

# Iberia Express, Low Cost Iberia's Subsidiary Unit, Was World's Most Punctual Low Cost Airline for Fifth Consecutive Year



With more than 82% of its flights on time in 2018, Iberia itself was ranked **Europe's 3rd most punctual carrier (6<sup>th</sup> in world and 1<sup>st</sup> in Spain)**, according to industry monitors FlightGlobal.

- The low-cost Iberia's subsidiary unit, **Iberia Express**, held tight to its **number one** position in the world in 2018, with 86.47% of its flights arriving on time.
- These results were achieved in a difficult year for commercial aviation in Europe, with strikes by **air traffic controllers** and saturated air space.

Madrid, 10 January – The new year got off to a good start for the Iberia Group with the news that its low-cost subsidiary unit, **Iberia Express**, put in the **world's best on-time performance for the fifth year running**, though this year it was equalled by Brazil's Azul, according to industry consultants and record-keepers FlightGlobal. This was regarded

as a major achievement in such a competitive segment of the aviation industry.

**Iberia** itself was ranked **Europe's 3<sup>rd</sup> most punctual carrier, 6<sup>th</sup> in the world, and 1<sup>st</sup> in Spain**, according to FlightGlobal.

The year was a difficult one for the industry in Europe, due to new traffic control regulations, strikes by air traffic controllers in France and elsewhere, bad weather, and other factors.

In this context, and given the importance of maintaining the highest standards of quality and service expected by Iberia Group customers, this performance is viewed as a triumph for the two airlines both of which saw major expansions of seat supply and also increases in demand during the year.

**About Iberia:** Iberia is the leading carrier on routes between Europe and Latin America, and it flies to **124 destinations in 48 countries** in Europe, the Americas, Africa, Middle East, and Asia. Together with its subsidiary Iberia Express and its franchise partner Iberia Regional/Air Nostrum, it operates about 600 flights each day with a fleet of some 135 aircraft. It offers easy and convenient connections at its hub in T4 in Madrid-Barajas airport. **Iberia was the world's most punctual airline in 2016**, according to Flightstats. The airline was recently awarded its 4<sup>th</sup> Skytrax star. Iberia is a member of the **oneworld** alliance that operates more than 14,000 daily flights to some 1,000 destinations in more than 150 countries. For more information, please visit <http://grupo.iberia.es>

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# LOT launched new connection to London-City Airport from Warsaw



Nowe stroje załóg kabinowych  
PLL Lot  
sesja dla Magzaynu  
Kalejdoskope  
fot. Adam Lach & Bartek  
Sadowski

POLISH AIRLINES



*Warsaw, 8 January 2019 – The Poland's flag carrier flies directly from Warsaw to London City (LCY) up to twice a day. For this special route LOT acquired four brand-new Embraer 190 jets. From February 18th they will operate to London City from Budapest and from May 1st to Vilnius*

Flights from Warsaw to London City will be operated according to the following schedule: departures to LCY daily (except Sundays) at **7:15am**, arrivals at **9:00am** and daily (except Saturdays) at **4:15pm**, arrivals at **6:00pm**. Departures to WAW are scheduled daily (except Sundays) at **9:30am**, arrivals at **1:00pm** and daily (except Saturdays) at **6:30pm**, arrivals at **10:00pm**.



London City Airport is conveniently located in London's **Royal Docks**, is the nearest airport to the business and financial centre of London and less than six miles from famous attractions such as **Tower Bridge** and **the Shard**. The newest service offered by LOT will bind Polish-UK relations even

stronger, based on the hugely important human and economic links between the countries.

The schedule will be in favor of business passengers flying to London-City **from Warsaw** as well as the other cities in the region such as **Vilnius, Kiev, Lviv, Riga, Bucharest, Larnaca or Tbilisi**. From now on they will be able to complete their journey within one working day. For passengers travelling from London City, LOT gives an excellent alternative to fly to many eastern destinations such as **Singapore, Tokyo, Seoul, Beijing or Astana** as well as to almost all our destinations in **Central & Eastern Europe** with only one short and comfortable layover at LOT Warsaw Hub at **Chopin Airport**. It is expected that the

route will appeal to leisure travelers seeking city breaks in either direction.



“We are more than happy to welcome passengers onboard our flights to London City. London City is **the most convenient airport** for those passengers willing to get to the City of London in **the shortest and most comfortable way** not only **from**

**Warsaw**, but soon **from Budapest and Vilnius** as well. We are certain that new connections will be in favor of passengers travelling to CEE region and are going to be among the most successful routes in our constantly growing network” – says Adrian Kubicki, Director of Corporate Communications at LOT Polish Airlines.



Richard Hill, Chief Commercial Officer at London City Airport, said: “For the first time in a decade, a regular service between London City and Poland has commenced, strengthening the ties between our countries, encouraging tourism and **fostering business links between London and Warsaw** – now and in the future. Warsaw is another major European capital city to add to our route network, boosting our Central European offer, and providing onward connections to Asia through LOT Polish Airlines’ extensive network.

“LOT Polish Airlines is **the first new airline to land at London City in 2019** and the fact that Poland’s flag carrier has strategically chosen London’s most central airport to expand operations in the city, and is making a significant investment to do so, shows confidence in the speed and convenience of the **London City experience and our long-term growth prospects**, with Budapest and Vilnius to follow in quick succession.”

In order to operate to London City LOT has decided to acquire brand **four new Embraer E-190** jets, which are compatible with **the shorter runway and steep approach** at London City. The airplanes were delivered to LOT by the end of 2018 directly from the Embraer factory in Brazil. The new Embraer E-190s have capacity of **106 comfortable seats** in three class of travel (business, premium economy and economy class), which gives an efficient combination of optimum range and maximum number of passengers.

Flights to and from London City are available for purchasers through all channels, including [LOT.com](http://LOT.com), LOT Contact Center and at travel agents.

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## **New Maritim Hotel on the Bulgarian Black Sea coast**



The Paradise Blue Hotel & Spa\*\*\*\*\* in Albena, Bulgaria will open as a [Maritim Hotel](#) in April 2019. The contract for the new 5-star

hotel was signed recently and Maritim Hotels (Germany) will run it on a franchise-basis.

The new hotel opened for the first time on 01 July 2017. The soon-to-be Maritim Hotel Paradise Blue Albena is situated right by the fine sandy beach and has more than 238 rooms, including 26 suites, 4VIP suites and 8 studios. 15 rooms have their own pool.

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Guests will find a range of indulgent dishes in a total of four buffet and à la carte restaurants – the VIP Lounge, the



Bistro, the Lobby and the Pool Bar.

The hotel's exclusive facilities also include a spacious spa and wellness centre with sauna, indoor pool and gym, as well as an outdoor pool, a children's pool and water slides. The hotel's disco provides evening entertainment. Three meeting rooms, accommodating up to 500, 140 and 80 people respectively, are available for our business guests.

The opportunity to capitalise on Maritim's high brand awareness among German holiday makers was a decisive factor for the Bulgarian owners when signing the contract. In particular, they hope the franchise agreement will enable them to tap into additional market potential in their main markets of Germany, Austria and the UK, as well as improve their standard of service. As part of the agreement, Maritim will provide training courses. They also intend to send department managers to Maritim Hotels in Germany for training during the Bulgarian off-season or to offer them a trainee programme.

"We are delighted to add this high-quality hotel to Maritim's international portfolio and are certain that it will offer our Maritim guests a highly attractive destination," explains Peter Wennel, CEO at HMS Hotel Management Services International GmbH. HMS is part of the Maritim Group and is responsible for the hotel chain's international expansion: [www.maritim.com](http://www.maritim.com)

The Maritim Hotelgesellschaft is Germany's largest owner-managed hotel group, and the company's nationwide hotel network is represented by hotels in six countries overseas: Mauritius, Egypt, Turkey, Malta, Spain and China. The group's ongoing expansion continues to strengthen its position within the European first-class hotel industry.

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# L'OMT et la CET publient un rapport sur le tourisme de santé



*Madrid (Espagne), décembre 2018 – L'Organisation mondiale du tourisme (OMT) et la Commission européenne du tourisme (CET) publient un nouveau rapport concernant le tourisme de santé. Menée dans le cadre de leur*

*programme conjoint de recherche, cette étude est la première tentative de conceptualisation cohérente du tourisme de santé et pour définir les motivations des voyageurs à la recherche de tels services.*

Le tourisme de santé, le tourisme de bien-être et le tourisme médical ont connu une croissance exponentielle ces dernières années et tiennent une place de plus en plus importante dans de nombreuses destinations.

Le segment du tourisme de santé, en plein essor à l'échelle mondiale, est un segment complexe et en mutation rapide que

les destinations doivent mieux connaître pour en exploiter le



potentiel et affronter les défis qui l



‘Exploring Health Tourism’ (Explorer le tourisme de santé) propose une taxonomie complète, utilisant une terminologie uniforme, pour définir et décrire le système des voyages pour motifs de santé, lequel a de nombreuses ramifications. Il offre des instruments pratiques à l’usage des Organisations Nationales du Tourisme et des Organismes de Gestion des Destinations pour développer le tourisme de santé.

Comme défini dans le rapport, le tourisme de santé recouvre les types de tourisme ayant pour motivation première de contribuer à la santé physique, mentale et/ou spirituelle par des activités médicales et de bien-être.

Le rapport met en lumière les facteurs qui façonnent le tourisme de santé, comme les évolutions technologiques, la santé de la personne, la protection des données et l’urbanisation. Il explore également le marché, la demande et l’offre de tourisme de santé, en fournissant des exemples de gestion marketing. Enfin, l’étude énonce un ensemble de recommandations, allant de l’amélioration de la collecte des données et de l’exactitude de la mesure à un tourisme de santé plus accessible et plus durable, en ayant davantage recours aux partenariats.

**Liens**

**utiles**

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[Exploring health tourism \(Explorer le tourisme de santé\) : Rapport \(en anglais\)](#)

## airBaltic Pilot Academy's Third Group of Students Begin Studies

**Riga.** Already the third group of students began their study process at the Latvian airline's *airBaltic Pilot Academy* on January 10, 2019. The third group of 11 students will become *airBaltic* pilots upon completion of the full-time programme in less than two years from now.



Pauls Cālītis, *airBaltic* SVP Flight Operations: "The students that received their first epaulettes today have passed the same meticulous application process all our pilots go through. Being the only pilot academy in the Baltic region

that is linked to an airline, our students benefit greatly while learning from the first-hand experience of our professional instructors."

"We launched our *Pilot Academy* last spring, and since then we

have received four state-of-the-art *Diamond Aircraft* and a flight simulator, established training facilities at Liepāja Airport. Over 30 Baltic students are now on their way to fulfill their dreams and become commercial pilots,” P. Cālītis added.

The application process for the second 2019 spring group of *airBaltic Pilot Academy* will conclude on January 14, 2019. For more information and applications, please visit: <http://pilotacademy.com>.

*airBaltic* serves over 70 destinations from Riga, Tallinn and Vilnius, offering the largest variety of destinations and convenient connections via Riga to its network spanning Europe, Scandinavia, the CIS and the Middle East. For summer 2019, *airBaltic* will launch new direct routes from Riga to Dublin, Stuttgart and Lviv. In addition, next summer *airBaltic* has introduced three new destinations from Tallinn to Malaga, Brussels and Copenhagen.



#### ***airBaltic* in brief:**

***airBaltic*** (AIR BALTIC CORPORATION) is the most punctual airline in Europe connecting the Baltic region with over 70 destinations in Europe, the Middle East, and the CIS. *airBaltic* is a joint stock company that was established in 1995. Its primary shareholder is the Latvian state, which holds 80.05% of the stock, while Lars Thuesen holds around 20% through his fully-owned Aircraft Leasing 1 SIA. The *airBaltic* fleet consists of 34 aircraft – 14 *Airbus A220-300s*, 8 *Boeing 737s* and 12 *Bombardier Q400Next Gen* aircraft. *airBaltic* has received numerous international awards for excellence,

innovative services, and achievements in reshaping its business. In 2017, the airline received the CAPA Regional Airline of the Year awards, while in 2018 *airBaltic* received the ATW Airline Industry Achievement Award as the Market Leader of the Year. *airBaltic* achieved the best on-time performance globally in 2014, 2015, 2016, 2017.

***airBalticTraining***, a subsidiary of *airBaltic*, is a training facility offering a wide range of aviation training services in its modern and purpose-built training centre in Riga, Latvia. It was established in 2010 and since then each year provides training to approximately 3000 professionals from across the world – more than 1 500 pilots, almost 1 000 cabin crew members and several hundred of ground handlers, cargo agents, security personnel and others.

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## Begin 2019 met een avontuur in Londen



*Doorbreek de januari blues met een trip naar Londen. Vanaf vandaag tot en met 21 januari biedt de hogesnelheidstrein operator meer dan 39.000 tickets naar Londen aan vanaf 34 euro in Standard en 80 euro in Standard Premier om te reizen tussen 22*

*januari en 17 april 2019.*

Gebrek aan inspiratie? Enkele onmisbare to do's in Londen:

### [Valentijn: 14 februari](#)

Ter gelegenheid van Valentijnsdag trekt Londen de kaart van de verleiding en onthult de stad haar romantische kant: adembenemende uitzichten vanaf de London Eye, een etentje in een sterrenrestaurant, wandelingen langs de Theems of over de Wobbly Bridge ... Alles is aanwezig om indruk te maken op jouw geliefde.



### [London Fashion Week Festival van 21 tot 24 februari](#)

In februari staat mode centraal en dankzij de LFW is haute couture voor iedereen toegankelijk. Op het programma: modeshows, pop-up stores en afspraken met ontwerpers.

### [St. Patrick's Day: 17 maart](#)

Geniet ter gelegenheid van de patroonheilige van de Ieren van een parade door centraal Londen. Vier de cultuur, gastronomie, dans en Ierse muziek.

### [Londen in de lente](#)

De vele prachtige parken en tuinen van Londen zijn perfect om te bezoeken wanneer de lente weer begint. Het kan nog een beetje frisjes zijn in maart, maar de eerste tekenen van het nieuwe seizoen zorgen zeker en vast voor een vrolijke citytrip.



[Tate Britain: Van Gogh and Britain](#)  
[vanaf 27 maart\\*\\*](#)

Laat je inspireren door Londen en door Van Gogh.

Van 8 januari tot en met 21 januari 2019 reserveert Eurostar 39.500 tickets naar Londen vanuit Brussel, Rijsel of Calais vanaf € 34 enkele reis te gebruiken tussen 22 januari en 17 april 2019 op basis van een verplichte terugreis\*.

\*\* Op vertoon van hun Eurostar-ticket krijgen reizigers 2 kaartjes voor de prijs van 1 dankzij het Eurostar 2 FOR 1-programma dat geldig is in 9 iconische Londense musea: Tate Modern, Tate Britain, The National Gallery, National Portrait Gallery, British Museum, Victoria and Albert Museum, British Library, Science Museum & Royal Academy of Arts.

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**Traffic results for 2018:  
Austrian Airlines Sets a New  
Passenger Record**





- *More than 13.9 million passengers flew with Austrian Airlines in 2018, a rise of 8.5 percent*
- *Capacity utilization up 2.5 percentage points in 2018 to 79.3 percent*
- *December 2018: More than 950,000 passengers, an increase of 5.8 percent*

Austrian Airlines succeeded in setting a new passenger record in 2018 of 13.9 million passengers. This performance surpasses the previous all-time high of 2017 by one million passengers, comprising a year-on-year rise of 8.5 percent. The flight offering measured in available seat kilometers (ASK) was up 6.2 percent. Revenue passenger kilometers (RPK) climbed 9.7 percent compared to 2017. Capacity utilization of the flights equaled 79.3 percent on average, an increase of 2.5 percentage points. The number of flights was up 4.8 percent in the year 2018 to a total of 150,963.

“On balance, people generally flew more frequently in 2018 and considerably more often with Austrian Airlines. We plan to further expand our flight offering at the Vienna flight hub again in 2019“, states Andreas Otto, Member of the Management Board and CCO of Austrian Airlines.

More than 950,000 passengers flew with Austrian Airlines in the month of December 2018, corresponding to a 5.8 percent increase from the prior-year month. The flight offering was up

5.5 percent. Revenue passenger kilometers rose by 8.1 percent. Capacity utilization in the month of December 2018 equaled an average of 75.2 percent, representing an increase of 1.8 percentage points compared to the previous year. The number of flights operated in December 2018 climbed 5.0 percent to 11,113 flights.