

SKYTEAM at London Heathrow

SKYTEAM AT LONDON HEATHROW

SkyTeam continuously strives to provide its customers with seamless connections and a hassle-free travel experience before, during, between and after their flights.

In order to better suit the needs of our customers, SkyTeam member airlines collaborated to build the alliance's presence at London Heathrow Terminal 4 through a shared facility and new two-floor co-branded lounge.

For the first time, all SkyTeam co-located members share airport services, including check-in desks, self-service kiosks and bag drop off locations through SkyTeam's first exclusive premium check-in area.

A key SkyTeam objective is providing quality service and high-end comforts that customers expect – and this spacious facility has been designed to exceed those expectations with its luxury amenities and enhanced passenger benefits.

SKYTEAM AT TERMINAL 4

SkyTeam offers a check-in area and other standard features for alliance passengers. Additionally, alliance customers travelling through Heathrow have access to several service enhancements, including additional bag drop-off locations and common-use self service kiosks, shared facilities in the transfer area for connecting passengers in Terminal 4 and also for baggage services on arrival.

Heathrow is the first airport in which all co-located SkyTeam members share kiosks, allowing alliance passengers to access travel reservations with any of the eight carriers serving LHR. The greater number and common-use feature of the kiosks help improve passenger flow through the terminal, reduce congestion and reduce operating costs for member airlines.

SKYTEAM PREMIUM CHECK-IN AREA

Additional Terminal 4 features include a new Premium Check-in Area, an exclusive check-in area for SkyTeam First, Business and Premium Economy as well as SkyTeam Elite and Elite Plus passengers.

With check-in assistants to support passengers at any of the 10 self-service kiosks and 14 check-in desks, the area provides a distinct experience for SkyTeam premium passengers traveling through LHR.

SKYTEAM CO-BRANDED LOUNGE

SkyTeam understands that airport lounges are more than just waiting rooms for the frequent traveller. They serve as a home-away-from-home for passengers awaiting departure – a place to work, relax, dine or catch up on reading. In planning the lounge space, SkyTeam focused on offering customers superior experience that meets their individual needs.

Designed by Brandimage – Desgrappes & Laga, the creative concept for the co-branded lounge is one that is truly unique, high-end, multi-cultural and reflective of SkyTeam's personality.

The SkyTeam co-branded lounge is located within Terminal 4, opposite Gate 10 and is complete with:

- **Complimentary food and beverage service** – A rich selection of international cuisine, reflecting the distinct fares of the SkyTeam members' home markets, updated throughout the year
- **Vegetal living wall** – Vertical vegetal wall, conceived especially for the SkyTeam lounge by commissioned botanist Patrick Blanc, further reflecting SkyTeam's environmental awareness



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- **Oxygen bar** – 10-minute sessions of pure oxygen from a disposable headset and choice of scents
- **Wine bar** – An assorted classic spread of whites and reds, perfect for relaxation
- **Different environments to accommodate a variety of customer needs and expectations**, such as:
 - **Wellness Centre** – Provides a variety of mental and physical health amenities, including showers and full-body massage chairs
 - **Business area** – Ensures business and leisure travellers can stay connected with complimentary Internet access
 - **Quiet area** – Complete with day beds for leisure and comfort;
 - **VIP area** – First Class passengers and other VIP lounge guests will enjoy ultra-luxury amenities including exclusive wine and champagne offerings; and
 - **Children's area** – Equipped with games and entertainment.

*Sample menu available upon request

SKYTEAM CHECK-IN AREA: BY THE NUMBERS

Premium check-in

- **10** common use self service kiosks
- **14** check-in desks
- **300** square meters

Economy check-in

- **30** common use self service kiosks
- **24** check-in or bag drop off desks

SKYTEAM LOUNGE: BY THE NUMBERS

- **1600** square meters
- More than **300** guest capacity
- **34** employees
- **3** full body massage chairs and **5** showers contained in the Wellness Centre, including one with disabled facilities
- **2** VIP rooms available in the VIP area
- More than **60** different species of plants comprise the living wall, all specifically selected to adapt to the climatic lounge conditions
- **4** day beds accessible in the quiet area
- **7** personal computers and 2 work stations available in the business areas



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