

28 June 2010

Peak period departures

Aéroports de Paris pampers passengers... upon departure and arrival!

- **"Family access" for departing passengers**
- **"Relaxation Areas" for arriving passengers**
- **10 minute free Wi-Fi access in the summer**

Aéroports de Paris is expecting some 900,000* passengers to travel through Paris-Orly and Paris-Charles de Gaulle airports between 2 and 4 July on the first major summer vacation weekend.

"The summer vacation period is a busy time at Paris airports. As part of our services policy, which is central to our corporate strategy, Aéroports de Paris is specifically focusing on passengers leaving...but also arriving in France", states François Rubichon, Deputy CEO of Aéroports de Paris.

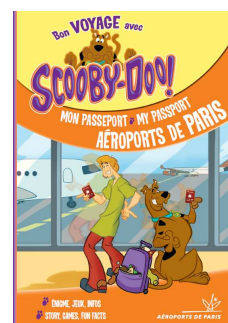
Leave with a smile...



This summer, Paris airports will handle families travelling with small children who are not used to flying. In order to make them as comfortable as possible and most importantly, allow the children to go calmly through the security checks, Aéroports de Paris and the companies in charge of security and welcome (ICTS, Securitas, Alyzia, Mahola) have introduced the "Family Access" service.

This programme includes training for more than 100 security and customer care staff by childcare specialists who work for a non-profit organisation known as "Le Rire Médecin". Special signs and posters will be displayed in the airport terminals to identify Family Access points at checkpoints.

In addition, security staff will distribute a French/English fun passport published by Ludétis to all kids. The passport contains a new Scooby-Doo adventure at Paris-Charles de Gaulle airport, exciting and quirky news about Paris airports, games, riddles and a travel log to fill out.



The operation will be rolled out for 3-day periods over 5 weekends on **2, 3, 4, 10, 11, 12, 16, 17, 18, 30, 31 July and 1, 6, 7 and 8 August 2010**. It will take place in the terminals of Paris-Orly airport and Terminals 3, 2B and 2E of Paris-Charles de Gaulle airport.

www.aeroportsdeparis.fr

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Aéroports de Paris builds, develops and manages airports including Paris-Charles de Gaulle, Paris-Orly and Paris-Le Bourget. With 83 million passengers handled in 2009, Aéroports de Paris is Europe's second-largest airport group in terms of airport passenger traffic and the European leader for freight and mail.

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 2009, the group revenue stood at 2,633 million euros and the net income at 270 million euros.

Soft landing in Paris...

For passengers arriving on Friday 2 and Saturday 3 July as well as Friday 9 and Saturday 10 July, Aéroports de Paris is setting up a free service for soft landing: the "Arrivals Relaxation Areas".

Passengers will find these relaxation and beauty areas in the baggage reclaim halls of Paris-Orly and Paris-Charles de Gaulle airports. Developed by well-being professionals, the swift and tailor-made services will allow passengers to wait for their luggage in a pleasant atmosphere.

5 services will be offered to passengers:

- **Make-up**, to look good despite the jet lag
- **Hairdressing**, to get a quick hair fix
- **Massage** to get your energy flowing before touring Paris
- **Shoe service**, automatic shoeshine service
- **Inflatable castle** for the kids to unwind after several hours of flight.

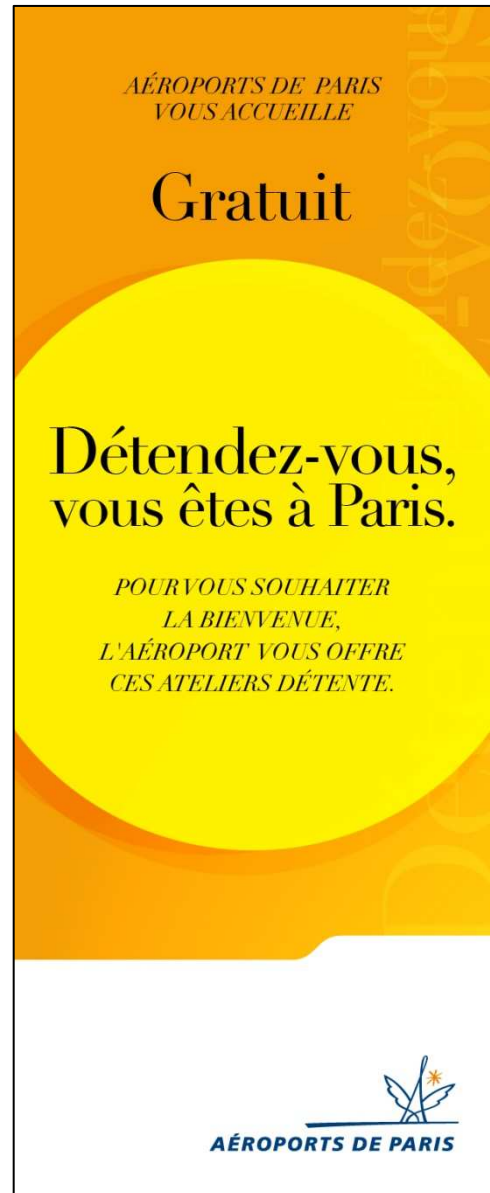
Five minutes of well-being for the entire family

Located opposite the baggage reclaim belts, these free services will allow passengers to freshen up in just 5 minutes.

Thanks to Aéroports de Paris information panels displaying baggage delivery times, passengers can sit back and enjoy these services.

The operation will be rolled out in terminal Sud of Paris-Orly airport as well as in Terminals 1, 2E and 2F at Paris-Charles de Gaulle airport.

Through these services and events, Aéroports de Paris aims at ensuring that passengers start their vacation upon arrival at the airport.



* Assumed passenger traffic for the week-end of 2 to 4 July at Paris-Orly and Paris-Charles de Gaulle airports.

The full range of Aéroports de Paris services to spend a great summer

Plan your journey and obtain information

Passengers who want to plan their journey can obtain information from several sources:

- in France, call **3950**, the one-stop information service

When you dial this number, you will receive all the practical information you need through an interactive voice server or choose to talk to a call operator (with less than 1 minute waiting time), 7 days a week, 24 hours a day.

- www.aeroportsdeparis.fr website

It provides passengers with information on flight times, shops, etc.

► **What's new in 2010**: this summer, the website features new services:

-**Flight alerts** a free service to provide passengers as well as meters-and-greeters with information about changes in their flight status. They can register in a few clicks on Aéroports de Paris website. This is the ideal tool, on the eve of summer departures, to get practical information about flight schedules.

-**Estimate of your travel time by road** from or to the Paris-Orly and Paris-Charles de Gaulle airports. The travel time is calculated from an address in the Paris region. It is based on traffic data such as the date, time, disruptions linked to road networks. This offer supplements the "itinerary calculator" service already accessible on line.

► **What's new in 2010**: car park rates, special holiday deals

You can now book your parking space via the Internet before going to the airport. In addition to all the usual car parks (you can check the maps and rates for these on the website), Aéroports de Paris has launched "**Résa Vacances**", a special summer deal for families who wish to leave their cars in the long-term car parks.

To take advantage of this service, passengers must book on line at least 6 hours before their arrival at the airport.

At Paris-Charles de Gaulle, this special rate is available in two car parks: the P3, located near **Terminal 3** and the **PAB** located near terminal 2.

At Paris-Orly, "Résa Vacances" is available in the **P7** car park.

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- My Airport

The official Aéroports de Paris application for the iPhone offers a free real-time information service to Paris airport customers: flight departure and arrival times to and from the Paris-Charles de Gaulle and Paris-Orly airports, information on access roads, car parks, airline search modules, and more. Passengers concerned about time saving will appreciate information on the check-in area and their flight departure boarding gate. Arriving passengers can now check their baggage delivery belt on their iPhones and communicate the terminal exit gate number to those coming to pick them up.

Passengers with other mobile phones with Internet access also have a mobile service that provides access to the same information. Log on at: <http://m.adp.fr>.

Services for the whole family

- Complimentary baby pushchairs

Passengers travelling through terminal 2E of Paris-Charles de Gaulle or through Hall A of the south terminal of Paris-Orly can now stroll leisurely through duty-free shops even if they are travelling with infants. The 2 airports are now equipped with about hundred or more loan baby pushchairs. These pushchairs are available round the clock right after passengers go through the security checkpoints.

Passengers are informed at the time of check-in of the availability of this service. This complimentary service is available all year round but has been improved for our summer passengers who frequently travel with infants.



- Special baby areas

For parents travelling with infants, Aéroports de Paris continues to provide 77 baby changing rooms, located throughout the airport terminals. The cheerful, brightly-coloured rooms contain changing mats, changing paper and nappy and wipes vending machines, in addition to baby seats. In 2009, Aéroports de Paris welcomed more than 400,000 young passengers aged under 3 (arrivals + departures).

- Play areas for kids

In boarding lounges, older kids can play at the Gulli area where in addition to the games, hopscotch, etc., they can watch TV shows on Gulli, the digital terrestrial TV channel dedicated to children's programmes.

- Video games for grown ups

For video buffs, 98 PlayStation terminals have been set up between the different boarding lounges of Paris-Orly and Paris-Charles de Gaulle. They are all free and equipped with a range of 16 games. This service is highly appreciated by passengers and has a satisfaction rate of nearly 85%! (source: Passenger observatory – 2009 annual review).

Throughout the summer weekends, from Friday to Sunday, about a hundred "**Orange jackets**" will help passengers to find their way around the airport and provide them with necessary information and assistance.

► What's new in 2010: 10 minutes of free WiFi in the summer

As our passengers wish to stay connected even on vacation, Aéroports de Paris offers passengers high-speed internet access through 30-minute to 24-hour sessions. It will be offering 10 minutes of free connection from 15 June to 30 September.

Passengers may order their session by credit card before their journey through www.aeroportsdeparis.fr, or at the airport, through the Internet terminals. Wi-Fi sessions can also be purchased from the Airport Relay shops. To make Internet access easier for passengers in the airport zone, we have set up special sign boards in the terminals of Paris-Charles de Gaulle and Paris-Orly airports.

► **What's happening in 2010: The Football World Cup on Aéo**

From 11 June to 11 July 2010, Aéroports de Paris, together with JCDecaux Airport, is offering passengers at the Paris-Charles de Gaulle and Paris-Orly airports the opportunity to watch the major matches of the Football World Cup, the most watched sports event in the world.

All the matches broadcast live on TF1 will be fully retransmitted by JCDecaux Airport, on fifty or more Aéo screens. We are sure travelling football fans and lovers will be very happy to follow their favourite teams live.

In addition to retransmitting the matches, Aéo's entire programming will be centred on football news. Together with LCI, numerous subjects directly linked to the world of football will be discussed, especially in news form and through selected best moments.

Developed by JCDecaux Airport, in partnership with Aéroports de Paris, Aéo is the first television media dedicated to the relationship between passengers and airports. Designed to inform, direct and entertain airline passengers throughout their airport experience, Aéo combines the power of images with emphasis on Sports and Escape topics appreciated by all.

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