



## Star Alliance Member Carriers Open Joint Ticketing Facility at Mexico City's International Airport

**Mexico City, 19 May 2005** – The Star Alliance member carriers serving Mexico City – Air Canada, Lufthansa, United, US Airways and VARIG – now offer customers one joint ticket office at Mexico City's International Airport. The dedicated facility is located on the departures level, International Terminal F2, Bay 2. Together the five carriers operate more than 100 flights in and out of the airport per week, offering more than 20,000 seats to eight destinations: Charlotte, Chicago, Frankfurt, Los Angeles, Sao Paulo, San Francisco, Toronto and Washington DC.

“We have completed a further major step in our collocation project for Mexico City Airport. Our customers can now be served at a single location for ticketing enquiries as well as check-in for their flights at collocated counters. These are tangible customer service improvements”, said Lee Hock Lye, Vice President Products & Services – Star Alliance. “Furthermore, our member carriers will also benefit from this new setup, as the joint use of the space will enable them to reduce their costs”, he added.

Star Alliance is currently working with its member carriers and airport authorities across the globe in order to improve customer service facilities at major airports throughout the Star Alliance network. A further recent example of the implementation of this global strategy is the new Centrair Airport in Nagoya, Japan, where all member carriers are co-located for check-in and ticketing and use the joint Star Alliance Lounge for their premium customers. Paris Charles-de-Gaulle is another case in point, with the member carriers making use of the refurbishment of Terminal 1 in order to co-locate all customer services facilities. Future projects include, among others, London – Heathrow, the new Suvarnabhumi Airport Bangkok, Madrid, Miami and Los Angeles.

# NEWS RELEASE

Star Alliance was established in 1997 as the first truly global airline alliance to offer customers global reach and a smooth travel experience. The members are Air Canada, Air New Zealand, ANA, Asiana Airlines, Austrian, bmi, LOT Polish Airlines, Lufthansa, Scandinavian Airlines, Singapore Airlines, Spanair, TAP Portugal, Thai Airways International, United, US Airways and VARIG Brazilian Airlines. South African Airways will join the alliance within the next 12 months. Overall, the member carriers offer more than 15,000 daily flights to 795 destinations in 139 countries.

Note to editors:

Pictures of the new office are available at [www.staralliance.com](http://www.staralliance.com)