

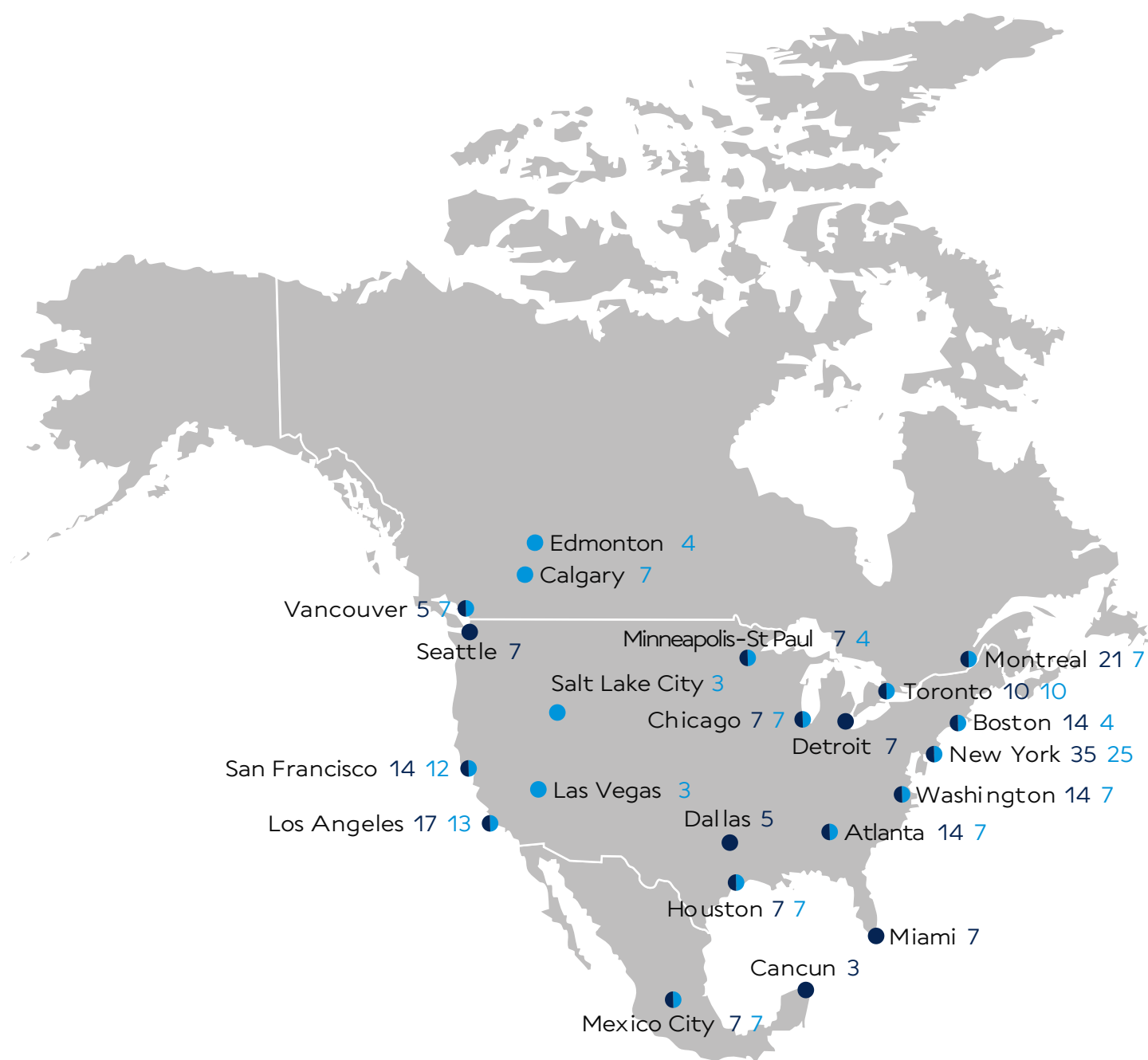
AIRFRANCEKLM
GROUP

THE BEST OF
AIR FRANCE-KLM
IN NORTH AMERICA

SUMMER 2019



The Air France-KLM network in North America



2019 summer season (March 31 to October 26)

● Air France

● KLM

22 DESTINATIONS IN NORTH AMERICA

For the 2019 summer season, Air France-KLM offers 22 destinations and 330 weekly flights to North America.

New transatlantic joint venture with Delta and Virgin Atlantic



The transatlantic joint venture signed by Air France-KLM, Delta and Alitalia in 2009 concerned the joint operations and the sharing of revenues and costs of more than 275 daily transatlantic flights connecting the nine hubs operated by the four airlines. It currently represents close to 23% of total capacity between Europe and North America.

By the end of 2019, the Air France-KLM group, Delta and Virgin Atlantic are expected to complete the creation of a new expanded joint venture in the transatlantic market, combining the current transatlantic joint venture and the other joint venture between Delta Air Lines and Virgin Atlantic. Subject to obtaining the necessary legal approval, the four airlines will form a partnership in the transatlantic market worth an estimated 13 billion dollars between Europe, the UK and North America, with more than 300 transatlantic daily flights, 108 non-stop routes and more than 340 destinations.

Starting in March 2019, Air France, KLM and Virgin Atlantic launched their first code-share agreement, offering their respective customers a wider choice of travel options between the UK and North America. Air France and KLM customers now have access to a wide range of additional flights with 24 new routes between Europe and North America via London-Heathrow and Manchester and even more opportunities to earn miles via their frequent flyer programmes.

In 2019, Air France is serving 18 destinations with 201 weekly frequencies to North America from Paris-Charles de Gaulle. Among these destinations, Air France is inaugurating a service to Dallas (USA) on March 31, 2019.

The company will offer up to 5 weekly flights operated by Airbus A330 equipped with the latest long-haul travel cabins.

These new Business, Premium Economy and Economy cabins on board the Airbus A330 are gradually being introduced on flights to Accra (Ghana), Ouagadougou (Burkina Faso), Cotonou (Benin), Lagos (Nigeria), Niamey (Niger), Bengaluru and Delhi (India) as well as Seattle, Chicago and Dallas (USA) during the 2019 summer season.



201
WEEKLY
FREQUENCIES



18
DESTINATIONS



DALLAS
NEW DESTINATION
STARTING MARCH
31TH, 2019

AT THE AIRPORT

AIRFRANCE 

BUSINESS 



Throughout the world, customers travelling in Business class have access to more than [600 lounges](#), including close to 40 Air France lounges, offering a wide range of services in a quiet and cozy atmosphere. Passengers benefit from a simplified and priority route through the airport with [SkyPriority](#).

In 2018, Air France inaugurated its new [3,200 sq. m. Business lounge in Hall L, terminal 2E](#), at Paris-Charles de Gaulle, created in collaboration with French designer [Mathieu Lehanneur](#). This lounge has one of the largest well-being areas ever offered by Air France, with private saunas, Clarins treatment rooms, a dining area and a detox bar.



ON BOARD

AIRFRANCE 

Business, new cabins and an exceptional service

Completely redesigned, the new Business cabin provides optimum **comfort** and **elegance**.

The new Business seat, adapted to the dimensions of the Airbus A330, guarantees you **unparalleled comfort**. It can be transformed into a fully flat seat bed 2 metres long and 57.1 cm wide to cross time zones without feeling tired. Alone or with a travelling companion, the new configuration adapts to the desires of our customers. They enjoy improved conviviality and a moment of sharing or extra privacy thanks to a sliding screen.

With the all-new **18-inch HD touchscreen**, customers can enjoy more than **1,400 hours** of entertainment. Its responsive interface is accompanied by a new, more ergonomic remote control.

The toilets, inspired by the world of cosmetics, and the self-service bar in blue and champagne colours have also been redesigned with well-being and aesthetics as the watchwords.

BUSINESS 



ON BOARD

AIRFRANCE 

BUSINESS 



Michelin-starred dining in Business

With sublime flavours and Michelin-starred menus, Air France offers exceptional cuisine in the Business cabin. [Anne-Sophie Pic](#), [Arnaud Lallement](#), [Guy Martin](#) and [Andrée Rosier](#) are just a few of the big names in French haute cuisine who take it in turn to delight customers.

From January 2019 to February 2020, four of France's top chefs will offer their creations in the Business cabins on flights departing from Paris-Charles de Gaulle.

*Cod fillet, Noilly Prat white wine
sauce, artichoke two ways,
by Arnaud Lallement*

JANUARY - MARCH	APRIL - JUNE	JULY - OCTOBER	NOVEMBER - FEBRUARY
<i>Anne-Sophie Pic</i>	<i>Arnaud Lallement</i>	<i>Guy Martin</i>	<i>Andrée Rosier</i>

ON BOARD

AIRFRANCE 

PREMIUM ECONOMY



*Premium Economy,
enhanced comfort and
services*

Air France presents its new Premium Economy cabin, where relaxation and pleasure prevail.

Comfort is a priority in the Airbus A330 with additional space: a 130° [seat recline](#) in a fixed shell, [one of the widest seats](#) on the market with 48.5 cm, a 102-cm seat pitch, [lumbar support](#) adapted to different body shapes, additional storage space, a wider footrest and a [13.3 inch HD screen](#). The softer seats and wider leather armrests have also been redesigned.

On board all its long-haul aircraft, Air France ensures its customers enjoy optimum relaxation with a red feather [pillow](#) and a deep blue [duvet](#). A comfort kit renewed every 6 months is also available.

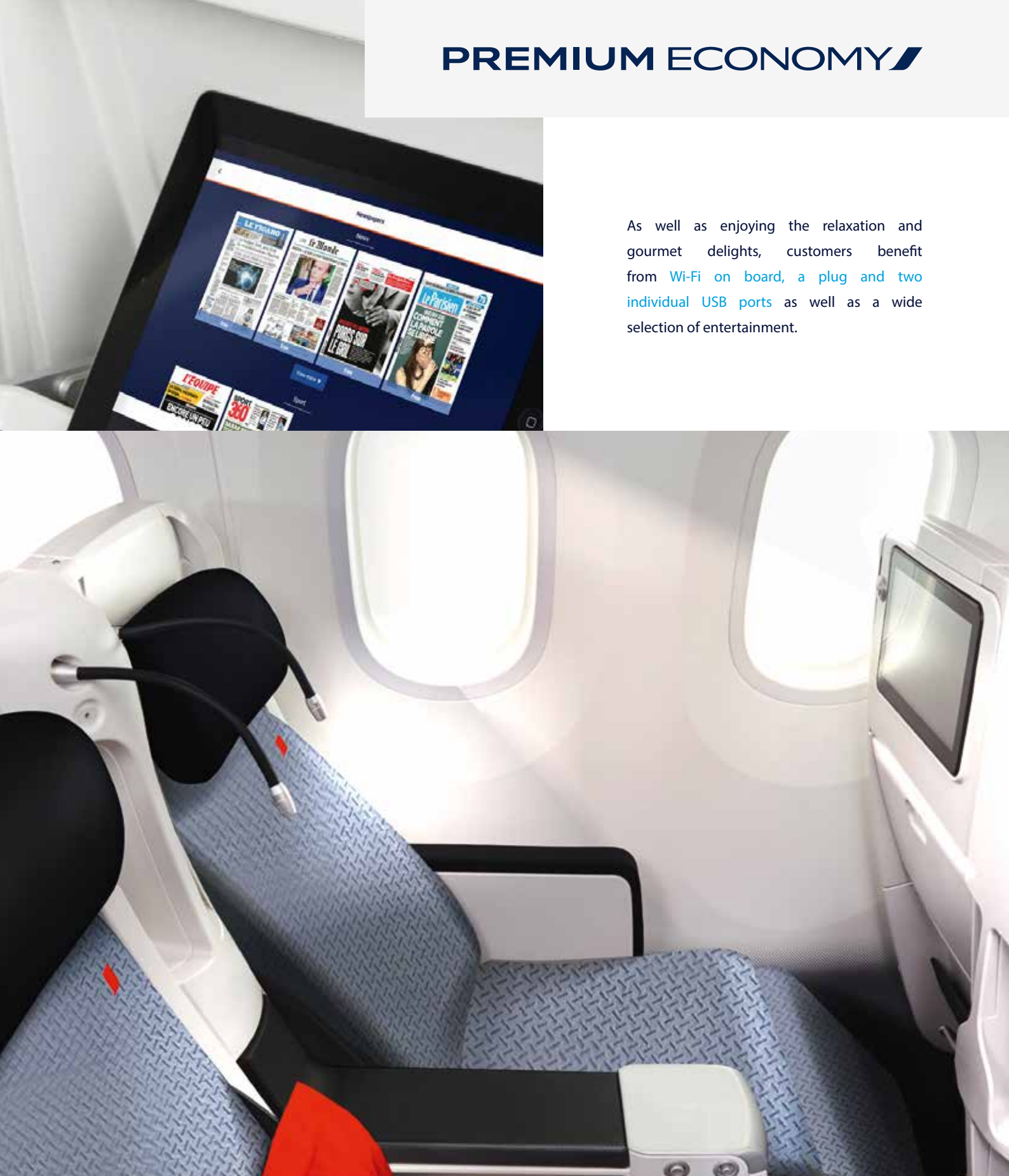


ON BOARD

AIRFRANCE 

PREMIUM ECONOMY

As well as enjoying the relaxation and gourmet delights, customers benefit from [Wi-Fi on board](#), a [plug](#) and two [individual USB ports](#) as well as a wide selection of entertainment.



ON BOARD

AIRFRANCE 

ECONOMY 



Economy, optimum comfort for everyone

Air France brings colour and additional services.

On board its redesigned Airbus A330s, the Economy seat is more comfortable, with more space between the armrests, reinforced ergonomic foam and a 118° seat recline, 79 cm legroom, a wider tray table and a larger, state-of-the-art 11.7-inch 16/9 HD touch screen.

For an even more comfortable travel experience, a new design and new accessories are being introduced. A deep blue monochrome fabric

signed with the accent, symbol of the Air France brand adorns the new cushions and headrests. To accompany the most beautiful dreams, a new blanket in a bright red, the company's iconic colour, and collectible night masks, inspired by Air France destinations, are also available.

The Economy seat has an electric socket and USB port and customers can stay connected with the Wi-Fi available on board. Finally, to discover a wide range of entertainment, an audio headset is available on the seat.

ON BOARD

AIRFRANCE 

ECONOMY 



On long-haul flights, Air France offers a [revised catering offer](#). As an aperitif, champagne, wine and many other drinks, accompanied by savoury snacks, are served to all passengers.

A choice between [two hot dishes](#) is then offered, accompanied by a starter and a dessert. This full meal is accompanied by coffee, tea and liqueurs, offered by the cabin crew.

A second hot snack is available on flights lasting over 8 and a half hours.



ENTERTAINMENT AT YOUR FINGERTIPS

AIRFRANCE 

Inflight entertainment and relaxation have never been easier. The company now offers an even more varied choice of entertainment on all its long-haul flights:

Air France CONNECT, the Wi-Fi offer

On board the Airbus A330, customers can choose from 3 passes:

- A free "Message" pass to send and receive messages free of charge throughout the flight;
- A "Surf" pass from €3 to €18 (6,000 Miles) to surf the internet, read and send emails;
- A €30 (10,000 Miles) « Stream » pass to enjoy high-speed internet, streaming and downloads, including the "Message" and "Surf" pass.

Wi-Fi is also available on board the Boeing 787 and is gradually being installed on board the Boeing 777. The entire Air France fleet will be equipped by the end of 2020.

Close to 1,400 hours of programmes

Air France offers an enhanced entertainment programme with even more international films, world movies, TV series, cartoons, music, games and more.



ENTERTAINMENT AT YOUR FINGERTIPS



Mind, the in-flight meditation programme

Air France invites its customers travelling on board a long-haul flight to discover the benefits of meditation via the Mind app programme. Young and older passengers can enjoy original guided meditation sessions available in the "meditation" section on their individual screens on board Air France aircraft:

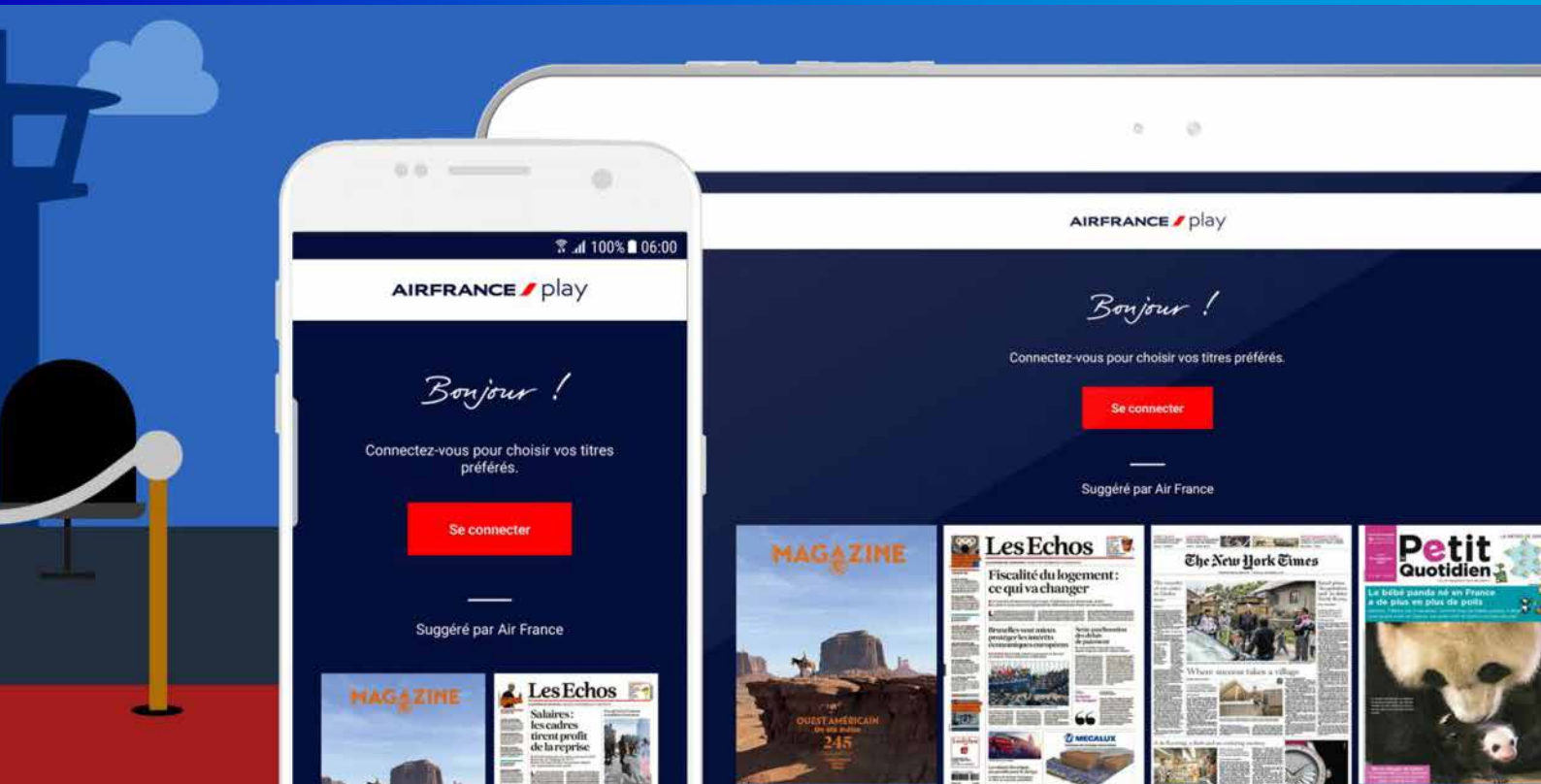
- Six for children, taken from Eline Snel's book, "Sitting still like a frog" edited by Les Arènes, including the session "The flying frog" and "Attention starts with the breath";
- Six for adults taken from Christophe André's bestseller "Mindfulness, day after day" edited by l'Iconoclaste, including the session "Mind travel" and "Achieving inner calm and peace".

Each programme, made up of an audio recording and a corresponding video, offers travellers world exclusive content to familiarize themselves with the concept of mindfulness and to feel in harmony with the special environment of an aircraft cabin. What simpler way to reconnect with oneself than simply sitting and closing one's eyes.



ENTERTAINMENT AT YOUR FINGERTIPS

AIRFRANCE 



Air France Play

Air France Play is an app that offers rich and varied content for the company's customers with a reservation on an Air France flight. This content is accessible from 30 hours before the flight's departure. Customers can enjoy a large selection of entertainment, including:

- *Newspapers and magazines: a wide choice of French and international publications available at no extra charge as soon as they hit the newsstands including Le Monde, The New York Times International or China News Weekly;*
- *Videos: a large selection of movies, TV programmes, cartoons, news programmes and documentaries such as France 24 and Euronews that can be consulted during the flight;*
- *Music: a selection of Air France music playlists to enjoy again and again.*

Among these offers, Air France Magazine and music podcasts are available at any time, even without a reservation.



For the 2019 summer season, on departure from Amsterdam-Schiphol, KLM operates 129 weekly frequencies to 17 destinations in North America.

Services are operated by Boeing 777, Boeing 787, Boeing 747 and Airbus A330.

AT THE AIRPORT

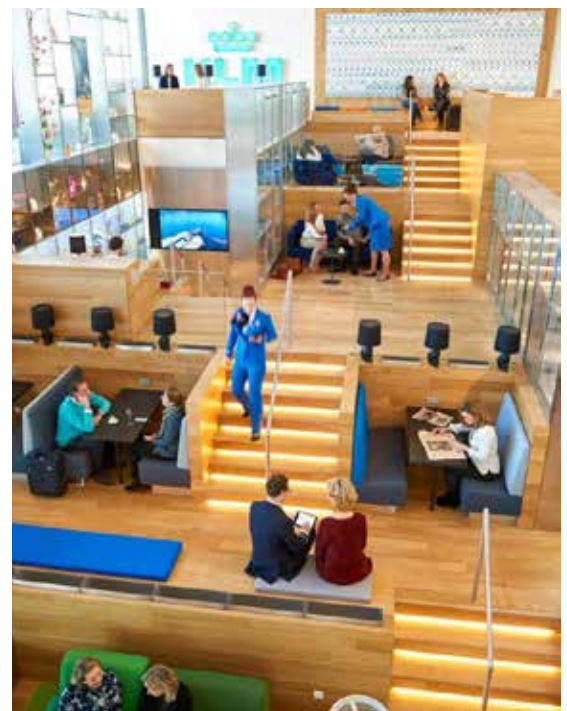
KLM Crown lounges

In an elegant and serene cocoon, KLM offers its World Business Class customers as well as Flying Blue Platinum, Gold and SkyTeam Elite Plus members four KLM Crown lounges:

- 2 KLM Crown lounges in Amsterdam (Netherlands);
- 1 KLM Crown lounges in Toronto (Canada);
- 1 KLM Crown lounges in Houston (United States).

At Amsterdam-Schiphol Airport, the KLM Crown lounge 25 welcomes customers travelling within the Schengen area. The KLM Crown lounge 52 welcomes intercontinental customers. The latter, currently undergoing renovation, already unveiled a first part of its new space in December 2018. It will be fully operational by the summer of 2019. In total, this KLM Crown lounge will offer nearly 1,450 seats over 6,300 m². Accessible from Holland Boulevard between boarding areas E and F, the KLM Crown 52 lounge is accessible by simply scanning your boarding pass. It will offer a treatment area equipped with showers, a catering concept with fresh products and a work area. For any particular request, a digital queue is available at the reception desk.

In addition, customers around the world can access the many lounges of the partners KLM and Air France. With Lounge Finder, customers can quickly find their lounges around the world and the services on offer.



ON BOARD



World Business Class: privacy, comfort and attention

The all-new World Business Class is available on all Boeing 777, Boeing 787 and Boeing 747 aircraft.

Together with Dutch designer [Hella Jongerius](#), the company has created a completely new atmosphere for its World Business Class. To make passengers feel more at home, this was the objective of the new decor created by the designer.

In World Business Class, passengers benefit from a full-flat seat more than [2 metres long](#) and an [individual 17-inch \(43 cm\) screen](#) with up to [200 films](#) and [150 TV programmes](#). On board the new Boeing 787, customers travelling in World Business Class remain connected with [Wi-Fi on board](#).



ON BOARD



Special attention

With dedicated check-in counters, priority boarding and disembarkation, access to Crown lounges and a more generous baggage allowance: passengers in World Business Class – as well as Elite and Elite Plus members – benefit from [exclusive services](#).

And to make the trip a unique experience, the crew offers each guest a comfort kit and one of Delft's famous miniature blue houses, made from real Dutch juniper.

Catering

Guests enjoy a complete [menu](#) consisting of 3 gourmet dishes (starter, main course, dessert), specially prepared by leading Dutch Michelin-starred chefs and several international chefs who make the trip a special gourmet experience. A glass of champagne is also offered before takeoff.



ON BOARD



Economy Class, relaxation and pleasure for all

KLM Economy Class on long-haul flights combines comfort and relaxation. Passengers benefit from optimal travel conditions with **excellent value for money**. Customers enjoy an **ergonomically-designed seat**, **individual screens** offering a **wide choice of programmes** as well as a **multilingual cabin crew**.

For the comfort of all its passengers, KLM offers a drink, a refreshing towel and headphones upon arrival on board. A blanket and pillow are also provided for additional comfort.

Catering

As for in-flight dining is concerned, **a meal consisting of a hot dish, a large salad and a dessert are offered**. On board flights of more than 7 hours, snacks* are offered to all passengers. On all its flights from Amsterdam, KLM also offers customers UTZ or Fairtrade certified chocolate and coffee.

Finally, to help reduce CO2 emissions, the tray and cutlery are lighter than before.



ON BOARD



Economy Comfort, for even more comfort

KLM offers its customers extra comfortable seats with its Economy Comfort seats on European and intercontinental flights. They offer:

- *Up to 10 cm (4 inches) more legroom;*
- *Up to twice the normal seat recline;*
- *Seats in the front of the Economy cabin.*

Economy Comfort seats can be booked online, when booking on KLM.com or via the KLM app up to 48 hours before departure.

IN-FLIGHT ENTERTAINMENT



Wi-Fi on board

On board some Boeing 777s and all Boeing 787 Dreamliner aircraft, KLM offers Wi-Fi. From their smartphone or tablet, customers can purchase a Wi-Fi voucher via the KLM.com Internet connection portal by opening an Internet page.

Different types of Wi-Fi vouchers are available, each for a specific use. Wi-Fi vouchers have two main features, namely the size of the data package in MB and the period of use during which the package is to be used.



More than 1,000 hours of entertainment

In addition, customers benefit from more than 1,000 hours of interactive entertainment, available in several languages:

- *More than 80 films (more than 200 with the new entertainment system) including recent films, classics and international cinema;*
- *Television programmes including comedies, dramas, documentaries on People & Planet, travel, concerts, sports and lifestyle;*
- *Hundreds of CDs and a unique KLM music selection;*
- *Language courses;*
- *Special Children's Channels;*
- *Audio books;*
- *Games.*

IN-FLIGHT ENTERTAINMENT



KLM Media

With KLM Media, customers can access a selection of [international newspapers](#) on their smartphone or tablet. The number of newspapers depends on the customer's travel class and their Flying Blue level.

The Holland Herald in-flight magazine is also available via the app.



SKYPRIORITY: EXCLUSIVE ADVANTAGES FROM CHECK-IN TO BAGGAGE DELIVERY

SKY
PRIORITY™



At SkyTeam level, SkyPriority delivers the most exclusive benefits offered by the Alliance's 19 member airlines to ensure [the smoothest possible experience](#) for passengers travelling in La Première, Business, and Premium Economy class as well as SkyTeam Elite Plus members.

Easily recognizable, the "SkyPriority" logo appears on boarding passes and on all signage at airports. The service offers eligible passengers priority check-in, [faster and privileged access](#) to security controls as well as customs clearance and priority boarding free of charge. SkyTeam is the first airline alliance to offer its Premium passengers a set of priority ground services. Today, this service is available at over [1,150 airports worldwide](#).

*Over 1,150
destinations with
SkyTeam*

The SkyTeam airline alliance now has 19 members around the world. This alliance offers customers comprehensive services for transporting

passengers and cargo. Member airlines have created alliances that allow them to develop their services and increase their opportunities for growth in all markets. When they travel with one of the 19 SkyTeam member airlines, customers benefit from unique services that make it easier to travel on flights from different airlines. They can earn miles on all airlines and have access to over [750 lounges](#) worldwide. In total, SkyTeam's [19 member](#) airlines serve more than [1,150 destinations](#) in [175 countries](#).



FLYING BLUE, A LEADING LOYALTY PROGRAMME IN EUROPE

FLYING
BLUE
FOR ME

Flying Blue, the Air France-KLM group's frequent flyer programme with 15 million members, groups together more than 135 partners.

The more frequently its members travel, the more their loyalty is rewarded. With the Flying Blue card, customers can access a whole raft of services specially designed to make travelling more enjoyable.

On www.airfrance.com and www.klm.com, members are free to consult their account, directly order their reward tickets or request mile updates.

On the www.flyingblue.com website, customers have access to a clear presentation of Flying Blue with a detailed description of the benefits that come with the different Ivory, Silver, Gold and Platinum statuses, together with videos and tutorials. Members can also consult the many ways to earn and spend their miles as well as an exhaustive list of all the programme's partner offers in "Flying Blue Store".



FLYING
BLUE
EXPLORER

AIRFRANCEKLM GROUP

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2019