

ANA Upgrades Services at Haneda Airport

Supports international network expansion

Easier, more convenient international/domestic transfers

New airport lounge facilities

TOKYO, February 28, 2014 – ANA is introducing a number of improvements to customer service at Haneda Airport in order to support its international expansion. As of March 30, 2014, ANA will have the most extensive international and domestic flight network at Haneda Airport, with 23 international flights on 17 routes and 37 domestic routes*. Following the introduction of new daytime flights from Haneda to international hub airports, including Frankfurt, Munich, Vancouver, Singapore and Bangkok, ANA will also have greater connectivity with its partner airlines and passengers wishing to travel between Europe, Canada and Southeast Asia.

(*) 41 routes including codeshare flights

Concurrent with the expansion, ANA will be further improving facilities and services at Haneda Airport to provide additional comfort to ANA passengers transiting from international flights to domestic flights at Haneda Airport in addition to passengers departing from the airport.

We hope passengers enjoy using ANA's Haneda network and services which is becoming more convenient.

1. Easier, more convenient transfers

From March 30, 2014, ANA will introduce the following services to support seamless transit through Haneda Airport:

(1) New Transit Bus

This new, free service will transfer passengers directly between international and domestic terminals, without customers having to exit terminal buildings. This will reduce the time it takes passengers to travel between terminals and improve convenience.

- ◆ Eligible users: Passengers transferring between domestic and international flights, arriving and departing through Terminal 2. Passengers must have completed boarding procedures and checked baggage through to their final destination. For detailed terms and conditions please visit ANA's website.
- ◆ Operating hours: Operating hours will coincide with operating hours for ANA's international flights
- ◆ Frequency: Buses will depart every 10-15 minutes

*The bus will also serve passengers on codeshare flights. However, this excludes passengers arriving at Terminal 1 on Star Flyer code share flights (Haneda Airport = Kita Kyushu / Fukuoka route)

*The bus will not serve passengers arriving from Obihiro or Iki airports.

*For further details on transfer procedures, go to ANA's website.

(2) Designated Baggage Counter for Domestic Transit

When arriving in Japan from overseas, transit passengers are required to temporarily reclaim their baggage in order to pass through Japanese customs. From March 30, 2014, dedicated baggage counter will be set for domestic transit passengers to re-check their baggage for the remaining leg of their flight, making the process easier and quicker.

*In order to use this desk, passengers must have completed all boarding procedures at their overseas airport of departure, including checking baggage through to the final destination.

(3) Additional Security and Quarantine Gates

Additional security and quarantine gates, exclusively for transit passengers, will be introduced in order to process higher volumes of transit passengers quickly and efficiently.

2. Larger Lounges with New Services

In order to serve an increasing number of international and domestic customers, ANA will be extending its existing lounges, building two additional lounges and adding new services.

(1) More, larger ANA Lounges

The existing ANA SUITE LOUNGE and ANA LOUNGE will be extended and ANA will open a new ANA SUITE LOUNGE and an ANA LOUNGE in the new part of the international terminal. Just like the existing lounges, the new lounges will provide high-quality facilities for business travelers, including drinks, meals, shower booths and other services. Passengers can choose the lounge closest to their boarding gate. As a result of these improvements, there will be more than twice the amount of seats and shower booths for ANA passengers, affording customers greater comfort relaxing in an ANA lounge before their flight.



Current ANA SUITE LOUNGE after expansion



Current ANA LOUNGE after expansion



New ANA SUITE LOUNGE



New ANA LOUNGE

(2) New Services in the ANA SUITE LOUNGE

① New Restaurant “DINING h”

“DINING h” is a new restaurant opening inside the ANA SUITE LOUNGE to serve passengers on late-night flights. In addition to the existing buffet service, DINING h will offer a full, exclusive menu of Japanese and Western dishes with dedicated waiting staff. Food will be made to order by the resident chef, giving passengers the chance to enjoy a freshly prepared, hot meal. Enjoying a full-course dinner before departure is perfect for passengers who want to relax once on board.

- ◆ Location: Inside the current ANA SUITE LOUNGE
- ◆ Operating hours: 19:30-00:30
as of March 30.
Operating hours may change according to flight schedules

D I N I N G
h



Japanese dish



Western dish

② THE CONNOISSEURS Collaborative Menu

Due to the popularity of THE CONNOISSEURS, a menu produced in collaboration with renowned chefs and currently available on board certain ANA flights, ANA will be serving a selection of THE CONNOISSEURS dishes in ANA lounges. Initially, ANA will be serving croissants from The CONNOISSEURS range, produced in association with Pierre Hermé Paris, and Wakiya Original Spicy Dandan Noodle, produced in association with Restaurant Wakiya. Both dishes will be available from March 30 - May 31, in ANA SUITE LOUNGES at Narita Airport and Haneda Airport. The CONNOISSEURS croissants will be available until 11:00am, with Wakiya Original Spicy Dandan Noodle available from 11:00am until the final departure of the day. New menu collaborations from The CONNOISSEURS will be offered from June onwards.



Enjoy croissants with a taste of Ispahan, one of Pierre Hermé legendary flavors. These surprising, delicious croissants combine a fragrance of rose with the sharpness of lychee and raspberries

PIERRE HERMÉ
PARIS



Mr. Pierre Hermé



Wakiya Original Spicy Dandan Noodle is just the right thickness to go with the lovingly prepared chicken and pork stock soup. The spiciness is provided by home-made chili oil as well as the salt-cured chilis and doubanjiang used to flavor the pork

Wakiya



Mr. Yuji Wakiya

*All images are provisional images. The actual dishes may differ.

*Quantities are limited. Please understand that in some cases your selection may no longer be available.

*Available dishes may be changed without notice due to the availability of ingredients and other factors.

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About ANA

All Nippon Airways (ANA) is the eighth largest airline in the world by revenues (2011) and the largest in Japan by passenger numbers (2012). Founded in 1952, ANA flies today to 31 international destinations and 50 domestic cities with a fleet of 232 aircraft serving a network of 175 routes. ANA has 14,000 employees. In 2012, it carried 45 million passengers and generated revenues of \$15.8 bn. ANA has been a core member of Star Alliance since 1999 and has joint-ventures with United Airlines on trans-Pacific and Asia routes and with Lufthansa, Swiss International Airlines and Austrian Airlines on Japan-Europe routes. Its Frequent Flyer Program, ANA Mileage Club, has more than 24 million members. ANA was voted Airline of the Year for 2013 by Air Transport World Magazines, and was awarded five stars by the world's leading Airline and Airport review site, SKYTRAX. ANA is the launch customer and biggest operator of the Boeing 787 Dreamliner.