

Luxembourg, 12 April 2016

## New Web & Mobile Check-In Solutions and Flight Information Services

Luxair is pleased to introduce new Web & Mobile check-in solutions and advanced flight information services for its customers – convenient, fast and easy. Thus, customers save valuable time at the airports. The new services represent a key layer of Luxair's digital strategy to provide a seamless travel experience, deploying the benefits of new IT solutions.

Key advantages of the new Luxair Web & Mobile check-in:

- Intuitive and brand new design of the Web check-in and Mobile check-in flows
- New features: Identify yourself now also via your Miles & More number, change your seat, reissue your boarding pass, new group check-in options
- Tailored for Luxair Business Class & Luxair Flex customers: Cancel check-in option, Web check-in option for an earlier flight (if available)
- Highlight: Integration with the Apple Wallet boarding pass solution, which enables iPhone users to store their boarding pass on their phone

**Demo video new web & mobile check-in:**



In addition, Luxair offers a new set of automated alert services for its clients via SMS and email: flight delay or schedule changes, flight cancellation, possible seat number or boarding gate changes and online check-in invitations. Luxair Business Class and Miles & More Status customer even receive the information that the boarding gate is open directly via SMS. These proactive e-Services will be provided automatically if the customer contact info email and/or mobile phone are properly indicated in the booking or in the customer's MyLuxair profile.

Martin Isler, Executive Vice-President Airline: "Our new online check-in options enable our clients to manage their own flights more effectively, and to save up to 20 minutes thanks to avoided airports queues. Our new flight information services provide transparent real time information for our clients in case of irregularities, such as flight delays or cancellations, but also improved online check-in invitations. I am convinced that these new solutions will very much improve our customers' experience." Luxair will gradually introduce additional e-Services at various travel steps later this year.

## About LuxairGroup

LuxairGroup is Luxembourg's main aviation company. It is composed of four divisions: Luxair Luxembourg Airlines, which operates regular flights to its 20 destinations in Europe, LuxairTours, its tour operating division which serves around 40 holiday destinations in and around Europe, LuxairCARGO, a major air freight handler at the Luxembourg airport, and LuxairServices, the Company's airport services division. The Group's fleet is composed of two Embraer ERJ145, nine Bombardier Q400, two Boeing 737-700 and four Boeing 737-800.

LuxairGroup bases its activities on its three core values – caring, responsible, passionate – to develop services that put consumers first, to build a strong and safe company thanks to an open and transparent dialogue with employees, to serve the local and regional economy and to protect the environment and natural resources.

## Press Contact:

Luxair Luxembourg Airlines : Jean Lasar, +352 2456 4133, [jean.lasar@luxairgroup.lu](mailto:jean.lasar@luxairgroup.lu)