

# Checklist: New airline operations to/from DOH

April 2023



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

الشركة القطرية  
لإدارة وتشغيل  
المطارات  
**مطار**



## STEP 1 Obtain airport slots confirmation

Reach out to the [Qatar Slot Coordination](#) team with your plan to understand slots availability specific to your operations

Link: [Qatar Slot Coordination \(qatarcoordination.org\)](https://qatarcoordination.org)

Email: [slots@qatarcoordination.com.qa](mailto:slots@qatarcoordination.com.qa)

Contact: +974 4010 3984 / +974 4010 3974 / +974 4010 3976



## STEP 2

# Obtain landing rights from QCAA and identify airport rules and regulations

1. Reach out to the [Qatar Civil Aviation Authority \(QCAA\)](#) to understand the documents that you need to prepare and submit to obtain your landing rights at DOH
2. Use the QCAA website to find the Airport User Regulation document under the Laws and Regulations section

Link: [eAIS Package for Qatar \(aim.gov.qa\)](#) | [Airport User Regulations](#)

Email: [airlines.affairs@caa.gov.qa](mailto:airlines.affairs@caa.gov.qa)

Contact: +974 4455 7280



### STEP 3

## Obtain the latest Airport Charges and prepare for a formal contract

1. Find the latest Airport Charges on [Hamad International Airport](#) website to share with your team (scheduling, operations, finance etc.)
2. Accept the condition of use/term-sheet letter provided by [MATAR Airline Development](#) to begin the formal contract process

Link: [Airline Development | HIA](#)

Email: [matarairlinedev@hamadairport.com.qa](mailto:matarairlinedev@hamadairport.com.qa)

Contact: +974 4010 7758



## STEP 4

# Appoint handlers and services providers for your operations

1. Reach out to [Qatar Aviation Services \(QAS\)](#) to discuss and finalize your passenger handling, aircraft handling, cargo handling and baggage handling services requirements
2. Reach out to [WOQOD](#) or [QJET](#) to finalize your fueling and into-plane services requirements

Link: [Qatar Aviation Services](#)

Email: [jutavares@qataraviation.com](mailto:jutavares@qataraviation.com)

Contact: +974 4010 3591

[WOQOD.com](#)

[customerservice@woqod.com.qa](mailto:customerservice@woqod.com.qa)

+974 4021 7777

[Qjet.com.qa](#)

[info@qjet.com.qa](mailto:info@qjet.com.qa)

+974 4010 7274/7229



**STEP 5**

## Finalize billing process, credit facility usage and formal contract documentations

1. Reach out to **MATAR Finance team** to finalize the your billing process and details like bank account details, invoice addressee etc.
2. Reach out to **MATAR Airline Development** team to discuss securing Credit facility with Security Deposit (SD). Option to pay via cash or Bank Guarantee
  - a) Fill a customer information form
  - b) Provide a proof of credit-worthiness
  - c) Provide Company Registration Certificate
  - d) Provide Company official document empowering Signatory to enter into contract on behalf of the Airline

Email: [hiafinance@hamadairport.com.qa](mailto:hiafinance@hamadairport.com.qa)

Contact: +974 4010 3401

[matarairlinedev@hamadairport.com.qa](mailto:matarairlinedev@hamadairport.com.qa)

+974 4010 2524



## STEP 6 Obtain Airport Passes

Reach out to **MATAR Security** team to obtain airport access passes for your employees and station managers at HIA

Email: [hiapassofficeadmin@hamadairport.com.qa](mailto:hiapassofficeadmin@hamadairport.com.qa)

Contact: +974 4010 8380



## **Other optional support services**





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## Appoint your catering partner

Reach out to [Qatar Aircraft Catering Company \(QACC\)](#) to discuss and finalize catering requirements

Link: [Qatar Aircraft Catering Company](#)

Email: [doffcatering@qatarairways.com.qa](mailto:doffcatering@qatarairways.com.qa)

Contact: +974 4010 6488



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## Discuss Line Maintenance requirements and technical support

Reach out to [QATAR Airways Technical](#) team for support related to line maintenance and other maintenance activities

Email: [technicalcommercial@qatarairways.com.qa](mailto:technicalcommercial@qatarairways.com.qa)

Contact: +974 4018 9760



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## Explore Lounge Services, VIP and Meet and Assist Services

Reach out to [Al Maha Services](#) team for Lounge Services and Meet and Assist services

Link: [Al-Maha Services \(qatarairways.com.qa\)](https://qatarairways.com.qa)

Email: [AlMahaServices@qatarairways.com.qa](mailto:AlMahaServices@qatarairways.com.qa)

Contact: +974 4018 5834



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## Explore Reservations in Airport Hotel

Reach out to [Oryx Airport Hotel](#) team for hotel reservations and booking related support services

Link: [Oryx Airport Hotel](#)

Email: [reservation1@oryxairporthotel.com](mailto:reservation1@oryxairporthotel.com)

Contact: +974 4022 6550



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## Discuss additional security related requirements

Reach out to **MATAR Security** team for your additional Security & Security related services and understand the regulatory requirements

Email: [secadmin@hamadairport.com.qa](mailto:secadmin@hamadairport.com.qa)

Contact: +974 4018 2865



## 6

## Additional Support Services

Reach out to **MATAR Airline Development** team in case you need additional support services like:

1. Explore office space requirements
2. Discuss inaugural activities / event support
3. Explore Advertising, Marketing and Promotion possibilities at HIA

Email: [matarairlinedev@hamadaairport.com.qa](mailto:matarairlinedev@hamadaairport.com.qa)

Contact: +974 4010 2524

Qatar Internal Media Services

[ims@qatarairways.com.qa](mailto:ims@qatarairways.com.qa)

+974 4018 1541



# Thank You



Qatar Company for  
Airports Operation  
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