

DFW Terminal F - Phase 1 Concessions Guidelines

May 15, 2019

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01 | Introduction



DFW airport, together with its partners and airlines strives to achieve the highest quality and a memorable customer experience.

The aim is to create an innovative destination that enhances passenger travel, and provides a sophisticated and Texas aesthetic.

The design of the Concessions in the Terminal F Phase 1 shall support these goals with innovative designs that seamlessly integrate in the general Gate Lounge concept.

All tenant designs will be reviewed by a DFW committee to ensure that the proposed designs are aligned with the design intent, Airport facilities and wayfinding systems.

DFW aims to provide and maintain facilities that:

- 1. Create a Sense of Calm and reduce Passenger Stress**
- 2. Enhance and aid the Boarding Process**
- 3. Provide comfortable and varied furniture accommodation**
- 4. Create Sophisticated moments of WOW**
- 5. Create revenue generating opportunities.**

These guidelines provide information, rules and recommendations for future tenants to follow in order to meet DFW's expectations. They intend to be both inspiring and practical, providing a flexible framework that encourages future tenants' creativity.



LIMITED PALETTE OF MATERIALS



INTEGRATION OF TEXTURE



CAREFUL INTRODUCTION OF COLOR



SIMPLICITY OF FORM



LIGHT CONTROL AND CALM



COMBINATION OF WARM & COLD MATERIALS

WARM CALM HONEST
 WELCOMING COMFORT ENERGY BOLD
 FRIENDLY CLEAR

SENSE OF SPACE

+

INNOVATION ASSISTED
 SOPHISTICATED GLOBAL
 HI TECH DARING SLEEK
 RETHINK

GLOBAL SUPER HUB

Design Intent

From the DFW Brand Guidelines.

Our brand stands for one thing:

We are the global, World-class superhub that warmly welcomes travelers on their journey to discover, connect, and grow.

We create innovative, varied, and efficient experiences that open horizons. We celebrate a new way to travel by thinking ahead to make each traveler feel more welcome, no matter where they are coming from or headed to. We embody the local culture of hospitality for our customers and add to that a global, business-first attitude with our partners and the airlines. The result is the perfect place to find new things on your way to life-changing places.

In our design, we want to communicate the values and terms expressed in the DFW Brand Guidelines. These include “friendly,” “warm,” “welcoming,” “bold,” “passionate,” “open,” “approachable” and “inviting.”

We also want to communicate the global superhub, which we perceive as being sophisticated, sleek, high tech and innovative.

To communicate the identity and the sense of place of DFW through the design, we want to blend these two larger concepts: the sense of place, which is local, and the global superhub, which represents the “cutting edge” – the best in the world.

02 | Vision / Guiding Principles



GATE LOUNGE RENDERING

Vision

DFW Airport's goal is to achieve a design in which the different elements are integrated in a cohesive manner.

The Terminal F Phase 1 is conceived as a single Gate Lounge space with various pockets of engaging environments adapted to the different passengers' needs. It is a destination in itself.

The comfort and hospitality inherent in the Texas identity is combined with the sophisticated and high end finishes and spaces of a global superhub.

Curated art and/or vegetation interlaced with the dining and seating areas will provide a high quality and rich experience.

A variety of seating areas are distributed through the space and passengers should be able to be served in any location in the Gate Lounge area.

Guiding Principles

1. Create a Sense of Calm and reduce Passenger Stress

It is key for a gratifying Customer Experience that passengers feel serene and at ease.

2. Enhance and aid the Boarding Process

The design must reassure the passenger and aid in provide a smooth process.

3. Provide comfortable and varied furniture accommodation

Furnishings must cater to different passenger needs and tastes.

4. Create Sophisticated moments of WOW

In order to achieve a memorable experience that remains with the passenger.

5. Create revenue generating opportunities

Achieve a successful Customer Experience enhanced through the above points



REFERENCE 1



REFERENCE 2



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GATE LOUNGE & CONCESSIONS RENDERING



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BIO-METRIC BOARDING GATE RENDERING



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GATE LOUNGE & CONCESSIONS RENDERING



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GATE LOUNGE & CONCESSIONS RENDERING

03 | Design Guidelines

General

The intent is to create varying spaces that capture the comfort and sophistication of a world-class gate lounge and provide a vibrant and rich atmosphere.

The dining approach should be of high-end cafes and restaurants supported by single source kitchen or commissary, and create an inviting dining experience that can blend with the design of the space.

Sight lines

DFW encourages all tenants to pay attention to views of their space from surrounding areas. Tenants shall consider open views into and from within dining areas. Established areas for advertising and FIDS must be kept unobstructed.

Special care must be taken to the views and finishes from the FIS corridor and bridges towards dining areas and concessions.

It is important to consider as well what should not be seen. Operators are required to prevent trash from being exposed to public view within their spaces.

Integration of back-of-house elements and carefully defined architectural details are crucial.

Concessions Queuing

Tenants are required to provide adequate customer queuing areas within their spaces. Queues should not obstruct the queuing required during the boarding process. Proposed queuing areas must be approved by DFW.

Signage

Signage needs to be considered as part of the design.

The signage design should adhere to the same overarching design principles outlined in this guidelines document.

Materials

As per the DFW Design Guidelines, the honest expression of materials is preferred. Quality is addressed through simplicity of material, formats and patterns. Where possible, large format materials are preferred and joints reduced, to minimize visual clutter.

Terrazzo flooring is provided by the base building throughout the gate lounge area. Patterns, geometry, colors and other design elements are intended to be seamlessly integrated with the base building architecture.

Texture is used as a means to provide warmth. It is achieved by the use of natural materials, expressing their original appearance. Materials that reveal their natural color and texture are highly encouraged.

Playful interaction of cold and warm materials is welcome, such as the combination of reflective surfaces like glass and terrazzo with the warmth and texture of wood or stone.

Designs must also consider high-quality materials and finishes that can withstand high-volume traffic, luggage carts, and commercial maintenance equipment, and must resist wear and abuse while maintaining an attractive appearance.

Finish materials should have color and pattern that aids in keeping a clean appearance and maintainability.

The use of color is also encouraged, but used with care so that the general look and feel of the space is not overridden by the use of color. Accent color should be a highlight within a more neutral palette.

Do's

- All design elements and merchandise to be visually integrated into design.
- Creative use of product display is encouraged.
- Lighting should be recessed or indirect.
- Conceal architectural lighting in the design
- Tenants are required to support the airport in its sustainability goals per DFW Green Building Standards / LEED Certification.
- Televisions, speakers, or other monitors to be integrated in the design such that wiring is concealed from view and subject to DFW approval.
- Amplified sound not to interfere with the building's Public Announcement systems.

Dont's

- Sharp or rough surfaces
- Surface-mounted corner guards
- Stucco or plaster with an exaggerated texture
- Plastic plants
- Loud / Neon paint colors
- Low quality, non-durable and/or difficult to maintain materials
- Materials that would constitute a fire and/or public hazard

04 | Space Planning

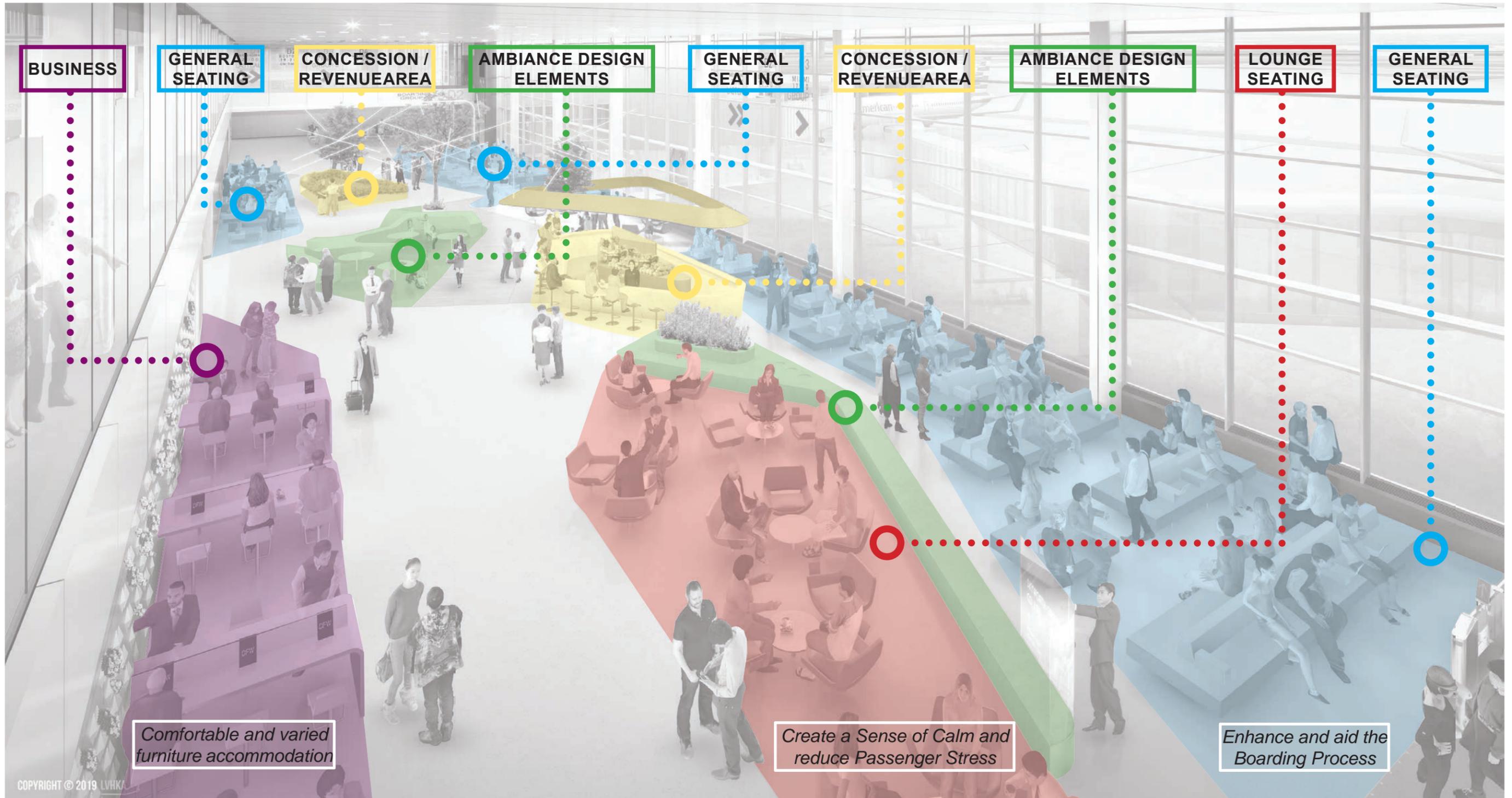
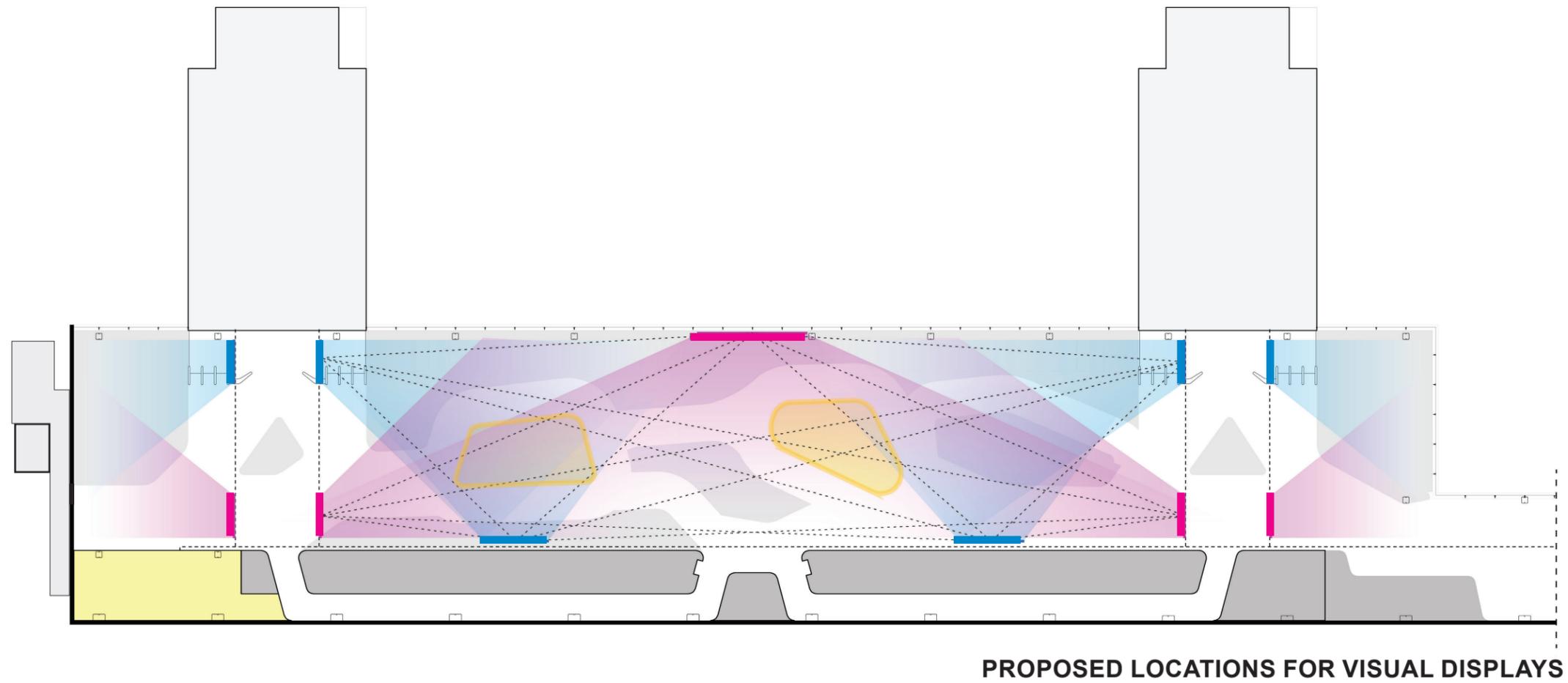


ILLUSTRATION OF GATE LOUNGE ZONES - SAMPLE 1



Sight lines

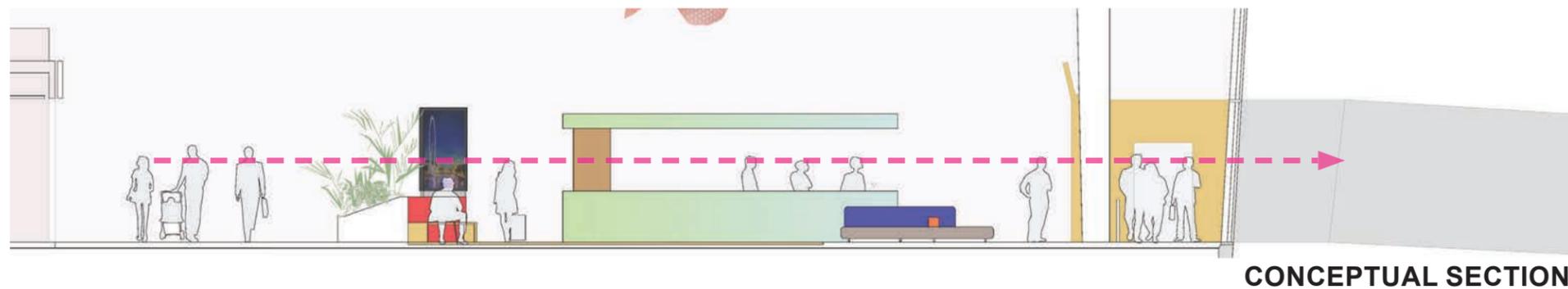
A critical element for the overall passenger experience is maintaining sight lines within the Gate Lounge.

It is important that elements in the space allow for clear views to the boarding areas, signage and other visual displays, and the aircraft apron beyond.

Proposed locations for visual displays

(to be coordinated with DFW and Terminal F Phase 1 design team)

- Glass mounted surface display
- Solid mounted surface display

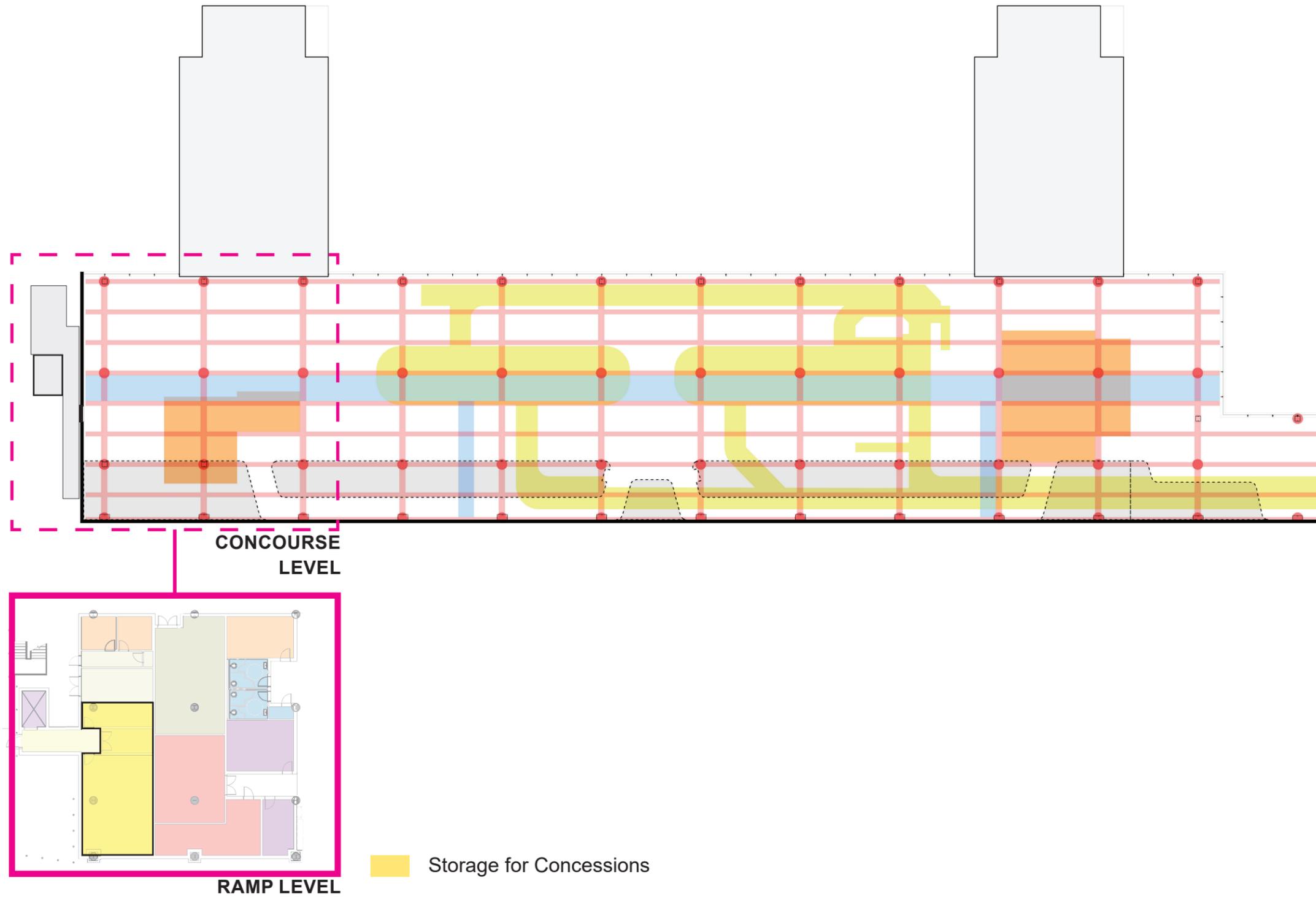


Ramp level systems

Services penetrating the floor must avoid obstructions below the concourse level, including the following:

- Structural columns
- Structural beams
- Electrical / IT rooms
- BHS pathways
- Mechanical piping pathways

Detailed coordination with DFW and Terminal F Phase 1 design team is required. Space may be limited but available between concourse floor and systems.



Free Standing Concessions Design

Free Standing Concessions are defined by detached concessions from other built elements on any of their sides.

With passengers moving around these concessions, it is important to consider the design from the entire perimeter as well as from above since they will be visible from the FIS corridor.

Special care should be taken in the construction details of how finishes intersect and terminate.

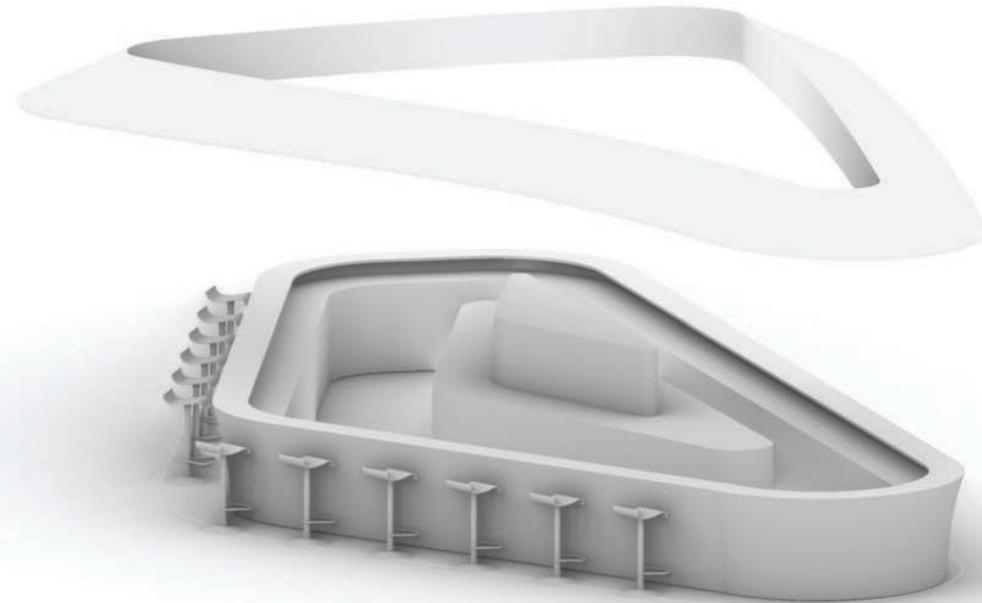
Queuing and sight lines should be well considered so not to interrupt the Gate Lounge passenger flow and processes.

Tenants are required to provide adequate customer queuing areas within their spaces. Queues should not obstruct the queuing required during the boarding process. Proposed queuing areas must be approved by DFW.

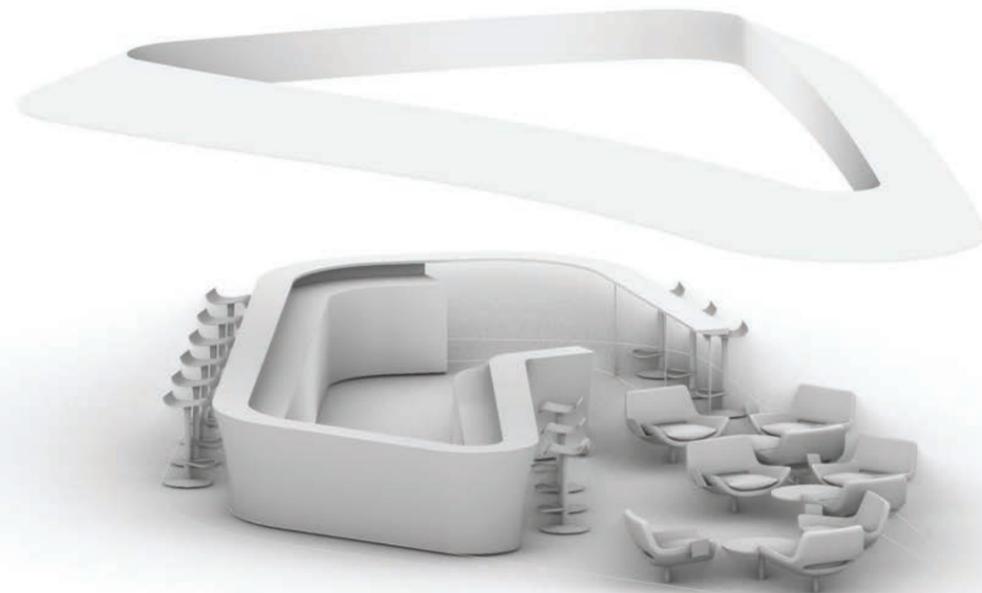
Requirements

Free Standing concessions designed with a canopy, sign band or ceiling elements:

- Shall have a maximum height as indicated in the diagrams
- Shall be a minimum of 80% open to above
- Integrate Signage
- Utilize durable and neutral materials
- Display Lighting to be integrated into the Concession and concealed from view
- Signage must be legible and shall not detract from adjacent environment subject to DFW approval.
- Accommodate customer traffic flow and queuing.
- Avoid obstructing sight lines to the gates or terminal signage.
- Conceal electrical cables and conduits with millwork or graphics.
- The Interior design relies on high quality materials and textures avoiding clutter .
- After-hours security closures should appear as an integrated part of the design and should be hidden in hours of operation. "Bag"-type closures are not allowed.
- Storage and cash registers shall be concealed and not visible to the customer.
- Cooking and/or grilling are not allowed.
- Overhead lighting and canopy may be integrated into the overall design and relate to the Terminal architecture.
- Canopies shall be supported from the floor, and supports shall not obstruct views.



CLOSED CONCESSION

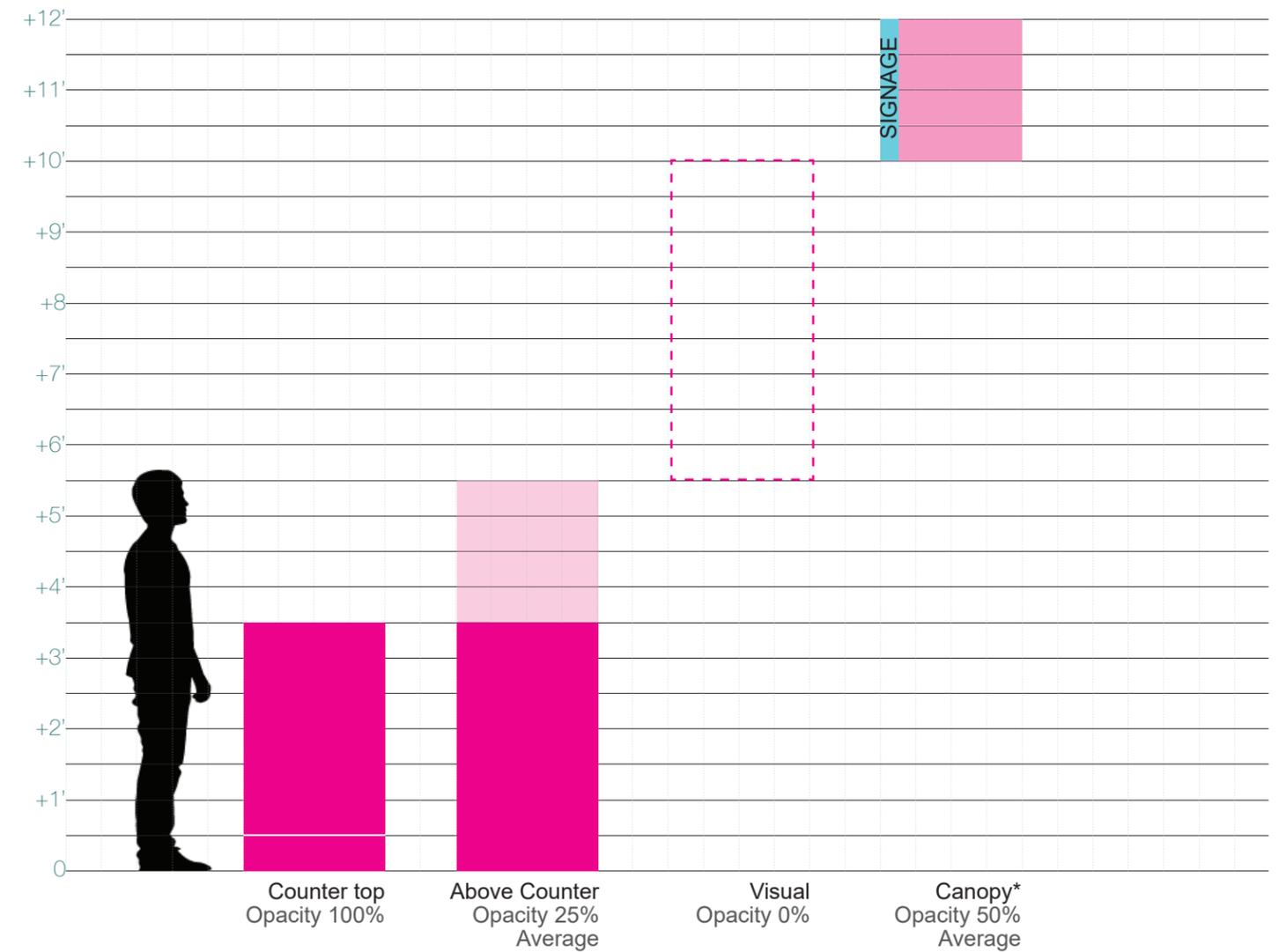


OPEN CONCESSION



CLOSED CONCESSION

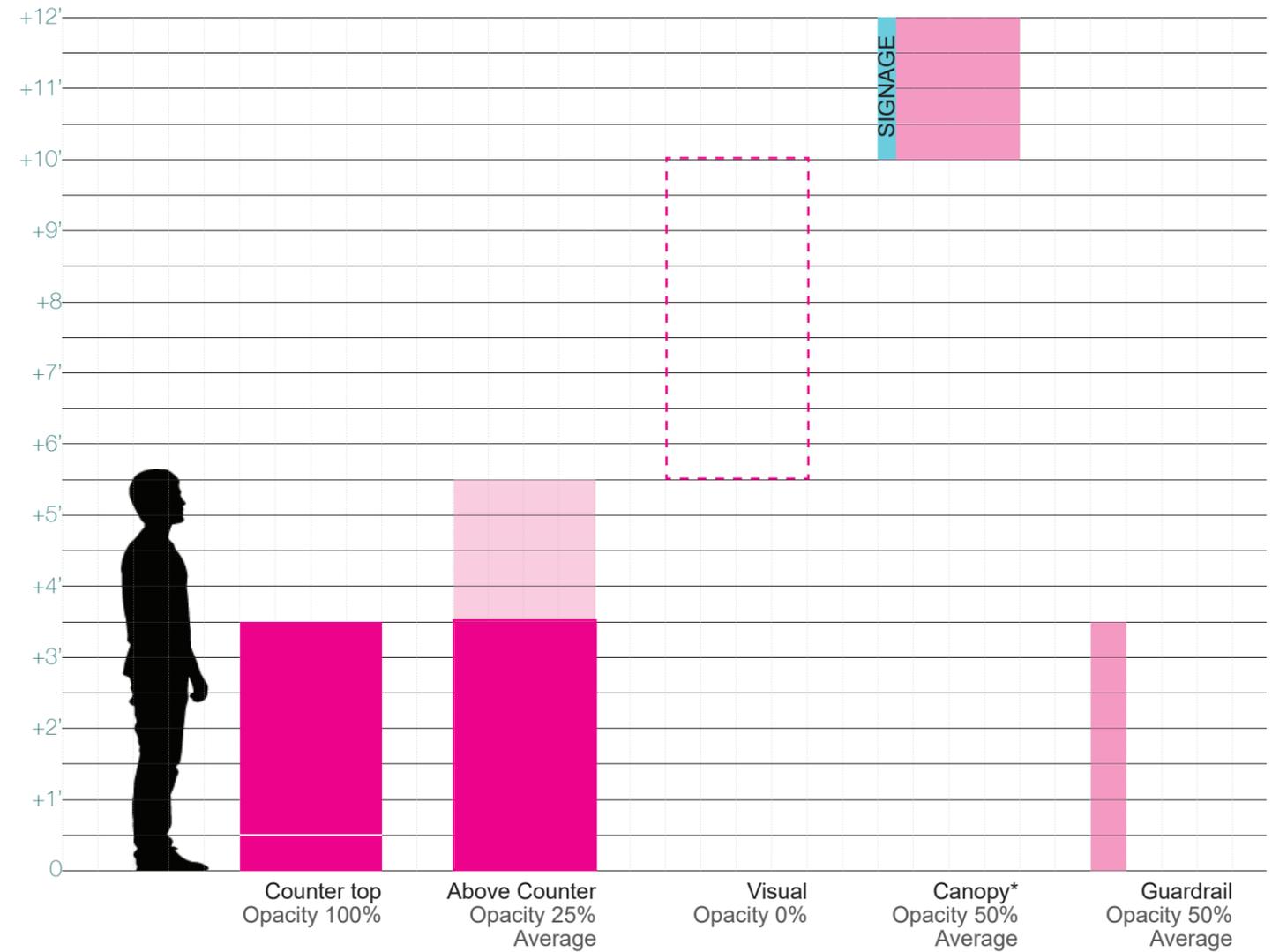
Free Standing Concessions - Closed concession



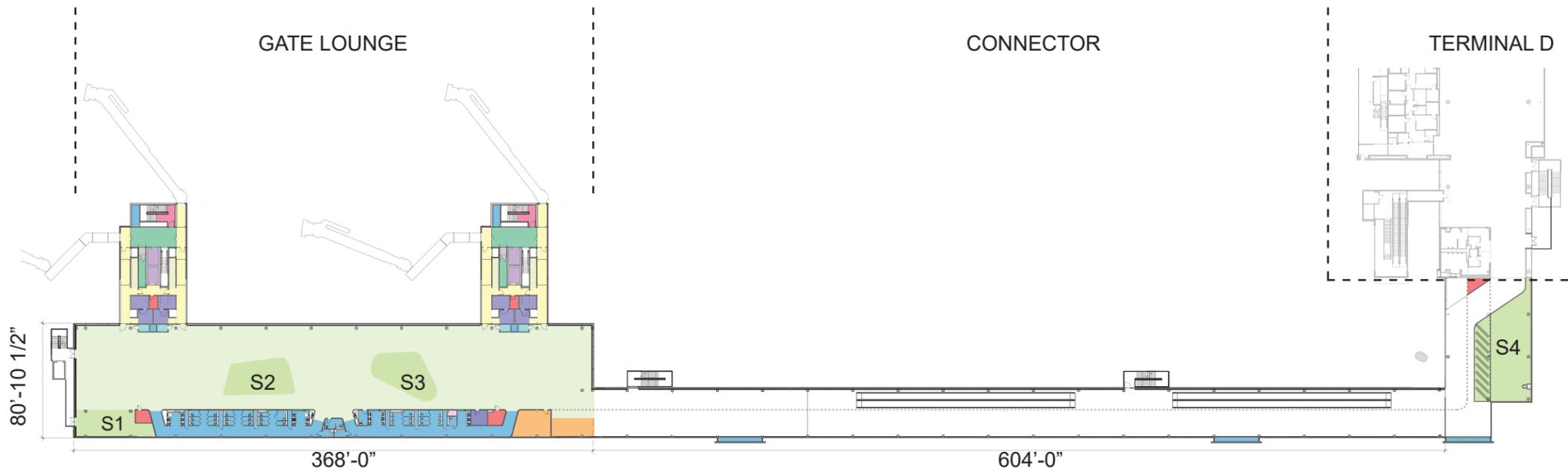
* Canopy may include integrated signage and systems to be coordinated with DFW and Terminal F Phase 1 design team. Wiring and fastening systems to be concealed from view.



Free Standing Concessions - Open concession



* Canopy may include integrated signage and systems to be coordinated with DFW and Terminal F Phase 1 design team. Wiring and fastening systems to be concealed from view.



Concessions infrastructure

Concessions Utility Matrix by Zone - Terminal F Phase 1

Space	Space Type	Estimated Watts/SF	Estimated Service Size @ 480V, 3Ph	Estimated Conduit Size	DFW Installed Conduit Size	Cooking Exhaust	Dishwashing Exhaust	Domestic Cold Water	Sanitary Sewer	Grease Waste	Vent	Chilled/Htg Water	Natural Gas
Vertical Utilities						✓	✓				✓		
S1	Kitchen	100	600A	2-4"	2-4"	(2) 22x22	(2) 18x16	2"	4"	4"	4"	2"/1-1/2"	1-1/2"
S2	Café/Bar	75	250A	2-1/2"	3"	-	-	2"	4"	4"	4"	1"/3/4"	-
S3	Café/Bar	75	250A	2-1/2"	3"	-	-	2"	4"	4"	4"	1"/3/4"	-
S4	Café/Bar/Retail	75	250A	2-1/2"	3"	-	-	2"	4"	4"	4"	1"/3/4"	-

- S1 KITCHEN 927 sf
 - S2 CAFE / BAR 600 sf *
 - S3 CAFE / BAR 600 sf *
 - S4 CAFE / BAR / RETAIL 2,690 sf
- 4,817 sf**

Must comply with Free Standing Concessions guidelines (pages 16-17)

* Approximately per Sample 1

Responsibility Matrix

Responsibility Matrix - Concessions Areas S1, S2, S3, S4			
	Area	Base Building	Tenant Improvements
STOREFRONT	S1, S2, S3, S4	N/A	N/A
DEMISING WALLS	S1, S4	Wall Construction & Finishes	Build-out by tenant in accordance with DFW Concessions Tenant Manual & Terminal F Phase 1 Concessions Guidelines
	S2, S3	N/A	N/A
CEILINGS	S1, S4	Exposed Structure	By tenant to be approved by DFW/Terminal F Phase 1 Design Team
	S2, S3	Ceiling Finish Above	Canopies and ceilings by tenant in accordance with Terminal F Phase 1 Concession Guidelines
ACOUSTICAL SOUND TRANSMISSION PROTECTION	S1, S4		In accordance with the DFW Concessions Tenant Manual & Terminal F Phase 1 Concessions Guidelines& Terminal F Phase 1 Concessions Guidelines
FLOORS	S1	Concrete fill	Floor finishes (terrazzo/tile) to be coordinated with DFW/Terminal F Phase 1 Design Team
	S2, S3	Terrazzo	Terrazzo finish & pattern to be coordinated with DFW/Terminal F Phase 1 Design Team
	S4	Concrete fill	Floor finishes (terrazzo/tile) to be coordinated with DFW/Terminal F Phase 1 Design Team
ELECTRICAL	S1, S4	Empty conduit with pull cord terminated at demising wall from common distribution panel.	Conductors to tenant panel from distribution panel. Circuit breakers at distribution panel. Tenant panel, all devices and distribution from tenant panel.
	S2, S3	Empty conduit with pull cord terminated below floor slab from common distribution panel.	Conductors to tenant panel from distribution panel. Circuit breakers at distribution panel. Tenant panel, all devices and distribution from tenant panel.
EXHAUST DUCTS FOR KITCHEN HOODS, DISHWASHER	S1	Common shaft right of way to roof mechanical wells.	Ductwork and rated enclosure from tenant equipment to roof mechanical wells. Roof mounted exhaust air fans.
	S2, S3, S4	N/A	N/A
HVAC	S1, S4	Main supply air duct tap to deliver 2.4 cfm per sq. ft.	VAV Box, grilles, registers, distribution ductwork and controls.
	S2, S3	N/A	N/A
DOMESTIC WATER	S1, S4	Overhead domestic water main with valve and capped tap.	Connection to tap and all distribution piping and fixtures.
	S2, S3	Under floor domestic water main with valve and capped tap.	Connection to tap and all distribution piping and fixtures.
SANITARY WASTEWATER	S1, S2, S3, S4	Below floor sanitary waste water main with capped tap.	Connection to tap, core drill to lease space, upstream cleanouts, traps and fixtures.
GREASE WASTEWATER	S1, S4	Below floor grease waste water main with capped tap.	Connection to tap, core drill to lease space, upstream cleanouts, traps and fixtures.
	S2, S3	N/A	N/A
PLUMBING VENTS	S1, S4	Master common vent line above ceiling to roof.	Tap to master vent system, loop to Studer vents are approved by Code.
	S2, S3	Master common vent line below floor to roof.	Tap to master vent system
FIRE PROTECTION SYSTEM	S1, S2, S3, S4	Upright sprinklers and one 75-candela strobe for every 1600 sq. ft. of unobstructed space. Wiring to water flow and tamper switches, located in tenant spaces, for base building sprinkler system.	In accordance with the DFW Concessions Tenant Manual.
FIRE ALARM AND DETECTION / VOICE COMMUNICATION SYSTEM	S1, S4	In the event of a fire condition within the tenant spaces, or associated evacuation zones which is related to the tenant spaces, the strobe lights shall flash and the appropriate pre-recorded and/or live voice messages shall be distributed throughout the terminal. Activation of the tenant's Ansul system shall generate a supervisory signal at the main fire alarm control panel.	In accordance with the DFW Concessions Tenant Manual & Terminal F Phase 1 Concessions Guidelines
	S2, S3	In the event of a fire condition within the tenant spaces, or associated evacuation zones which is related to the tenant spaces, the strobe lights shall flash and the appropriate pre-recorded and/or live voice messages shall be distributed throughout the terminal.	In accordance with the DFW Concessions Tenant Manual & Terminal F Phase 1 Concessions Guidelines
ITS/COMMUNICATIONS	S1, S2, S3, S4	Empty conduit with pull cord to pull box at demising wall or below floor from common IT/communications closet distribution panel.	Media/wiring to tenant panel from distribution panel. Tenant panel, all devices, equipment and distribution from tenant panel.

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