



STAR ALLIANCE

## Star Alliance – The way the Earth connects

Star Alliance is a global airline network which was established on May 14<sup>th</sup>, 1997 by five airlines, Air Canada, Lufthansa, Scandinavian Airlines, THAI and United.

It was the first truly global airline alliance to offer worldwide reach, recognition and seamless service to the international traveller. Its acceptance by the market has been recognised by numerous awards, including the Air Transport World Market Leadership Award, Best Airline Alliance by both Business Traveller Magazine and Skytrax. The member airlines are: Adria Airways, Aegean Airlines, Air Canada, Air China, Air India, Air New Zealand, ANA, Asiana Airlines, Austrian, Avianca, Avianca Brasil, Brussels Airlines, Copa Airlines, Croatia Airlines, EGYPTAIR, Ethiopian Airlines, EVA Air, LOT Polish Airlines, Lufthansa, Scandinavian Airlines, Shenzhen Airlines, Singapore Airlines, South African Airways, SWISS, TAP Portugal, Turkish Airlines, THAI and United.

Together more than 430,000 employees serve over 640 million passengers a year. With a modern combined fleet of more than 4,600 aircraft, the Star Alliance member airlines offer 18,500 daily flights to 1,330 airports in 192 countries.

### Customer Benefits:

Customers enrolled in any of the Star Alliance member airlines' frequent flyer programmes (FFP) can collect and redeem miles, kilometres or points on any member carrier. Accrued mileage counts towards higher status in the customer's selected FFP and can also be redeemed for a one cabin upgrade on any of the member airlines. The most frequent flyers who have obtained Star Alliance Gold and Star Alliance Silver status are recognised as valuable customers whenever they travel on a Star Alliance member airline and are entitled to the following benefits:

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## Gold Benefits

- **Priority check-in:** Avoid the queues at check-in by going to the Priority counters, where available. Just look for the Star Alliance Gold sign.
- **Airport lounge access:** Escape the crowds in over 1,000 lounges world-wide when you fly on a member airline flight. For details, check our lounge access policy.
- **Priority boarding:** Board at your convenience with First Class and Business Class passengers where this is offered at the gate
- **Extra baggage allowance:** You can take an extra 20 kg (44 pounds) where the weight concept applies or an extra piece where the piece concept applies. Note that some airlines do not offer this benefit on individual flights but only on connecting Star Alliance flights.
- **Priority baggage handling:** Your bags are among the first on the belt, so you can move on quickly.

## Gold and Silver Benefits

- **Priority reservations waitlist:** If there are no seats on your preferred flight, your status puts you higher on the waiting list, except when you are travelling on an award ticket.
- **Priority stand-by:** If your travel plans change and flights are full, your status gives you higher priority on the standby list for the flight, except when you are travelling on an award ticket.

In addition to the Gold and Silver Benefits, Star Alliance offers the following advantages to travellers:

### *Convenient schedules*

By offering convenient arrival and departure times, Star Alliance member airlines have optimised connections within the network, thereby connecting times for passengers.

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## *Seamless Travel*

Through check-in, joint ticketing, check-in and baggage facilities, co-location and connection teams at key airports – these all play a role in creating a smoother travel experience. Star Alliance Gold customers can now also make use of the dedicated Gold Track security checks at many airports across the globe.

## *Fare Products*

Thanks to its comprehensive network, Star Alliance member carriers are able to offer passengers great value via a wide variety of airpasses and special fares including Round the World Fare, the Circle Pacific Fare and the Africa, Asia, China, Europe and North America Airpass.

## *Business Products*

Additionally, Star Alliance offers a tailored product for large companies – Corporate Plus, as well as for meetings and incentive planners – Conventions Plus and Meetings Plus.

## *staralliance.com*

The Star Alliance website is the Alliance’s digital “hub” and includes all information about the Star Alliance network and its member carriers. Staralliance.com provides a wealth of information, including for example details on frequent flyer benefits, destinations, schedules and flight status. Furthermore, it offers a range of services such as the booking engine, “Book and Fly”, which allows customers to plan, book and buy round the world tickets and circle fares online, 24 hours a day, 365 days a year. Additional products and services include the Lounge Finder. At present, the website provides most information in nine languages.

## *Social media*

Star Alliance has an active presence on [facebook](#), [twitter](#), [linkedin](#), [youtube](#) and [instagram](#).

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## Member Airline Benefits:

Being a member of the Alliance is of value to the airlines both in terms of revenue generation and cost reduction.

Member airlines work on joint initiatives which include for example, fuel, fleet coordination, co-location and information technology projects.

For further information contact:

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