



Making the Most Out of Your Airport & Flight Time

Maximize sleep time



For intercontinental trips, the aims are:

- to minimize travel time and jet lag
- to maximize sleep time.

Importance of sleeping:

- to improve mental tranquility, performance, memory, concentration.
- to Reduce suggestibility, risk taking and maintain humor

=> Continuous, sufficient duration and obtained at the right time for maximum effect.

Recommendation for intercontinental flights

- flight of at least 8 hours
- the shortest possible overall journey time, including the connexion
- respect biological night

	BIOLOGICAL NIGHT 	
15:00-23:00	23:00-07:00	07:00-15:00
 AMS		

KL810 KUL-AMS: 11.20pm – 06.00am 12.40

KL809 AMS-KUL: 08.45pm – 02.55pm 12.10

Maximize 12 hours of flights



Being able to sleep

- **Optimum Comfort:** Full Flat seat + more storage compartment
- **Privacy:** no middle seat + screen between seats

Being entertained

- Always bigger screen (16" HD quality touch screen)
- 1000 hours of entertainment

Enjoying services

- Quality food and drinks on board
- Friendly and service minded crew

Being able to work

- In-seat power
- Space

Bringing a souvenir

- KLM's famous collectables Delft Blue house

Maximize 12 hours of flights in all cabins



Being able to sleep

- Seat with optimal body support in to ensure premium comfort and avoid any risk of pressure points and thromboses
- High literature pocket for more legroom / living space
- 6 way headrest including neck support

Being entertained

- Always bigger screen (9" HD quality touch screen)
- 1000 hours of entertainment

Enjoying services

- Quality food and drinks on board
- Friendly and service minded crew

Being able to work

- Electrical units to charge devices (110V)

Minimize travel time: Amsterdam Schiphol



Principle: connect a large number of small traffic flows (short & medium haul flights) to the larger flows of traffic from and to international long-haul flights.

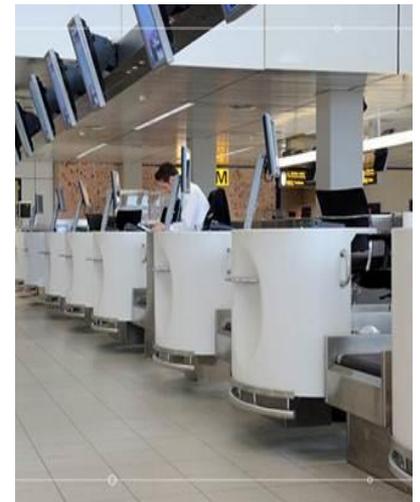
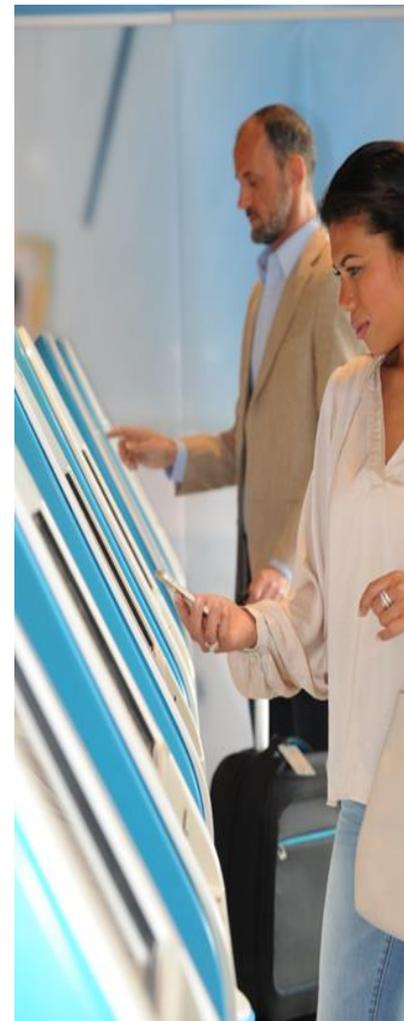
How: Create several concentrations of flight arrivals and departures each day, allowing passengers to quickly and easily make connections

Goal:

- ✓ Multiply the possible connections
- ✓ Minimize waiting times between flights



Minimize time at the airport



Optimize my time in the airport



Train station underneath the airport



Rijksmuseum at the Airport



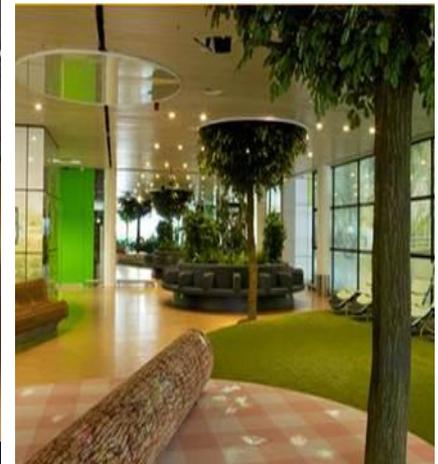
Airport Library



Shopping Paradise



Relax at the airport



Airport Park

Optimize my time in the airport



KLM Crown lounge:

- ✓ Haven of peace, Comfort
- ✓ Entertainment (TV)
- ✓ Working environment,
- ✓ Quality food and drinks
- ✓ Shower



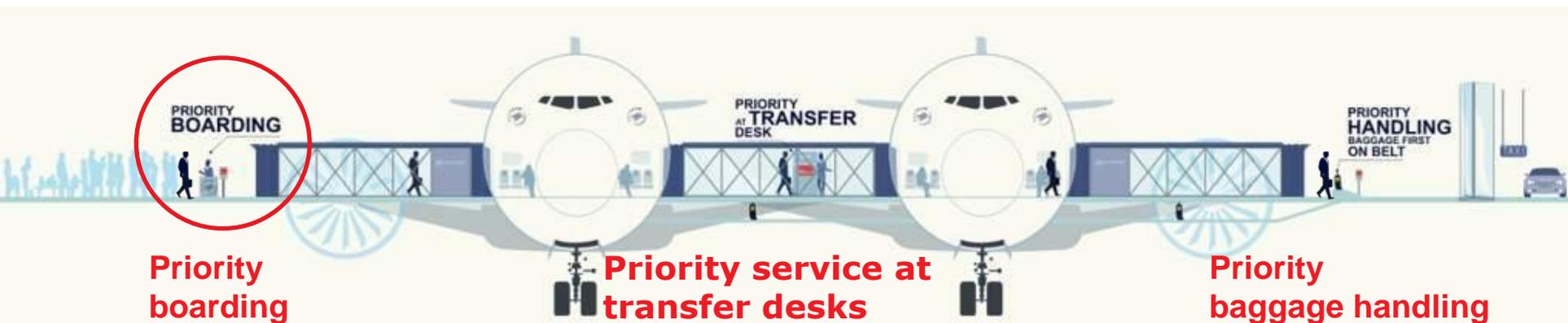
Minimize constraints: SkyPriority benefits a suite of specialized in-airport services

Faster

Seamless

**SKY
PRIORITY™**

AIRFRANCE  KLM 



Minimize constraints



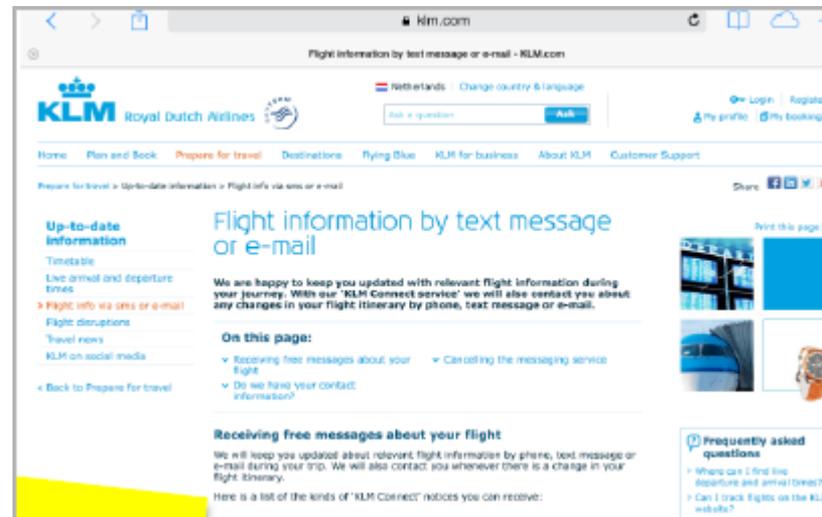
More than 1000 destinations thanks to Air France - KLM and its SkyTeam partners

- With the same facilities whichever airline they - travel on.
- Through check-in
- One single ticket



Minimize constraints: being informed

- ✓ Mobile applications
- ✓ 24/7 customer services via social media
- ✓ Designed applications for Android Smartwatch and the Apple Watch



Conclusion



- **Optimize flight time** : at least 8 hours long
 - Sleep: Continuous, sufficient duration and obtained at the right time for maximum effect.
 - Possibility to work or being entertained in a friendly and comfortable environment
- **Optimize Airport time:**
 - Short and smooth processes,
 - Possibility to work, shop, being entertained or take shower
- **Minimize constraints:**
 - Through check-in
 - Being informed in advance in case of flight's changes

And if my travel time was too short ?

Questions & Answers

Every corner of
the planet is
within your reach

Together with our partners, we can fly you to just about any destination without any hassle. So instead of piecing your journey together on your own, choose KLM and we'll take you straight there. Visit klm.com for more information.



Air France – KLM at a glance

