THE BEST OF AIR FRANCE-KLM IN LATIN AMERICA AND THE CARIBBEAN

SUMMER 2019
THE AIR FRANCE-KLM NETWORK
IN LATIN AMERICA AND THE CARIBBEAN

2019 summer season (March 31 to October 2)

Air France

KLM

* Via Fort de France (4), Miami (6) or Pointe a Pitre (6)
In 2019, Air France-KLM is pursuing its development strategy in South America, with the inauguration of a new route, operated by Air France, between Paris-Charles de Gaulle and Quito (Ecuador). In total, the Group offers 333 weekly flights to 25 destinations in Latin America and the Caribbean including 221 from Paris-Charles de Gaulle, Amsterdam-Schiphol and Paris-Orly during the summer 2019 season. 33 weekly flights connect Buenos Aires and Santiago de Chile on the one hand, and Cayenne, Fort-de-France, Guayaquil, Pointe-à-Pitre, Port-au-Prince on the other via domestic flights.

**Quito, Air France new destination**

Air France has been serving Quito (Ecuador) from Paris-Charles de Gaulle since May 2019. The company is offering its customers services to the Ecuadorian capital during the 2019 summer season and throughout next winter.

Customers can fly to Quito all year round thanks to 3 weekly flights by Airbus A340* for the summer season (30 seats in the Business cabin, 21 seats in the Premium Economy cabin and 227 seats in the Economy cabin) then by Boeing 787 for the 2019-2020 winter season (30 seats in the Business cabin, 21 seats in the Premium Economy cabin and 225 seats in the Economy cabin).

In addition, KLM offers a daily flight between Amsterdam-Schiphol and Quito, operated by Boeing 777, during the summer 2019 season.

**Fortaleza, hub and Air France-KLM and GOL destination**

In 2018, Air France-KLM strengthened its presence in South America by opening a new strategic hub in Fortaleza (Brazil) together with its Brazilian partner GOL. In addition, since 2018, Air France and KLM have offered 3 and 4 weekly flights to Fortaleza from Paris-Charles de Gaulle and Amsterdam-Schiphol respectively.

This hub allows Air France, KLM and GOL customers to benefit from simplified connections, a single check-in and reduced travel time from Europe to destinations in the North East of Brazil such as Belém, Brasilia, Manaus, Natal, Recife and Salvador.

In total, Air France-KLM and GOL customers have access to an optimized network of 104 European destinations and 50 Brazilian destinations.

*Initially operated by Joon. Air France is resuming services to this destination as from June 26, 2019.*
In 2019, Air France serves 18 destinations with 119 weekly frequencies to Latin America and the Caribbean from Paris-Charles de Gaulle and Paris-Orly.

At Paris-Charles de Gaulle airport, customers are taken care of from the time they arrive, when a porter takes their baggage, up through check-in, and arrival in the La Première lounge. This exclusive treatment helps them to save precious time and to make the most of the exceptional Paris-Charles de Gaulle La Première lounge.

Designed by architect Didier Lefort, this lounge offers passengers more than 1,000 m² of space to dine, relax (with its bar and Biologique Recherche spa), work, or rest. The restaurant offers menus by Alain Ducasse and the finest wines from Air France’s cellar. For smooth and discreet boarding, the passenger is notified of their upcoming departure by lounge staff and is personally driven to the gate where they board the aircraft a few minutes before the doors are closed. Passengers making a transfer at Paris-Charles de Gaulle are always greeted once the doors are open and invited to the La Première lounge. Air France is the only airline that offers this kind of service.
La Première passengers have access to a designer suite that promises total privacy. Air France has fitted each one of these suites with thick curtains, fastened with leather tie-backs. La Première seats fold down instantly into a real bed, perfectly horizontal and two metres in length. During the flight, each passenger has access to a personal 24-inch (61-cm) high-definition touchscreen, one of the largest ever offered on an aircraft.

La Première includes a dining experience worthy of the world’s finest restaurants. In the tradition of fine French hospitality, Air France welcomes its guests with exceptional service. With caviar, Michelin star menus, and a wine list approved by internationally famous experts, the entire journey is a celebration of French cuisine.

An exceptional cuisine

With sublime flavours and Michelin-starred menus, Air France offers exceptional cuisine in the La Première cabin. Michel Roth, Joël Robuchon, Régis Marcon and Emmanuel Renaut are just a few of the big names in French haute cuisine who take it in turn to delight customers.

From January to December 2019, four of the greatest French chefs will offer their culinary creations in the La Première cabin on departure from Paris-Charles de Gaulle.

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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, away from the hustle and bustle of the airport. 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 the 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

Business, excellence in the sky

In the Business cabin, the seat adapts to all body shapes, from the sitting position to the full-flat bed nearly two metres long. In the heart of a curved structure, passengers can recreate their own space, according to their desires. The seat is designed to offer an impeccable quality of sleep thanks to the soft seat foam. With a soft duvet and a feather pillow in XXL format, everything has been designed on board to ensure a perfect night’s sleep. Each passenger also has a large 16 inch (41 cm) HD touch screen.
As for storage space, nothing has been left to chance. Space is provided for the passenger to easily store their shoes, carry-on baggage, and handbags. Books, magazines, and tablets slip into a pocket that is accessible even when the seat is folded down into a bed.

Whether the passenger is working, dining, sleeping, or entertaining themselves, the seat adapts to each activity throughout the flight.

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 from Paris-Charles de Gaulle.
**Premium Economy, enhanced comfort and services**

The Premium Economy cabin offers a more comfortable and affordable way to fly in an exclusive space, with 40% more room compared to an Economy seat. **Comfort** and **calm** reign in this cabin, located between the Business and Economy cabins, making it a place to rest and relax while in the air.

The seats recline to 123° inside a fixed shell that protects each passenger's space and privacy. This shell is 48-cm wide and has leather armrests (10 cm) allowing each passenger to rest their elbows without worrying about bothering their neighbour.
Air France is continuing to improve in-flight comfort by offering new, softer seat cushions, a new 12-inch HD screen, and a multi-position footrest, all of which allow each passenger to customise their experience.

All over the world, Premium Economy passengers have access to SkyPriority, allowing them to move more quickly, smoothly, and calmly through any airport.
Economy, comfort for all

In the Economy cabin, passengers can enjoy the essentials of Air France service more than ever at attractive fares.

Air France has completely redesigned its seats, especially the cushion and backrest, using new foams. Wide and soft headrests that are height-adjustable with moveable aides adapt to each passenger’s needs. The armrests can be fully raised, disappearing into the backrest and making it easier to access the seat and find a restful position. The seat-back tray table has been increased in size, making it easier to eat or work comfortably.

To charge electronic devices, there are two outlets located in each row of three seats along with a USB port for easily charging your mobile phone. Fleece blankets, audio headsets, refreshing towels, and a sleeping mask are also provided for passengers’ well-being.

The new nine-inch cutting-edge touch screens offer a high-definition image. Over 1,200 hours of entertainment on demand, including films, games, music, TV series and other options make your flight a truly pleasant experience.
On its long-haul flights, Air France offers dining choices that blend flavour, nutrition, and originality. Starting with the aperitif, champagne, wine, and other drinks are served to passengers, along with crackers.

Next, they are offered the choice between two hot dishes, along with an appetizer and dessert. This complete meal is accompanied by coffee, tea, and an after-dinner drink, served by the flight crew.

A second hot meal is now served on flights lasting more than eight and a half hours.
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.
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.
Air France Play, a moment to relax

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.
FROM AMSTERDAM-SCHIPHOL, KLM OFFERS 17 DESTINATIONS AND 102 WEEKLY FREQUENCIES TO LATIN AMERICA AND THE CARIBBEAN DURING THE SUMMER 2019 SEASON.

AT THE AIRPORT

KLM CROWN LOUNGES, A STYLISH AND PEACEFUL ENVIRONMENT

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, including two in Amsterdam.

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.
World Business Class: privacy, comfort and attention

The World Business Class is available on all Boeing 777, 787 and 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.
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.

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.
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.
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.
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.
KLM Media, your digital press offer

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.
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, 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 Explorer, 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”.
