This project is inspired by the dreams, ambitions, creativity and resilience of the people of Mumbai. It is their collective imagination made real.

SANJAY REDDY, VICE-CHAIRMAN, GVK
Mumbai

Over the past decade, India has been transformed into one of the most dynamic and energetic countries in the world. It has seen extraordinary growth in demographics, wealth and education. As India’s business and creative capital Mumbai has been at the cutting edge of this change. The new terminal at Chhatrapati Shivaji International Airport is the perfect expression of Mumbai’s achievements, its ambition and its imagination. This document introduces you to our vision for Chhatrapati Shivaji International Airport, a vision we believe will inspire an unrivalled experience for discerning travellers from India and around the world.
MUMBAI IS A CITY OF COLOUR & TEXTURE. A VIBRANT AMBITIOUS CITY THAT MEASURES ITS SUCCESS ON A GLOBAL SCALE.
Mumbai is a cosmopolitan city – a city that welcomes people from all over India and the world. It comfortably respects tradition while celebrating the new.
Mumbai is India’s creative capital – a creativity that spans the arts and fosters a culture that inspires the imagination.
CHHATRAPATI SHIVAJI INTERNATIONAL AIRPORT

Inspiring architecture, meticulous planning, state-of-the-art technology and excellent service standards all reflect the city's ambition, imagination and future and are integral to the new terminal. The terminal offers passengers a seamless journey that is punctuated by a series of wonderful experiences. It expresses the joy and promise of travel, the anticipation of new discoveries, and the pleasure to be found in the journey itself.
DESIGN VALUES

The following pages present the values that have informed the design of the new terminal and the total experience we wish our customers to enjoy. Please take the time to reflect on them and consider how you might be able to bring them to life in all aspects of your submission.
The stunning architecture of the new terminal is more than a decorative shell. It is a deep expression of Mumbai, and of India. Its futuristic spaces and carefully crafted details point towards the future while at the same time reflecting India’s living and historic culture. It is a place inspired by a heritage of creativity, ingenuity, craft and innovation. It feeds the imagination and creates new possibilities.
This is an experience that has been created with the discerning traveller in mind. It accentuates an appreciation of quality at every opportunity. We strive to anticipate every need by tailoring the space and service around each individual’s requirements. In doing so, we offer every passenger first class convenience and comfort throughout the terminal and deliver a truly unique and memorable experience for every passenger, every time.

ONCE INSIDE THE TERMINAL BUILDING, THE ELEGANT I5M COLUMNS FAN OUT TO FORM A CANOIED ROOF WITH INTEGRATED APERTURES WHICH ALLOW DAPPLED LIGHT TO FILTER INTO THE CHECK-IN HALL.
The cosmopolitan character of the new terminal is an evocation of Mumbai, the city of dreams. By accentuating the different textures and subtle cultural tones within this unique and distinct location, we are cultivating an atmosphere with universal resonance and enduring personal appeal. This is a place that changes with the light. A place that reveals something new on each occasion. This is a place that people look forward to returning to, time and time again.
The elegant charm to be experienced throughout the terminal is a natural expression of our people and culture. Our commitment to exceptional customer experiences reflects the pride that we feel for Mumbai and its future. The new terminal is a living environment that frames and supports moments of joy, delight, calm and exhilaration. And like every great journey it represents growth and an expression of life.

LUSH GARDEN LOUNGES AND TOPIARY FEATURES CAN BE FOUND THROUGHOUT THE TERMINAL, CREATING MANY LIVING, MOVING ENVIRONMENTS AND RESTFUL SPACES.
The highly respected team of design and operations professionals who masterminded this transformation have applied their expertise in ways which delight the soul. They have created a place that connects with passengers at an emotional level while efficiently and effectively delivering a seamless journey. By evoking the unique spirit of India throughout the terminal we have captured that invisible, often elusive, ingredient that transforms a space into an authentic place.
Our energy and imagination are always on the move. We are constantly seeking new and creative ways to delight the senses and enhance the experience of travel. We are curious about what's new in the world and appreciate how true quality is timeless. This is reflected in the rich mix of retail and services we provide; an offer that is inspired by the best international brands integrated with the rich diversity of the sub-continent.
One important aspect of the Mumbai experience is how it makes our customers feel. Each of them feels welcome, cared-for and considered. Each of them feels they are the most important passenger. Each of them feels connected with people, places, ideas and open to new opportunities. It lets them feel the pleasure of discovering new things, of taking new journeys. Most of all it makes them feel inspired by what is possible in Mumbai, the city of dreams.
BENEFITS

We believe that Mumbai’s new terminal will deliver many benefits for travellers and commercial partners alike: It will inspire us all to do new things; it will connect us with new people, places, ideas and opportunities; it will motivate and challenge us to live up to our drive and ambition and to raise expectations; and in a city where inventiveness is a way of life we will get to experience innovation in action.
IMAGINATION MADE REAL

The new terminal is transforming the experience of Chhatrapati Shivaji International Airport. It is an imaginative step that is creating great opportunities for Mumbai, for travellers and for our partners.

Join us on this journey and see where your imagination takes you.
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## Contact
Tenant’s design guidelines
This document outlines the design guidelines and criteria for the layout and design of your unit. Primary design aspects for each unit type are detailed for each area.

The vision and aspirations for Mumbai Chhatrapati Shivaji International Airport will be achieved through the collaboration and dedication of both the airport and tenants. The collective ambition and understanding of our vision will enable us to create the highest standards of design, creativity and boldness of expression. Our ambition is to develop a retail environment of international standard.

Design guidelines have been developed which enable opportunity for creativity and ensure the synergy of the whole terminal space. It should be noted that the considerations outlined here act as guidelines. Concessionaires are encouraged to challenge these if there where strong, alternative design reason should be considered.

Please note: Technical aspects of the terminal design should be recognised and addressed by the tenant’s design team. This document identifies these aspects and are required to be adheader to. Please please refer to the Technical Manual where appropriate.

The following icons are used throughout the document to highlight key points:

- **Best Practice**
  This symbol highlights areas of best practice which may assist you in designing your unit.

- **Take Care**
  This symbol alerts you to common mistakes to watch out for or areas that are open to misunderstanding.

- **Not Permitted**
  This symbol highlights technical or design elements which are explicitly not permitted.

- **Technical information**
  This symbol highlights information of a technical nature relating to creating and implementing design guidelines.

- **Luxury**
  This symbol highlights insights into aspects of design for the Indian luxury market.
Overview

Domestic departures
Once passengers have passed through security and drop down to Level 3 they will enter the domestic departure lounge (SHA). Retail outlets surround a central seating area which will also have a selection of food outlets and retail kiosks located in it. Half way through the departure lounge passengers will be signed to the gates located to the North East and North West Piers. Passengers who are departing from the southern domestic gates will pass through the length of the lounge where there are located more shops and food outlets as well as a food court located against the South facade.

International departures
Having checked in, passed through security and emigration, passengers enter the International Departures Lounge (SHA) through a walk-through duty free shop. Immediately on entering the lounge, there is a fashion zone surrounding two niche food & beverage units. The departure lounge opens up with shops surrounding a central landscaped seating area encompassing a range of food & beverage units as well as a variety of retail kiosks. At the end of the lounge is a food court with seating overlooking the apron with further bars and restaurants on the exit from the lounge towards the departure gates.
Optimised passenger flow
For both departing and arriving passengers, simple flows have been planned through the terminal taking passengers through the primary commercial areas on their way to their destination.
THE INTERNATIONAL DEPARTURE LOUNGE INTEGRATES A COOL LIGHTING CONCEPT TO CREATE A SOOTHING RETAIL ENVIRONMENT.
THE INTERNATIONAL DEPARTURE LOUNGE OFFERS QUALITY DINING OF AN INTERNATIONAL STANDARD DESIGNED TO CREATE A RELAXING ENVIRONMENT FOR THE FREQUENT FLYER.
Overview

International Departures

The entire retail, food and beverage experience has been carefully planned throughout the terminal to create a place of excitement, discovery and recreation.
Overview

Domestic Departures

A central retail zone is at the heart of the domestic departures lounge creating a central focal point.
TOPIARY AND SEATING HAVE BEEN INTEGRATED TO CREATE RELAXING WAITING AREAS FOR THE DOMESTIC FLYER.
Tenant’s design guidelines
Plans

Level 4, Landside Departures