

Media release

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New look for SWISS concourse in Zurich's Check-in 1

The SWISS concourse in Zurich Airport's Check-in 1 has a fresh look with a new check-in desk concept, waiting zones and screen displays all in the SWISS design that enhances the airport experience for departing SWISS customers in all travel classes. SWISS First guests can also look forward to a modernized and exclusive check-in lounge.

The SWISS concourse in Zurich Airport's Check-in 1 was unveiled yesterday (February 5, 2019) with a fresh, new design. The improved zonal structure and clear design elements, all in the familiar SWISS style, should help travelers optimally find and recognize their bearings, as well as enhance the comfort and convenience for departing SWISS customers in all seating classes.

With strong design accents, such as the quality, light oak wood and the atmospheric lamps that are familiar from the SWISS airport lounges, the modernized SWISS check-in concourse is both practical and appealing. The check-in desk concept for groups, families and premium travelers have also been revised. Furthermore, new waiting zones have been created at the concourse's northern and southern ends in which all SWISS customers can rest and relax in comfortable armchairs, by Swiss manufacturers Vitra and DeSede, before passing through security.

An exclusive check-in lounge for SWISS First guests

The check-in lounge for SWISS First travelers and HON Circle members have also been completely modernized. The new facility offers an exclusive check-in service with extensive privacy due to its separate entrance and sophisticated construction.

"With the new design and appearance of our SWISS check-in concourse, we are ensuring that the SWISS travel experience begins well before the flight," said SWISS CEO Thomas Klüher at the new concourse's formal opening on Tuesday, February 5.

"These new facilities substantially enhance the pre-flight comfort and convenience for all

our customers. And, I am delighted that by continuing to invest in our service product both on the ground and on board, we can offer our guests a quality air travel experience.”

Stephan Widrig, CEO of airport operator Flughafen Zürich AG, was equally pleased. “As Zurich’s hub carrier, SWISS is a key partner of ours,” he explained. “And with its redesigned concourse in our Check-in 1, SWISS has raised its presence and profile even more among our airport users.”

The modernization work was conducted between April 2018 and February 2019, without interrupting the regular check-in operations. SWISS has invested several million Swiss francs in its concourse redesign.

Swiss International Air Lines (SWISS) is The Airline of Switzerland, serving over 100 destinations in 43 countries worldwide from Zurich, Geneva and Lugano and carrying some 17 million passengers a year with its 90-aircraft fleet. The company’s Swiss WorldCargo division provides a comprehensive range of airport-to-airport airfreight services for high-value and care-intensive consignments to some 130 destinations in more than 80 countries.

As The Airline of Switzerland, SWISS embodies traditional Swiss values, and is committed to delivering the highest product and service quality. With its workforce of over 8,800 personnel, SWISS generated total operating income of around CHF 5 billion in 2017. SWISS is part of the Lufthansa Group, and is also a member of Star Alliance, the world’s biggest airline grouping.

This media release will be found at swiss.newsmarket.com.

Media relations

Deutsche Lufthansa AG
Corporate Communications, The Americas
Tal Muscal / Christina Semmel
Tel: +1 516-296-9474
americaspr@dlh.de
<http://www.lufthansagroup.com/media-relations-north-america>
<https://newsroom.lufthansagroup.com/english>
Follow us on Twitter: @lufthansaNews