

Press release

18 February 2003

Better baggage information at Copenhagen Airport, Kastrup

Copenhagen Airport has launched a new information system to show passengers when their baggage will be on the baggage reclaim belt.

Customer surveys show that passengers are generally satisfied with the baggage service at Copenhagen Airport, but waiting times at baggage reclaim vary from airline to airline.

“Passengers have become accustomed to different airline service levels in a number of areas, and it only stands to reason that the airlines have different standards for baggage delivery as well,” says Merete Rønne, Deputy Director at Copenhagen Airports A/S, “but as the airport operator, we would like to provide better information, so that passengers know what to expect. As the first airport in Europe, we can now offer such a system.”

The system has been developed by Copenhagen Airports A/S, and the handling companies – who provide baggage services for the airlines - have fixed the countdown times. Baggage arrival times vary between 19 and 31 minutes depending on aircraft size and whether it's a charter flight or a scheduled flight. Countdown starts from the time the aircraft arrives at the gate, meaning that the first ten minutes will already have passed when passenger reaches the baggage reclaim area. The monitors, which have so far displayed information to passengers on which baggage belt their baggage will be delivered on, will now also display information on how long it will be before the baggage from their flight will be on the belt.

A survey among passengers shows that the new information has been well received. More than 95% of passengers surveyed responded that they were satisfied or very satisfied to get more information. Conversely, 57.8% of passengers did not know that the handling companies are in charge of baggage handling based on negotiations with the individual airlines. About half the passengers surveyed thought that the airport was responsible for baggage service.

Additional information is available from Press Co-ordinator Camilla Kjærsgaard on tel +45 3231 2806.