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Service quality

Self-service pushchairs, Playstation areas, baby care facilities... Aéroports de Paris enhances services offered to families

Aéroports de Paris is reinforcing its services aimed at families and children at Paris-Charles de Gaulle and Paris-Orly airports. Since 15 April 2010, a new pushchair loan service has been available to passengers in the international boarding hall at Terminal Sud of Paris-Orly airport.

Free, self-service and available after security checkpoints, these 30 pushchairs will be available during school holidays. Specific signage has been set up to inform passengers. Two other "pushchair points" available all year round have been set up at Paris-Charles de Gaulle airport in Terminal 2E and in the boarding lounge of La Galerie Parisienne.



Keeping passengers travelling with young children in mind, Aéroports de Paris has completed renovation on baby care areas and has increased their number. 77 areas (distributed throughout the airport terminals) are ready to welcome parents and children in a bright and colourful atmosphere and offer changing mats, changing paper, diaper and wipe dispensers, as well as children seats. By the end of the year, this will be bolstered by the arrival of a new product: disposable baby bottles. In 2009, Aéroports de Paris welcomed more than 400,000 small passengers under 3 (arrivals + departures 2009).

Around 100 Playstation 3 terminals

In parallel, Aéroports de Paris has also increased the number of its Playstation 3 areas. Around a hundred terminals fitted with a range of 16 games are available, free of charge, for passengers. This service is much appreciated by passengers with a satisfaction rate of almost 85 %! (Source: Observatoire des Passagers – Annual report 2009)

Already 10 children's areas

Areas developed since 2007 in partnership with Gulli have been renovated to welcome passengers under 12. There they can play games, hopscotch and watch the Gulli TV channel.

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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.