



STAR ALLIANCE

STAR ALLIANCE GEARS UP FOR TERMINAL MOVES  
AT LONDON HEATHROW AIRPORT

All member carriers to be in one Terminal by 2012

FRANKFURT, Germany- March 25<sup>th</sup>, 2008 – Star Alliance, the way the Earth connects, is preparing to start implementation of its long anticipated “Move under one Roof” project at London’s Heathrow Airport. Realisation will be in various phases, with the first commencing in April this year and completion expected in 2012.

“Of all our ‘Move under one Roof’ projects, Heathrow is admittedly the most challenging. In an ideal world, we would already like to offer our customers a new, state-of-the art facility today. But needing to make use of the existing infrastructure, we will only be able to achieve this through a phased approach together with the BAA and our member carriers. The end result will, however, be a completely new customer experience at Heathrow, which will set a new standard for the industry,” said Jaan Albrecht, CEO Star Alliance.

The first phase of the project is a major overhaul of the current Terminal 1. Work is underway to demolish the existing check-in islands and create a completely redesigned check-in hall which will allow both Air New Zealand and United to relocate from Terminal 3 to Terminal 1 as of June 10<sup>th</sup>, 2008.

“With annual passenger numbers at Terminal 1 projected to fall from the present 23 million to 15 million in 2009, the overall facility will be far less crowded than in the past. In addition, we are undertaking various initiatives to improve the overall experience for our travellers,” Albrecht continued.

bmi, South African Airways and United\* will in future offer an arrivals lounge in the Star Alliance design to eligible customers arriving on flights into Heathrow. The 330 square metre facility will be located outside the customs hall on the main level with convenient elevator access from the

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arrivals area.

For departing customers, Star Alliance will open its largest lounge in the entire network in Terminal 1 in June 2008. The 1,650 square metre facility will be for all First and Business Class passengers as well as for Star Alliance Gold Card holders travelling on any of the member carriers from Terminal 1.

The second phase of the move is scheduled for the latter part of 2008 and will coincide with the closure of Terminal 2. All Star Alliance member carriers presently operating in Terminal 2 – Austrian, Lufthansa, SWISS, TAP Portugal and regional member carrier Croatia Airlines – are scheduled to move to during October and November. Coinciding with this, bmi will start making use of a new check-in area featuring a linear layout as compared to the islands being used at present in Terminal 1.

All other Star Alliance member airlines serving Heathrow – Air Canada, Air China, ANA, Blue1, Scandinavian Airlines, Singapore Airlines, THAI and Turkish Airlines# - are expected to continue to operate from Terminal 3 until 2012. In the interim, a number of improvements to Terminal 3 facilities are under way, with more planned over the next couple of years, including refurbishments to check-in, gate areas and lounge facilities as well as enhancements to baggage delivery systems that will benefit customers of Star Alliance carriers.

Overall 17 Star Alliance member carriers currently serve Heathrow, offering 184 daily flights to 83 destinations in 44 countries. As of April, a total of 20 member carriers will be operating from Heathrow with Turkish Airlines becoming a full member, Blue1 commencing service from Heathrow to Helsinki and US Airways starting to fly from Heathrow to Philadelphia. The number of daily flights will increase to 192, serving 88 destinations in 45 countries.

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Member Airline	Present location	New Location	Expected moving date
Air Canada	Terminal 3		Will remain in T3 until 2012
Air China	Terminal 3		Will remain in T3 until 2012
Air New Zealand	Terminal 3	Terminal 1	10 June 2008
ANA	Terminal 3		Will remain in T3 until 2012
Asiana Airlines	Terminal 1		Not moving
Austrian	Terminal 2	Terminal 1	November 2008
Blue1	Currently not serving Heathrow		Will operate from T3 as of 30 March 2008 and remain in T3 until 2012
bmi	Terminal 1		Not moving
Croatia Airlines	Terminal 2	Terminal 1	November 2008
LOT Polish Airlines	Terminal 1		Not moving
Lufthansa	Terminal 2	Terminal 1	November 2008
Scandinavian Airlines	Terminal 3		Will remain in T3 until 2012
Singapore Airlines	Terminal 3		Will remain in T3 until 2012
South African Airways	Terminal 1		Not moving
SWISS	Terminal 2	Terminal 1	October 2008
TAP Portugal	Terminal 2	Terminal 1	November 2008
THAI	Terminal 3		Will remain in T3 until 2012
Turkish Airlines#	Terminal 3		Will remain in T3 until 2012
United	Terminal 3	Terminal 1	10 June 2008
US Airways	Currently not serving Heathrow	Terminal 1	30 March 2008

# = Turkish Airlines will join Star Alliance as of 1 April 2008

\* = United passengers will be offered this facility once United moves to Terminal 1 in June 2008.

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About Star Alliance:

The Star Alliance network 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 Business Traveller Magazine in 2003, 2006 and 2007 and by Skytrax in 2003, 2005 and 2007. The members are Air Canada, Air China, Air New Zealand, ANA, Asiana Airlines, Austrian, bmi, LOT Polish Airlines, Lufthansa, Scandinavian Airlines, Shanghai Airlines, Singapore Airlines, South African Airways, Spanair, SWISS, TAP Portugal, THAI, United and US Airways. Regional member carriers Adria Airways (Slovenia), Blue1 (Finland) and Croatia Airlines enhance the global network. Air India, EgyptAir and Turkish Airlines have been accepted as future members. Overall, the Star Alliance network offers more than 17,000 daily flights to 897 destinations in 160 countries.