

T1 HEATHROW UPDATE



We're taking off for Heathrow's Terminal 1 and giving our customers a smoother route through Heathrow.

Already boasting more international flights than any other airport, transporting close to 70 million people each year to over 180 global destinations, the massive £6.2 billion Heathrow expansion and redevelopment programme will create an inspirational environment for travellers and significantly increase the airport's competitive lead as Europe's number one international hub.

First phase of 10-year transformation

On Friday 4 July 2008, Air New Zealand will lead the way as one of the first Star Alliance carriers to move out of Heathrow's Terminal 3 and into Terminal 1, Zone R. As a signal to the world that the redesign, rebuild and refurbishment of T1 has begun, this is a particularly exciting move for everyone travelling or working with us.

An airport transfer everyone will benefit from

A key objective of the transformation is to deliver a smoother experience for everyone using the airport. The ultimate aim is that for 95% of the time, passenger security queues should be five minutes or less. As a result, our customers will experience a faster and more comfortable journey from check-in to boarding.

Changes for the better

With the majority of Star Alliance carriers coming together in the new T1, Air New Zealand customers can look forward to:

- A light and spacious check-in environment that reduces congestion and increases processing times
- Quicker and easier transfers between Star Alliance carriers
- Minimum connecting time for both international and domestic flights arriving and departing T1 that will reduce to 75 minutes
- An improved and integrated baggage handling system which speeds up the time it takes passengers to retrieve their luggage, plus a streamlined US baggage screening process for customers flying to or via Los Angeles
- An exclusive new Star Alliance lounge for Business Premier, Gold Elite, Gold and Koru Club members.



Heathrow East Terminal -
Star Alliance terminal in 2012



Spacious Europier Terminal 1



Reduced check-in congestion



Easy baggage collection