

## **New, Upgraded Check-in Facilities Open at Narita Terminal 2 - Work Underway on Refurbishment of Terminal 2 -**

Tokyo, December 18, 2007: The new, bigger, better Terminal 1 re-opened in June last year at Narita Airport and has proved very popular with airport users. Narita International Airport Corporation is now undertaking a renewal project in Terminal 2 to provide an even better and more spacious, comfortable environment for the traveling public and the airline operators.

Phase 1 of the project in the departure lobby was completed on 18 December with wholly refurbished and upgraded check-in counters in Zones D, E, F and G all located in the center area of Terminal 2 departure lobby. They involve new first class, business class and economy class counters as well as frequent flyer counters and support counters at which passengers requiring special assistance—passengers with disabilities or those with babies—are served.

New LCD displays installed above the individual check-in counters show airline logos and seating classes. In addition to that, new information displays have been installed in various locations around the departure lobby to help passengers find their check-in counters. The displays are highly visible and information can be read from a considerable distance.

Each zone has a freestanding 5-meter display with a large monitor showing the airline logos and is used by the airlines to provide information to their customers.

After these new sectors are open, NAA will continue refurbishing and upgrading the remaining counters in Terminal 2. In-line baggage screening systems will also become operational in spring 2008. The system incorporates the most advanced explosives detection system on the baggage conveyor line and will eliminate the need for baggage security screening before checking in. This will reduce processing time and make more space available in the departure lobby by doing away with the need for security enclosures around the check-in counters.

A 4,810 square meter duty-free shopping mall, Narita 5th Avenue, was opened on the airside of Terminal 2 in April 2007. The mall houses world famous brand name boutiques and specialized duty-free shops with a dazzling range of products to add excitement and enjoyment to the shopping experience at Narita Airport.

Progress on this spectacular refurbishment project in Terminal 2 continues in a determined drive by NAA to exceed the expectations of its customers.

NAA locates alliance partner airlines in the same terminal area to maximize passenger service. Located in Terminal 2 are mainly “Oneworld” alliance member airlines, i.e., Japan Airlines, Japan Asia Airways, JALways, American Airlines, Cathay Pacific Airways, Finnair, Qantas Airways, which serve 1006 flights per week in the terminal. It occupies 72.6% of all flights at Terminal 2. Other airlines operating at Terminal 2 are Aeroflot-Russian Airlines\*, Air China\*, Air India, Air New Zealand, Air Niugini, Air Pacific, Air Tahiti Nui, Biman Bangladesh Airlines, China Airlines, China Eastern Airlines, China Southern Airlines, Egyptair, Garuda Indonesia, Iberia, Iran Air, Malaysia Airlines, Mexicana, Pakistan Airlines, Philippine Airlines, SriLankan Airlines, Vietnam Airlines, Xiamen Airlines.

\* Will move to Terminal 1 in 2008

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More spacious, more comfortable departure lobby in Terminal 2 (Image)



New check-in counters (Image)

