

Punctuality is an important concern for passengers, and irregularities in operations can weigh heavily on the customer experience. In case of delays, a key expectation of affected customers is to be informed about the situation as soon as possible, allowing them to adjust their travel plans, seek alternatives, or notify others.

Still, the ability of the airline to contact the customer directly can sometimes be hindered due to mobile phone contact not being included in the booking information, or – during an alliance journey – the reservation details not existing with all carriers in the itinerary.

This is where the Star Alliance initiative “Contact Me” steps in. Aegean Airlines and United Airlines are the first pair of Star Alliance member airlines who have successfully implemented a new tool, which allows Aegean to send email notifications on behalf of United to Aegean Miles + Bonus members in case of delay of a United connecting flight in their itinerary. This way, customers can be reached, who otherwise would have remained uninformed.

Given the positive results and feedback since the launch of ‘Contact Me’, we expect more Star Alliance member airlines to follow the example set by Aegean Airlines and United Airlines in adopting this new service to Frequent Flyer Programme customers.

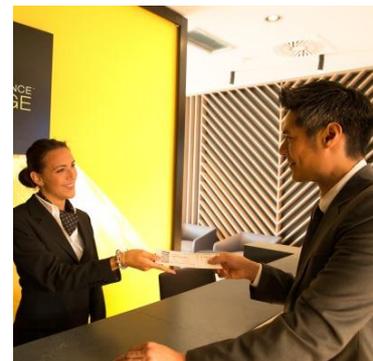
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STAR ALLIANCE
THE WAY THE EARTH CONNECTS



STAR ALLIANCE MEMBER CARRIER NEWS
October 2019

 **AEGEAN**

AIR CANADA 



AEGEAN For Families

Traveling with children? We are here for you!

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The Air Canada Café Opens at Toronto Pearson, Providing Customers an Eye-Opening Airport Coffee Experience

Discover the first-ever Air Canada Café

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Austrian 



Austrian Airlines Launches New Merchandise Portal

- Aircraft models, Austrian Airlines suitcases and bags and much more await aviation fans at jetshop.austrian.com
- Starting in October: Puma sneakers in the

 brussels airlines



Brussels Airlines to launch flights to Montreal and year round to Washington

As from the end of March 2020, Brussels Airlines will launch seasonal flights to

Austrian Airlines design

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Ethiopian ኢትዮጵያ 



Ethiopian Airlines launches onboard Wi-Fi on its A350 Aircrafts

Ethiopian Airlines, the largest Aviation Group in Africa, SKYTRAX certified Four Star Global Airline and Star Alliance member: launches onboard Wi-Fi internet connectivity and reminds you of its excellent e-Visa + Visa-On-Arrival services.

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 **Lufthansa**

Montreal, i.e. in the summer season (end March to end October).

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LOT POLISH AIRLINES



Climate Protection

LOT Polish Airlines offsets CO2 emissions

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 Scandinavian Airlines



Lufthansa flies directly to Ottawa for the first time

- Lufthansa expands long-haul services to Canada in summer 2020
- Ottawa is the fourth Lufthansa destination in Canada
- Flights bookable starting 11 September 2019

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SINGAPORE AIRLINES 



Singapore Airlines extends title sponsorship for Formula 1® Singapore Grand Prix



SAS PRESENTS NEW LIVERY

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 SWISS



SWISS to introduce “Flightpass” for Geneva

SWISS is to introduce the Flightpass,

Singapore Airlines (SIA) will continue to be the Title Sponsor of the FORMULA 1 SINGAPORE AIRLINES SINGAPORE GRAND PRIX for two more years, until 2021.

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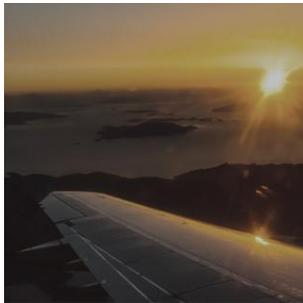
offering ten one-way flights within Europe from or to Geneva, in October. The new product has been jointly developed with the Lufthansa Innovation Hub.

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United Airlines launches new non-stop service between Zurich and Chicago O'Hare

The new route is the sixth non-stop connection from Switzerland to the USA and complements the existing services to New York/Newark, San Francisco and Washington/Dulles.

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About Star Alliance: The Star Alliance network was established in 1997 as the first truly global airline alliance to offer worldwide reach, recognition and seamless service to the international traveller. Its acceptance by the market has been recognized by numerous awards, including the Air Transport World Market Leadership Award and Best Airline Alliance by both Business Traveller Magazine and Skytrax. The member airlines are: Adria Airways, Aegean Airlines, Air Canada, Air China, Air India, Air New Zealand, ANA, Asiana Airlines, Austrian, Avianca, Avianca Brasil, Brussels Airlines, Copa Airlines, Croatia Airlines, EGYPTAIR, Ethiopian Airlines, EVA Air, LOT Polish Airlines, Lufthansa, Scandinavian Airlines, Shenzhen Airlines, Singapore Airlines, South African Airways, SWISS, TAP Air Portugal, THAI, Turkish Airlines and United. Overall, the Star Alliance network currently offers more than 18,800 daily flights to 1,317 airports in 193 countries. Further connecting flights are offered by Star Alliance Connecting Partner, Juneyao Airlines.

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