

Catering Service Guide

Dubai Airshow 2025

Introduction

First of all, welcome to the Dubai Airshow 2025 Catering service guide by Emirates Flight Catering (EKFC), one of the world's largest catering operations in the world! We are super excited to be the Official Caterer for Dubai Airshow 2025 and bringing EKFC's hospitality and culinary excellence to your chalet & exhibition stand at DAS 2025. Our goal is to make this edition of the Airshow not only the largest, but also the most memorable – offering an unforgettable culinary and hospitality experience.

We have put together some points of consideration to assist you in your catering plan.

Order Placement

We have developed the [catering.portal](#) where you can review and place your catering requirements.

Should you have any catering requirement that is not available in the options within the portal, do please reach out to us [@Airshow Enquiry](#).

Package Options

Making the catering plan can be complicated with a number of areas to be considered.

For this note, we have made some package options to support you plan better.

- **Buffet Service Package**

When you place either Breakfast or Lunch meal package, buffet service equipment like chafing dishes, bowls, platters along with basic tableware like cutlery, crockery and napkin will be arranged along with the catering service staff, adequate to the quantity of the package service.

Please note that minimal order quantity is applicable to ensure presentable buffet set-up and to cover the operating cost of the package deal. More details are available on page 3.

- **Alcoholic Beverage Service**

Based on the amount of alcoholic beverage order value, there are value-added FOC arrangement of bar staff and under-counter chiller. Please check out the details on page 3.

- **Hot Beverage Service Package**

On the catering rate card, there are options that covers holistic hot beverage solutions which include the consumables, equipment and hot beverage servers.

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Catering Order Payment

Upon placing the catering orders in the [portal](#), payment of the orders will be required.

Kindly note that order will not go through and get confirmed without completing the payment.

There will be an option of having a deposit (pre-authorized payment) to support any last minute orders requirement being fulfilled without having to go through payment on each transaction during the event period.

Please contact [@Airshow Enquiry](#) for more information.

Top-up Order Fulfillment

With the nature of the event, there will be limitation on what can and cannot be arranged as top-up/last minute request during the event period. Beverage items and some selected food items will be made available throughout however please be made aware some packaged items like food buffet items may not be available for any change during the event. Order placement can be made through following options,

- Through [catering.portal](#) (Online payment)
- Direct order placement to F&B team (Credit Card Payment upon delivery)

Above will be applicable for the customer who do not have the deposit or credit facility with EKFC.

For more information, please contact [@Airshow Enquiry](#).

Caterer Service Scope

In consideration of the scale of the event and dynamic expectation/objective from different exhibitors, it is important to have clear understanding on what is covered by the caterer and what isn't.

- **No order, No service** - Whilst there will be a proactive engagement to assist in operational planning on the subject of catering, should there be no catering order, there will be no service/support delivered.
- **No outside consumable items** - Following the event organizer's exhibitor manual and guideline, it is prohibited to have any F&B products arranged and brought into the Airshow site. If you have a requirement of any special products that are not included on the catering menu, EKFC would make its best endeavor to assist in sourcing and supplying those subject to availability and additional cost.
- **Furniture, non-catering related equipment and decoration** - The catering service offering is focused on the F&B consumable and catering/hospitality related subjects. Request of furniture & non-catering equipment will be reviewed and arranged based on the availability and subject to charges. For more information, please contact [@Airshow Enquiry](#).
- **Hospitality Service Support & Coverage** - There will be a dedicated catering support and sales representative who would assist in any catering requirement before the event. During the airshow event period, there will be an area catering manager allocated as a point of contact on the ground, should there be any requirement, highlight or attention required on any catering related subjects.

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Catering Set-up

In order for best catering service is delivered, there are infrastructural set-up required based on the service level expected. Below is the outlines of what will required to be considered.

F&B Counter (Suggested dimension) & Power requirements

- **Platinum / Gold Lunch Menu** 7.5m (L) x 0.7m (W) x 0.9m (H) & 4 x 13amps power at buffet counter
- **Platinum Breakfast Menu** 5.5m (L) x 0.7m (W) x 0.9m (H) & 4 x 13amps power at buffet counter
- **Gold Breakfast / Silver Lunch Menu** 4m (L) x 0.7m (W) x 0.9m (H) & 2 x 13amps power at buffet counter
- **Silver Breakfast / Afternoon Tea** 2m (L) x 0.7m (W) x 0.9m (H) & 2 x 13amps power at buffet counter
- **Bar Counter** 2m (L) x 0.7m (W) x 0.9m (H) & 2 x 13amps power at bar counter
- **Coffee Counter (automatic machine)** 2m (L) x 0.7m (W) x 0.9m (H) & 4 x 13amps power at coffee counter
- **Coffee Counter (barista machine)** 2m (L) x 0.7m (W) x 0.9m (H) & 1x 32 amps 3phase connection + 2 x 13amps power at coffee counter

Please note that different dimensions of counters on categorization of F&B counters.

For the chalet customers, it is also required to have 2 x 13amps power connections in the pantry and 2 x 13amps power connections behind the chalet as a provision for the food cold/hot holding.

Catering Service Customization

Whilst the requirement of personalization in hospitality experience and offering is understood, operational alignment and efficiency is critically required to ensure flawless service delivery across all customers. EKFC would make its best endeavor to assist however would reserve its right to highlight its inability in accommodating the requirement. On the case where EKFC is able to fulfill the customization request, there will be supplementary charges applicable for the bespoke arrangement. This is applicable for both menu customization as well as the packaging items such as branded cup & napkin.

Package Catering Service Inclusion (continued from page 1)

FOC arrangement of the below will be offered based on the package order. Note this is only applicable for the pre-ordered catering arrangement and does not cover any additional orders placed during the event period.

Buffet Service	Package order QTY	30-40	50-60	70-90	100+
	F&B Staff	2	3	4	5
Bar Service	Amount of beverage item spending	> 5,000	5,000-10,000	10,000-30,000	30,000+
	Bar Staff	0	1	1	2
	Undercounter chiller	0	0	1	1