



STAR ALLIANCE™

## STAR ALLIANCE IMPROVES CUSTOMER SERVICE AT PARIS CHARLES DE GAULLE TERMINAL 1

### MEMBERS MOVE TO NEW CHECK-IN HALL

FRANKFURT, February 13<sup>th</sup>, 2006 – The Star Alliance member carriers operating from Paris – Charles de Gaulle (CDG) Airport Terminal 1 have begun their moves into the new check-in hall 4. bmi and THAI are already using the new Star Alliance branded facilities and member carriers Adria Airways, ANA, Croatia Airlines, LOT Polish Airlines, Lufthansa and Scandinavian Airlines are relocating by the end of February. Singapore Airlines, United, US Airways and VARIG will start making use of the new check-in facilities in 2008, once further areas of the terminal are refurbished.

#### Redesigned Departures Level

As part of the renovation of Terminal 1, Aéroports de Paris (ADP) has completely redesigned the departures level. The member carriers will be the first to make use of the remodelled check-in area, which is more spacious, efficient and customer-friendly.

In total, the Star Alliance member carriers will share the initial 24 check-in desks made available to them. Each carrier will continue to assign specific desks for their flights, but by using the same row of desks the carriers will better match the necessary counter space to customer demand, thus cutting down waiting times.

#### One Location for Ticket Desks

In order to provide more convenience to passengers, all member carriers in CDG Terminal 1 have also collocated their ticket desks. These are located directly across from the check-in counters in a new Star Alliance-branded area. ANA, bmi, LOT Polish Airlines, Lufthansa, Scandinavian Airlines, United, US Airways and VARIG will serve their customers at dedicated ticket desks, while passengers travelling on Adria Airways, Croatia Airlines and Singapore Airlines can have their ticketing inquiries dealt with through Lufthansa.

### **Self-Service Check-In Units available soon**

The first Star Alliance-branded self-service check-in units, a first by any alliance, will further improve customer service at Paris - CDG1. Available from March to customers of Adria Airways, bmi, Croatia Airlines, LOT Polish Airlines, Lufthansa and Scandinavian Airlines, these machines will be able to check-in passengers with hand-luggage travelling on any of the afore-mentioned carriers.

### **“Move-under-one-Roof “**

The project in Paris is part of the alliance’s “Move-under-one-Roof” strategy, under which member carriers locate together in the same terminal or concourse at major international hub airports. Star Alliance is working closely with ADP during the entire refurbishment of CDG Terminal 1. Once the redevelopment is complete at the end of 2008, all Star Alliance member carriers serving Paris – CDG will operate from Terminal 1. Until then, Air Canada and Austrian will remain in Terminal 2A and 2D respectively.

In total, the 12 Star Alliance member carriers along with two regional members operate some 85 daily flights to 38 destinations in 23 countries from CDG Airport, making it the largest single destination served by Star Alliance carriers outside their home markets.

#### About Star Alliance:

Star Alliance was established in 1997 as the first truly global airline alliance to offer customers worldwide reach and a smooth travel experience. Star Alliance was voted Best Airline Alliance by Skytrax in 2003 and 2005. The members are Air Canada, Air New Zealand, ANA, Asiana Airlines, Austrian, bmi, LOT Polish Airlines, Lufthansa, Scandinavian Airlines, Singapore Airlines, Spanair, TAP Portugal, THAI, United, US Airways and VARIG Brazilian Airlines. South African Airways and SWISS will be integrated during the first half of 2006. Regional member carriers Adria Airways (Slovenia), Blue1 (Finland) and Croatia Airlines enhance the global network. Overall, Star Alliance offers more than 15,000 daily flights to 790 destinations in 138 countries.