

15 December 2009

Press release

## For the holiday season, Aéroports de Paris gives its passengers a beauty care service on landing

**The Terminal 2E baggage reclaim hall becomes an "Express beauty care area"!**

For the holiday season, Aéroports de Paris offers passengers arriving at Terminal 2E of Paris-Charles de Gaulle airport a free express beauty care service. From 17 to 22 December, passengers can enjoy six exclusive services in the baggage reclaim hall.

### Six express beauty care areas for a neat landing

Before the luggage carousels, six free areas are available for passengers to groom and relax after long-haul flights. Passengers are served by professionals who offer a quick service tailored to the passengers' needs.

- **clothes pressing** to eliminate wrinkles
- **hairstylist** for fast styling
- **make-up** to freshen your looks
- **manicure** to fix broken nails
- **massage** to relax after a long flight
- **shoeshine** to make them look shiny and new



### Five minutes to pamper yourself while you wait for your luggage

Every service takes under 5 minutes so that passengers in a rush make the most of the time spent at the airport. At the same time, information screens indicate the waiting time to retrieve your luggage so that you can adapt the service duration to your waiting time.

*"Aéroports de Paris has made passenger service its strategic priority and we are constantly striving to innovate in this matter. These "express beauty care" areas in the baggage reclaim hall are a first for the airport. For the Christmas holidays, Aéroports de Paris has decided to give its customers a little quality time when they land," explains François Rubichon, Aéroports de Paris Deputy CEO.*

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Aéroports de Paris builds, develops and manages airports including Paris-Charles de Gaulle, Paris-Orly and Paris-Le Bourget. Aéroports de Paris is Europe's second-largest airport group in terms of airport revenue and the European leader for freight and mail. Aéroports de Paris accommodates nearly 460 airlines, including the main companies in the air transport industry. With an exceptional geographic location and a major catchment area, the Group is pursuing its strategy of adapting and modernizing its terminal facilities and upgrading quality of services, and also intends to develop its retail and real estate business. In 2008, Aéroports de Paris had revenues of €2,527 million, and the Group handled 87.1 million passengers.

### The Beauty care programme

For the first time at the airport: complete clothes pressing!

Passengers arriving from long-haul flights may hand their wrinkled clothing to a professional, who will render them impeccable in 5 minutes.

A cabin by the luggage carousels allows passengers to take off their suits

A high-pressure steam press irons out the wrinkles in each piece in just a few minutes.

- computer-aided "magic nail" **manicure**.

Passengers may choose from 2,000 motifs to print on their nails with an ink-jet printer.

The assistant first paints your nails with a special polish telling the computer where to print.

A conventional manicure is also available

- a Lancôme **make-up** stand.

- dry **hairdressing** and styling.

To make sure to look great on arrival, passengers may choose just a quick combing or proper styling by a professional.

Hairbrushes and styling products are also available for passengers who prefer to do their own styling.

- "After fly" **massage**.

Using the special massage chair, passengers may choose a back, neck or head massage to uncramp their muscles after a long flight.

Accessories allow you to vary the massage type: head massager, space massager and massage roller.

- **shoeshine**.

Two automated machines that start up when you insert your foot.

#### **Details**

*Services available at Paris-Charles de Gaulle, in the terminal 2E baggage reclaim hall*

*Days: Thursday 17, Friday 18, Saturday 19, Monday 21 and Tuesday 22 December 2009*

*Hours: 10:00 to 17:00*

New for the 2009 Holiday Season

- Aéroports de Paris boutiques are holding a "diamond" game (no purchase necessary) between 7 and 27 December, allowing passengers to win one diamond worth €10,000 and two diamonds worth €5,000 through "coupons de révélation" scratch-cards handed out at the airport.
- Currently being tested in some shops of Paris-Orly airport terminal South, the 2D boarding pass reader that confirms the passenger's boarding gate when going through checkout.
- Free picture with Santa Claus in terminals T1 and T3 of Paris-Charles de Gaulle
- For the holiday season, Christmas lights comprising 750,000 red LEDs and over 300 electric Christmas trees have been put up to give the Paris airports a festive look.



*Christmas decorations in Aéroports de Paris terminals*

For the 2009 Holiday Season, Aéroports de Paris expects to handle almost 3.5 million passengers in its terminals.

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