

Narita Airport Counter and Service Changes

ANA Improves Counter Layout in Terminal 1 South Wing Departure Lobby Introduces New Check-In Machine to Enable Tag Printing for Checked Baggage Chefs also to Begin New Service in ANA Lounge

TOKYO, May 12, 2016 - ANA, celebrating 10 years since its move to the South Wing of Terminal 1 at Narita Airport, is modifying its counter layout to facilitate passenger movement, making it easier to navigate around the terminal. The modifications will be completed on June 2, 2016.

ANA moved to its current location in June 2006 as part of the Star Alliance's "Move under One Roof" project, which brought all Star Alliance members flying to Narita together in the same terminal.

Following the modifications, passengers on ANA international flights departing from the airport will be able to check in smoothly using new automated check-in machines. From mid-July, they will also be able to print tags for their checked baggage at the same time, shortening the waiting time for check-in.

Also from June, the ANA Lounge at Narita will begin offering full chef's services, with chefs serving customers directly.

Details of the changes are provided below.

(1) Counters to be Divided According to the Airline Used, Instead of by Boarding Class

Following the changes, all passengers on ANA's international flights will be able to check-in at counters A through D.

*Passengers flying first-class and ANA Diamond Members can also use ANA Suite Check-in at counter Z.

(2) New Automated Check-in System to be Introduced

The automated check-in machine system will be upgraded, greatly improving processing speed. From mid-July, passengers will also be able to print and attach checked baggage tags when they check-in on the machine, reducing waiting time at counters.

(3) Full Chef's Service in ANA Lounge

During specified hours each day from June 1, chefs will personally prepare certain dishes, such as sushi or roast beef, and serve customers directly inside the Narita Airport ANA Lounge.

ANA aims to continue improving its product and service quality, providing passengers from around the world with a safe, memorable experience from check-in through deplaning.

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About ANA:

ANA is the largest airline in Japan by revenues and passenger numbers. Founded in 1952, ANA flies today on 83 international routes and 116 domestic routes. The ANA group has 35,000 employees and a fleet of about 250 aircraft. In FY2015, it carried 50.8 million passengers and generated revenues of 1.79 trillion Japanese yen. ANA has been a 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 26 million members. ANA was voted Airline of the Year for 2013 by Air Transport World Magazine, and in 2016 was awarded five stars for the fourth consecutive year by the world's leading Airline and Airport review site, SKYTRAX. ANA is the launch customer and biggest operator of the Boeing 787 Dreamliner.