport Authority (SAA) hosts several social initiatives, both on-site and across the region, and sponsors cultural and sporting events, fostering stronger bonds throughout the local community.

A Community Pillar

In 2025, SAA hosted a vibrant calendar of events that made Sharjah Airport a joyful community hub. Here is a snapshot of these events:



A Reading Adventure

SAA, in partnership with the Kalimat Group, launched the Arabic and English children's book, *Fasten Your Seatbelts*, an exciting travel tale of two Emirati siblings. As Rashid and Dana embark on their first travel adventure with their families, they teach travelling kids about trip preparation, airport procedures, security checks, and boarding procedures.



Bright Beginnings

The perfect ending to leisurely vacations and an exciting kick off to the new academic year: the Back-to-School celebrations at Sharjah Airport are truly memorable. Filled with gifts and fun activities like face painting, the annual Back-to-School campaign brings smiles to every face travelling through the airport.



Traveller Initiatives

The summer holidays of 2025 were doubly joyful for kids travelling through Sharjah Airport. The airport transformed into a mini wonderland with colourful roaming carnivals, craft workshops, gifts, and even an interactive storytelling session hosted in collaboration with the Kalimat Group.



Traditional Eid Celebrations

The festivals of Eid al-Fitr and Eid al-Adha are celebrated with great fanfare. Travellers are treated to gifts and traditional Emirati sweets during the celebrations.



Celebrating National Days

Each year, GCC nationals arriving at Sharjah Airport on their respective National Days receive a special welcome. They are presented with gifts. These celebrations pay homage to the close ties Sharjah has built with its neighbours.



Receiving and Departing Hajj Pilgrims

The annual pilgrimage to Mecca is the most momentous journey in the life of a Muslim traveller. Each year, SAA honours departing and returning pilgrims with special arrangements including additional service counters, baggage drop points and smart gates, preventive healthcare services, spiritual guidance (in collaboration with the Sharjah Department of Islamic Affairs), dedicated rest areas, refreshments, and gifts.

Presence That Truly Matters... An Impact Built to Last

How does Sharjah Airport support the local community? By being present at events that bring people together.

In 2025, SAA sponsored several of the emirate's well-loved sporting and cultural events. Here's a glimpse.



Tanweer Festival

Reinforcing its role in enriching Sharjah's cultural landscape, SAA sponsors the Tanweer Festival, an annual celebration of Arab music, art, poetry and heritage. It features live performances, cultural workshops, art installations, marketplaces with artisans and food, and activities focused on community connection.



Sharjah International Arabian Horse Festival

For over two decades, SAA has been sponsoring the annual horse festival as homage to the emirate's strong equestrian culture. In 2025, 251 purebred Arabian horses from 12 countries participated in the festival.



Sharjah Powerboat Team

In 2025, the Formula 1 Team clinched the opening round of the F1H₂O World Championship, cementing its status as a world-class contender. Being the main sponsor of the team since 2021, SAA's backing has been pivotal in powering the team's stellar performance.



Sharjah Sports Club (SSC) Handball Team

SAA is a proud sponsor of the SSC Handball Team. Having competed in several top-tier local and international competitions, it is the most decorated club in the league's history. It holds the record for the most championships.



Sharjah International Book Fair (SIBF)

SIBF is regarded as one of the world's largest book fairs, bringing together authors and readers from across the world. SAA sponsors the event to help promote reading, knowledge, and creative exchange.



Sharjah International Film Festival (SIFF)

Showcasing the work of budding filmmakers, SIFF is supported by SAA to encourage artistic exploration and inspire the next generation of filmmakers.



Sharjah Entrepreneurship Festival (SEF)

As one of the region's key entrepreneurial platforms, SEF is sponsored by SAA to help empower entrepreneurs and support Sharjah's shift towards a knowledge-based economy.



Sharjah Football Club

SAA's staunch support of the Sharjah Football Club reflects its dedication to encouraging active lifestyles, nurturing local talent and strengthening community bonds through sport. The Club is the most successful team in the emirate, winning several League titles, President's Cups, Super Cups as well as the AFC Champions League.



Sharjah Heritage Days

Sharjah is known as the Cultural Capital of the Arab World. It shares its rich history and traditions through the Heritage Days fest showcasing folklore, handicrafts, and traditional drinks and food.



الشارقة لخدمات الطيران
Sharjah Aviation Services

TRAVEL Simpler And Easier

Hala Services provide a unique range of services that make every step of our traveller's journey easier from Sharjah Airport

سافر بشكل أبسط وأسهل

توفر خدمات هالا باقة من الخدمات المصممة لتسهيل كل خطوة من رحلة مسافرنا عبر مطار الشارقة

الاستقبال والمساعدة
Meet and Assist



خدمة إنهاء إجراءات
السفر السريعة
Fast Track Check-in



خدمة إنهاء
إجراءات الجوازات
Immigration
Clearance



خدمة نقل الأمتعة
Porterage Service



A Great Place to Work

Sharjah Airport is regarded as one of the emirate's premier employers. Sharjah Airport Authority undertakes several initiatives to foster employee confidence and competence. Each day, employees come together to ensure the smooth functioning of the airport. This robust workforce plays a vital role in supporting the airport's day-to-day operations as well as long-term strategic initiatives. Sharjah Airport Authority (SAA) is fully committed to fostering a work environment that empowers and inspires its employees to deliver their best.



Training and Development

SAA has always been a strong supporter of equipping employees with the right tools and knowledge to ensure they feel valued, empowered, and motivated. In 2025, SAA conducted various specialised training programmes covering a diverse range of technical, leadership, and safety themes. These included Develop Copilots with Azure AI Studio, Accelerate App Development by Using GitHub Copilot, Introduction to Generative AI and Azure AI Fundamentals (AI-900), Management of Change and Risk Management, First Aid and AED Workshop, and Performing an Effective Quality Assessment, among others. Carefully crafted to build technical expertise and leadership skills across the organisation, the programmes ensure SAA remains at the forefront of industry advancements. By partnering with leading global institutions, Sharjah Airport Authority ensures its training meets internationally recognised benchmarks.

Matari Awards

Sharjah Airport Authority honours its outstanding employees every year at the Matari Awards. This flagship programme is one of SAA's leading efforts to foster a culture of excellence and spotlight the impactful contributions of departments and individuals in improving operations and executing strategic initiatives.

The Matari Awards are divided into two main categories. The Institutional Category includes awards for Outstanding Department, Outstanding Initiative, and Outstanding Shift. The Individual Category recognises excellence across various roles such as Outstanding New Employee, Innovative Employee, Supervisory Employee, Customer Service Employee, Specialist Employee, Administrative Employee, Field Employee, and Excellence in Passenger Experience.



142 professional certificates awarded



81 training programmes conducted



357 employees attended specialised trainings



130 new recruits at Sharjah Airport in 2025



19 nationalities form Sharjah Airport's workforce

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Sharjah Airport Duty Free, operated by global retailer Avolta, brings a world-class shopping experience to travellers. From international favourites to local delights – all at great value for money.

Travellers can shop for a variety of products, including beauty, fragrances, confectionery, and souvenirs. Exciting new launches can be found in store, and for 2026 these will include Kilian, Creed and Parfums de Marly.

Travellers can also look forward to monthly in-store activations. With year-round promotions, there are always some great offers waiting to be discovered at Sharjah Duty Free.



Club Avolta Advantage

Don't forget to download the Club Avolta app before heading to the Sharjah Duty Free store. With exclusive member discounts and loyalty points for every purchase, Club Avolta makes shopping at the airport even more rewarding. Members also enjoy a 20% discount when they reserve online and collect at the airport.

Sharjah Duty Free's Reserve and Collect service – sharjah.shopdutyfree.com – allows travellers to explore its extensive product range in the comfort of their homes, and then pre-order purchases up to 30 days before their flight. Travellers can then collect their shopping before boarding their flight at Sharjah Airport, or choose the home delivery service. They can also benefit from a variety of exclusive online discounts. Airport shopping can't get more convenient than this!

Scan here to download
the **Club Avolta app**



App Store



Google Play

Sharjah Airport Travel Agency

Whether you're planning a holiday, business or incentive trip, an educational excursion or an idyllic cruise, SATA is all you need. Initiated by Sharjah Airport Authority (SAA), it can fulfil every travel requirement: holiday packages, airline reservations and ticketing, UAE and global visa services, worldwide hotel bookings, car rentals, travel insurance, and airport meet & greet services. SATA partners with over 100 international carriers and has a robust network of global travel service providers to bring you the best prices and deals whenever you travel.

The agency is accredited by the International Air Transport Association (IATA). It is a member of the American Association of Travel and Tourism Agencies (ASTA) and the Pacific Asia Travel Association (PATA).



Sharjah Aviation Services

The operational backbone of Sharjah Airport, Sharjah Aviation Services (SAS), is its official ground handling agent (GHA). Right from the moment an aircraft arrives, until its departure, SAS's dedicated team ensures reliable operational support for every flight, passenger, and shipment. The GHA adheres to the highest global aviation standards and continuously invests in advanced technology and staff training to maintain the premium service levels. It is also committed to aviation sustainability and employs only eco-friendly and energy-efficient practices.



SAS Passenger Services

At Sharjah Airport, SAS offers a bouquet of passenger services, including meet-and-greet, check-in, baggage handling, and boarding. These services are delivered in full compliance with the highest safety and security standards, ensuring a seamless and comfortable experience for every traveller.

SAS Ground Handling Services

Sharjah Aviation Services delivers a comprehensive range of ground handling solutions that form the backbone of airport operations. The services include baggage handling, ramp handling with efficient aircraft offloading and loading, operations control, and aircraft cabin appearance, ensuring every aircraft is turned around safely and on time. Supported by advanced departure control systems, innovative technologies, and a modern Ground Support Equipment (GSE) fleet, SAS consistently elevates operational efficiency and service quality. This capability is further strengthened by a full range of cargo handling services.



13.5 million
bags are processed
by SAS annually



57,000 departures
(travellers and cargo)
handled in 2025



1,797
motorised and non-
motorised equipment



200,000 tonnes
of cargo handled



2583 employees
across 38 nationalities

Home Check-In Service

Experience the ultimate convenience with Sharjah Airport's all-new service. Let our staff take care of your check-in from the comfort of your home.

خدمة إنهاء إجراءات السفر من المنزل

استمتع براحة البال وسهولة السفر مع خدمة مطار الشارقة الجديدة ودعنا نتولى إنهاء إجراءات السفر من منزلك.



Air Arabia

Since taking off in 2003 as the Middle East and North Africa's first budget carrier, Air Arabia has redefined air travel in the region. Today, it stands as the largest budget carrier operator, connecting travellers to more than 200 destinations across the Middle East, North Africa, Asia, and Europe. In 2025, Air Arabia broadened its European network with new nonstop flights to Munich, Warsaw, and Prague, while also expanding its presence in the Far East with new services to Krabi, as well as additional flights to Phuket and Bangkok directly from Sharjah.

Air Arabia operates a modern fleet of Airbus A320 aircraft, renowned for their efficiency and reliability. The airline is steadily expanding its fleet through deliveries under its Airbus order, which began in 2025 and will continue gradually in the years ahead, supporting Air Arabia's growing network and commitment to providing comfortable and affordable travel across the region and beyond.

With a strong commitment to delivering a unique travel experience, Air Arabia offers travellers a range of value-added services including SkyTime, the complimentary in-flight entertainment streaming service, and a variety of affordable meals and snacks from the SkyCafe onboard menu. They can also benefit from AirRewards by earning, and spending points on tickets, meals, and extra baggage, while home and city check-in facilities ensuring a seamless and convenient travel experience.



Global Recognition

In 2025, Air Arabia won several awards, including:

Aviation Business Middle East Awards 2025

Low-Cost Carrier of the Year

Forbes Middle East's Top 100 Listed Companies 2025

Awarded for the second consecutive year

AirlineRatings.com Top 20 Low-Cost Airlines 2025

Recognised as a leading low-cost carrier

Digital Sharjah Your Unified Platform for Digital Services

الشارقة الرقمية .. منصتك
الموحدة للخدمات الرقمية

توفر خدمات متكاملة تضمن
لك تجربة مريحة وآمنة

Delivers integrated services that
ensure a seamless, secure, and
user-friendly experience

مساعد الشارقة الرقمية...
دليلك الذكي للخدمات
والمعلومات السياحية

Digital Sharjah Assistant is your
smart guide for government
services and tourism information



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LIVE HAPPILLY



ILLY CAFFÈ
SHARJAH AIRPORT



For more than a decade, Gama Aviation has provided Sharjah Airport with dependable, high-quality business aviation services. In 2026, that partnership entered a new chapter with the opening of the Sharjah Business Aviation Centre (BAC) — a purpose-built development created to set a new benchmark for business aviation in the UAE.

Representing a significant multi-million-dollar investment, the BAC has been designed from the ground up to deliver faster transitions, greater privacy, and a level of operational discipline rarely achievable at more congested regional hubs. Its location, unconstrained environment, and purpose-built infrastructure position Sharjah as a compelling long-term advantage for owners, operators, and crews.

At more than 80,000 sqm, the new complex brings together a 3,000 sqm VVIP terminal, a climate-controlled 12,000 sqm hangar, expansive self-manoeuvring apron, and dedicated ground-handling and fuelling areas. The site also integrates Gama Aviation's established service capabilities, including EASA and GCAA-approved line maintenance, AOG mobile support teams, and specialist engineering resources. Alongside this, aircraft management and charter clients benefit from seamless access to the region through a facility aligned with the highest standards of efficiency and care.

Every part of the layout — from terminal flow to crew amenities — has been engineered around discretion, speed, and service quality. The BAC marks a major enhancement of Gama Aviation's presence at Sharjah and reinforces the company's commitment to the UAE's aviation future. Its opening in 2026 will strengthen the airport's role as a centre of excellence for business aviation and elevate the experience for clients and crews who rely on precision, privacy, and consistently high standards of service.



80,000 sqm
total area



3,000 sqm
two-storeyed VVIP terminal



12,000 sqm
hangarage



Dedicated
parking apron



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Owned by Sharjah
Airport Authority



25 years of
experience



The only Travel Agency
inside Sharjah Airport



10 branches
all over UAE



24x7 service

sata
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وكالة مطار الشارقة للسفرات
Sharjah Airport Travel Agency



600504444

Email: info@satatravels.com X f in @ /satatravels

Visit or call us, and our experienced travel experts will be happy to assist you with all your travel needs, with 24/7 support at our Sharjah Airport branch.

ALPHA

Since 2007, Alpha Flight Services has been consistently redefining airport catering. Whether it is preparing thousands of meals for early-morning departures or custom-designing menus for Sharjah Airport's luxury lounges and international carriers, Alpha brings both precision and personality to every dish. Fresh ingredients, meticulous processes, and international accreditations guarantee the highest quality.

A subsidiary of global airport services provider Dnata, and in partnership with Air Arabia, Alpha Flight Services has a long-term concession agreement with Sharjah Airport Authority (SAA), making it Sharjah Airport's official hospitality and catering supplier. It serves up to 30 airlines operating at the airport, including Air Arabia, Air India, Air India Express, Gama Aviation, private jets, as well as military and cargo carriers. Sharjah Airport's Illy Café, Filli Café, The Hotel, and The Lounge are serviced by Alpha as well.

As a HACCP-certified and accredited organisation, Alpha follows strict controls and guidelines in association with the international In-Flight Food Service Association (IFSA), World Food Safety Guidelines, Dnata Global Standards, Sharjah Municipality, and regional food control authorities.



Alpha Achieves IEnvA Certification

Alpha Flight Services is the region's first airline catering facility to achieve IEnvA accreditation, a certification programme developed by IATA, which encompasses globally recognised environmental and sustainability standards.

Awards



All Star of the Year - Priority Pass
(The Lounge at Sharjah Airport)



dnata Global Operations Award

Passenger & Cargo Directory

Connecting to over 150 passenger and cargo destinations, Sharjah Airport is the gateway to the world.

 Sharjah Airport

 Passengers

 Cargo

 Passengers / Cargo

- | | | | | |
|--|--|---|--|---|
| 1. Afghanistan
 Kabul | 18. Germany
 Cologne
 Dusseldorf
 Frankfurt
 Munich | 25. Kazakhstan
 Aktyubinsk
 Almaty
 Nursultan
(Nazarbayev Apt.) |  Sialkot
 Turbat |  Damascus
 Latakia |
| 2. Armenia
 Yerevan | 19. Greece
 Athens | 26. Kenya
 Eldoret
 Mombasa
 Nairobi (Jomo
Kenyatta Int'l Apt.) | 40. Poland
 Warsaw (Chopin Apt.)
 Kraków | 51. Thailand
 Bangkok
 Krabi
 Phuket |
| 3. Austria
 Vienna | 20. India
 Ahmedabad
 Amritsar
 Bangalore
 Calicut
 Chandigarh
 Chennai (Madras)
 Cochin
 Coimbatore
 Delhi
 Goa
 Hyderabad
 Indore
 Jaipur
 Kannur
 Lucknow
 Madurai
 Mangalore
 Mumbai
 Nagpur
 Nasik
 Srinagar
 Surat
 Trichy
 Trivandrum
 Varanasi
 Vijayawada | 27. Kirghizia
 Bishkek
 Osh | 41. Qatar
 Doha (Hamad Apt.) | 52. Tajikistan
 Dushanbe |
| 4. Azerbaijan
 Baku-Heydar Aliyev | | 28. Kuwait
 Kuwait | 42. Russian Federation
 Adler/Sochi
 Domodedovo Moscow
Multi Apts
 Ekaterinburg
 Karanganda
 Kazan
 Saint Petersburg
 Samara
 Ufa | 53. Tatarstan
 Makhachkala |
| 5. Bahrain
 Bahrain | | 29. Lebanon
 Beirut | | 54. Turkey
 Ankara (Esenboga Apt.)
 Antalya
 Istanbul
 Sabiha (Gokcen Int'l Apt.)
 Trabzon |
| 6. Bangladesh
 Chittagong
 Dhaka
 Sylhet | | 30. Libya
 La Abra
 Mitiga | 43. Rwanda
 Kigali | 55. Turkmenistan
 Ashgabad |
| 7. Belgium
 Brussels
 Liege | | 31. Luxembourg
 Luxembourg | 44. Saudi Arabia
 Dammam
 Jeddah
 Madinah
 Riyadh
 Taif
 Hail
 Yanbu
 Abha
 Jouf
 Gassim
 Tabuk | 56. Uganda
 Entebbe/Kampala |
| 8. Byelorussia
 Minsk | | 32. Macau
 Macau | | 57. Ukraine
 Kyiv |
| 9. Chad
 Ndjamena | | 33. Malaysia
 Kuala Lumpur | | 58. United Kingdom
 London Heathrow |
| 10. China
 Hong Kong
 Shenzhen | | 34. Maldives
 Mali | | 59. United States Of America
 Dallas (Fort Worth
Int'l Apt.)
 Los Angeles
 Houston |
| 11. Congo
 Brazzaville | | 35. Nepal
 Kathmandu | | 60. Uzbekistan
 Tashkent
 Namangan |
| 12. Cyprus
 Larnaca
 Paphos | | 36. Netherlands
 Amsterdam | | 61. Yemen
 Aden
 Sanaa |
| 13. Djibouti
 Djibouti | | 37. Nigeria
 Abuja
 Kano
 Lagos
 Port Harcourt | | |
| 14. Egypt
 Assiut
 Alexandria
 Cairo
 Luxor
 Sharm E Sheik
 Sohag
 Cairo (Sphinx Airport) | 21. Iran
 Tehran
 Mashhad
 Shiraz
 Lar | 38. Oman
 Muscat
 Salalah
 Sohar | | |
| 15. Eritrea
 Asmara
 Massawa | 22. Iraq
 Baghdad
 Erbil Airport
 Sulaimaniyah
 Najaf | 39. Pakistan
 Faisalabad
 Islamabad
 Karachi
 Lahore
 Multan
 Peshawar
 Quetta | 45. Singapore
 Singapore (Changi Apt.) | |
| 16. Ethiopia
 Addis Ababa | 23. Italy
 Milano - Bergamo | | 46. Somalia
 Mogadishu
 Bossaso
 Hargeisa | |
| 17. Georgia
 Batumi
 Tbilisi | 24. Jordan
 Amman (Queen Alia Apt.)
 Marka Airport of Amman | | 47. Srilanka
 Colombo (Katunayake Apt.)
 Mattala | |
| | | | 48. Sudan
 Khartoum
 Port Sudan | |
| | | | 49. South Africa
 Johannesburg
 Juba | |
| | | | 50. Syria
 Aleppo | |



Scheduled Passenger Airlines Operating at Sharjah Airport

✈ Air Arabia	✈ Caspian Airlines	✈ Indigo	✈ Salam Air
✈ Air Blue	✈ Egypt Air	✈ Iraqi Airways	✈ Syrian Air
✈ Air Cairo	✈ Ethiopian Airlines	✈ Nile Air	✈ US Bangla Airlines
✈ Air India Express	✈ Fly Cham	✈ Pegasus	
✈ A Jet	✈ Fly Jinnah	✈ Pakistan Int'l Airlines	
✈ Biman Bangladesh	✈ Fly Nas	✈ Qatar Airways	

Scheduled Cargo Airlines Operating at Sharjah Airport

✈ Astral Aviation	✈ Kenya Airways
✈ Atlas Air	✈ MNG Airlines
✈ Egypt Air Cargo	✈ RwandAir
✈ Ethiopian Air	✈ Singapore Airlines
✈ Emirates Airlines	✈ UPS
✈ Etihad Airways	

Airport Directory

To reach a particular department in Sharjah Airport, dial the department number after the international dialing code for the UAE (+971) and the local area code for Sharjah (6).

24/7 Call Centre
☎ 558 1111

Airport Customs
☎ 508 1161

Airport Immigration
☎ 508 1313

Airport Police
☎ 594 4022

Airport Medical Centre
☎ 508 4949

Lost & Found
☎ 514 1235

Department of Civil Aviation Sharjah

Chairman's Office

☎ 508 1004
✉ maria.kevork@dca.shj.ae

Director's Office

☎ 508 1031
✉ hamda.alhammadi@dca.shj.ae

Air Transport & DCA Services

☎ 508 1017
✉ khaled.elkilany@dca.shj.ae

DCA Operations Department

☎ 508 1006
✉ ops@dca.shj.ae

Air Navigation Services

☎ 508 1050
✉ mohamed.almazroua@dca.shj.ae

DCA Security Department

☎ 508 1007
✉ jamil.alnajjar@dca.shj.ae

Government Communication Department

☎ 508 4131
✉ jawahir.aljarwan@dca.shj.ae

Support Services Department

☎ 508 1027
✉ shahd.taryam@dca.shj.ae

Sharjah Airport Authority

Chairman's Office

☎ 508 4101
✉ chairmanoffice@sharjahairport.ae

Director's Office

☎ 508 4008
✉ dsaaoffice@sharjahairport.ae

Airport Operations Department

☎ 508 4503
✉ nada.alkaabi@sharjahairport.ae

Commercial Department

☎ 508 1512
✉ alya.alali@sharjahairport.ae

Customer Services Department

☎ 508 4020
✉ hessa.alnuaimi@sharjahairport.ae

Facilities Department

☎ 508 4282
✉ meera.hamed@sharjahairport.ae

Finance Department

☎ 508 4161
✉ maitha.alsuwaidi@sharjahairport.ae

Procurement Section

☎ 508 4161
✉ maitha.alsuwaidi@sharjahairport.ae

Government Services Department

☎ 508 4111
✉ mohamed.albouqaish@sharjahairport.ae

Marketing & Corporate Communications Department

☎ 508 1518
✉ alya.almaazmi@sharjahairport.ae

Strategic Planning & Performance Department

☎ 508 4382
✉ mona.alteneiji@sharjahairport.ae

HRD Affairs

☎ 508 4122
✉ alyaziya.almaazmi@sharjahairport.ae

IT Affairs

☎ 508 4065
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Quality Assurance Department

☎ 558 1111
✉ hamad.alblooshi@sharjahairport.ae

Safety Management

☎ 558 1111
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Airport Emergency Services Department

☎ 558 1111
✉ leigh.cockman@sharjahairport.ae

Sharjah Aviation Services

General Manager's Office

☎ 514 1104
✉ gm@sharjahaviation.com
pa.gm@sharjahaviation.com

Director of Operation

☎ 508 8966
✉ szainal@sharjahaviation.com

Customer Services

☎ 514 1156
✉ mradwan@sharjahaviation.com

Airside

☎ 514 1115
✉ psdharan@sharjahaviation.com

Sharjah Airport Cargo Centre

☎ 514 1173
✉ cgopsmgr@sharjahaviation.com

Human Resource

☎ 514 1105
✉ astuart@sharjahaviation.com

Sharjah Airport Travel Agency

☎ 561 8888
✉ info@satatravels.com

Air Arabia

☎ 508 8888
✉ info@airarabia.com

Alpha Flight Services

☎ 558 0055
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Gama Aviation

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