

# AIRLINES & AIRPORTS

## Star Alliance “Book and Fly” Tool Now Available In German Language

Star Alliance, the way the Earth connects, has launched a German language version of its popular “Book and Fly” tool.

Available on [www.staralliance.com](http://www.staralliance.com), Star Alliance Book and Fly allows customers to plan, book and buy Round-the-World and Circle Fare tickets via the internet, 24 hours a day, 365 days a year. The functionalities of the tool are the same as the English language one, but navigation and dialog are in German:

[www.staralliance.com/de/booking/book-and-fly/](http://www.staralliance.com/de/booking/book-and-fly/)

The introduction of the German language option is an integral part of our strategy to offer more local language content on our website. I

believe the fact that there are more than 100 million native German speakers worldwide and that Germans are the top spenders - over US\$ 81 billion in 2009\* - for international leisure travel, clearly shows why we have selected German as the next language option, following last year’s introduction of Japanese,” said Christopher Korenke, VP Commercial, Star Alliance.

The Book and Fly tool has been designed to assist the user in creating a routing which corresponds to their travel needs. The itinerary can be created by either typing in the appropriate city or by clicking on the destinations displayed on an interactive world map.

The destinations are colour coded in order to distinguish between those that can be reached on direct flights and those requiring transfer connections. Once a valid itinerary is created, the system displays an estimated fare in the currency of the country of residence for the selected class of travel.

Flight options for each leg of their journey are shown according to real-time availability. Additional service options, such as travel in premium economy class cabins, can be selected at the applicable surcharge.

Once flights for the complete journey have been chosen, the final price including all taxes, surcharges and fees is displayed. After entering the personal data necessary to process the booking, the corresponding flights are reserved.

Tickets are paid for online via credit card and customers are emailed their electronic tickets. If further assistance is required, customers can contact various call centres around the globe, including one specifically established to assist customers in German.

### Finnair Expands Its Range of Pre-Order Main Meals

Finnair is developing its service and from 10 March 2011 business class passengers can order their main meal in advance for intercontinental flights. Finnair aims to respond to customer expectations with open-minded,

innovative solutions.

“We are renewing our service identity and want to make our service boldly distinctive. Our service concept Designed for you means that we offer a package suitable for every customer,” says Finnair’s Senior Vice President, Customer Service Anssi Komulainen.

Passengers can choose from three different menu options: Wellness and Energy (offering wellbeing and peace of mind), Food Lover’s Treat (wholesome home-cooked food) or Chef’s Gourmet (high-level gourmet cuisine).

Orders can be placed at the earliest 14 days and at the latest 24 hours before departure. Meals can be ordered online via the Manage my booking link.

[www.finnair.com](http://www.finnair.com)

### Japan Airlines Amends International Baggage Rule

Japan Airlines (JAL) has announced a change in its baggage rules for international flights. Up until now, depending on the routing, baggage provisions on JAL’s international flights were determined by either a weight system or a piece system. Effective onboard flights on and after April 1, 2011, JAL will simplify its baggage policy and adopt the piece system for every international route and increase the free baggage allowance to bring customers greater convenience.

Compared with the current piece system, free baggage allowance provided to First Class and Executive Class customers will also increase from two to 3 check-in pieces per traveller. Moreover, customers travelling in all cabin classes can now carry larger luggage as JAL has also raised the permissible total dimension (a sum of the length, width and height) of each piece which in the current piece system policy, is limited to within 158cm but will from April 1 be increased to 203cm.

[www.jal.co.jp/en/other/info2011\\_0304baggage.html](http://www.jal.co.jp/en/other/info2011_0304baggage.html)

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For details & marketing opportunities.  
Contact:

Colin J. Holden  
Publisher & Managing Editor  
Odyssey Media Group  
[colin@odysseymediagroup.com](mailto:colin@odysseymediagroup.com)