

Delhi Duty Free unveils transformed arrivals and departures stores at DEL T3

Delhi Duty Free Services (DDFS), the joint-venture between Delhi International Airport Limited (DIAL), Aer Rianta International subsidiary, Yalorvin Limited and GMR Airports Limited has officially unveiled a brand new premium shopping experience for arriving and departing passengers at Delhi Indira Gandhi International Airport Terminal 3.

The revamp of the international area of the terminal started in 2017 and culminated in the creation of new arrivals and departures walkthroughs spanning 1,191sq m and 2,778sq m respectively.

According to DDFS, both stores offer best-in-class duty free brands across the liquor, fragrance, skincare and cosmetics, confectionery, tobacco and fashion segments among others.

Luxury premium brands include Jo Malone, Kiehl's, Michael Kors, Hugo Boss, Tom Ford, La Prairie, Estée Lauder, Bobby Brown, Chanel, Dior and Benefit. DDFS says customers can benefit from the largest collection of perfumes and cosmetics of and Indian airports.

This includes well known and established brands and many new products.

TOP FASHION BOUTIQUES

In departures, passengers can experience top fashion boutiques including Hugo Boss, Armani Exchange, Victorias Secret, Montblanc and Swarovski. In addition, DDFS has added sunglasses and watches to its arrivals line-up, while the liquor section features a new Whisky Collection showcasing the largest collection of single malts in India, including some exclusives.

Malt enthusiasts can also peruse an unmatched portfolio of single malts, while whisky connoisseurs and novices alike can benefit from an extended range of whiskies including rare and vintage expressions.

A significantly improved confectionery section offers chocolates from countries such as Belgium, Switzerland, UK, Denmark, Sweden and Austria.



Left-right: Philip Eckles, CEO, Delhi Duty Free Services; GMR Group Chairman, Airports and Delhi Duty Free Services Chairman GBS Raju; and Ashish Chopra, COO, Delhi Duty Free Services reflect on a job well done.



Left-right: Delhi Duty Free Services CEO Philip Eckles; Delhi International Airport Ltd. Deputy Chief Executive Officer Shyam Sundar; GMR Airports Ltd. CEO Business Integration — Airports Hari G Panicker; GMR Group Chairman — Airports and Delhi Duty Free Services Chairman GBS Raju; Delhi Duty Free Services Chief Financial Officer Rajiv Madan; ARI CEO Ray Hernan; Delhi Duty Free Services, Head of Human Resources Siddhartha Jain; GMR Group Chairman — Energy and International Airports Srinivas Bommidala; GMR Airports Chief Executive Officer — Business Development, joint-ventures and Adjacencies Rajesh Arora; Delhi International Airport Ltd. Chief Executive Officer Videh Kumar Jaipuriar; and Delhi International Airport Limited Chief Commercial Officer Non-Aero Tarun Arora at Mondays launch event.

The design of the walkthroughs were inspired by the city's history and heritage to create a more premium and contemporary look. The retailer says passengers are attracted by ethnic design elements and their modern touch, along with an elegant and high-premium vibe in the duty free area.

Philip Eckles, CEO, DDFS commented: "The retail offer has been transformed in DDFS and we look forward to serving the many millions of customers every year. We have worked in close partnership with our suppliers to ensure their brands are presented in a way that both resonates with shoppers and delivers the best brand experience.



ARI CEO Ray Hernan conducts a prize draw during the inauguration, as Head of Marketing Abhijit Das (far-left), Philip Eckles, CEO, DDFS (second from left) and Chief Operations Officer Ashish Chopra (far-right) look on.

“We are delighted to be offering passengers travelling out of Delhi International Airport such a fantastic shopping experience. As the largest store in Indian Sub-continent, we are thrilled to have opened such an inspiring and engaging retail facility.



Left-right: Delhi Duty Free Services Company Secretary and Head of Legal Parveen Gupta; Chief Financial Officer Rajiv Madan; Chief Operations Officer Ashish Chopra; CEO Philip Eckles; ARI CEO Ray Hernan; Head of Marketing Abhijit Das; and Head of Human Resources Siddhartha Jain are delighted with the success of the two-year project.

“This, along with a list of impressive new brands and highly digitalised store with seven video-walls and 91 digital screens, will continue to enhance the customer shopping experience at Delhi Duty Free.”

Stay close to TRBusiness.com for extensive interviews with Delhi International Airport Limited and Philip Eckles, CEO, Delhi Duty Free Services.