

Hospitality Program for Non-Japanese International Transit Passengers (Limited-time Trial)

Tokyo, 9 October 2013 : As part of Narita's drive to become our customers' preferred airport, NAA will offer a "Hospitality Program" for a limited period only on a trial basis for non-Japanese customers connecting between international flights.

The objective of this program is to enable as many overseas visitors as possible to experience the hospitality of Japan and get to know the attractions of the country and the region around the airport during their limited transit time, and eventually to encourage demand for further visits to Japan. Participants in this program will be asked to complete a questionnaire for their feedback to assist our future consideration.

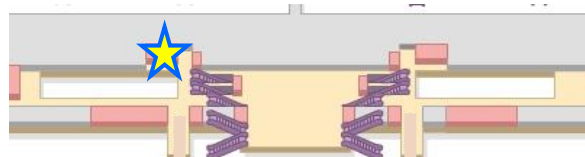
- Duration: Friday, 11 October 2013, to Tuesday, 31 December 2013
- Target Group: Passengers connecting between international flights who are eligible to enter Japan (Passengers with entry visas or those from visa-waiver countries and regions)
- Description of activities:
 - ① Opening of a special transit lounge
 - Concierges at the lounge will cater to the customers' requests, offer explanations regarding the Hospitality Program and suggest activities tailored to individual needs.
 - Provision of refreshments
 - Temporary baggage storage service in the lounge
 - ② Hospitality services menu
 - Distribution of discount coupons which can be used throughout the airport
 - Special offers on taxi tours of local tourism spots by foreign language speaking drivers (See reverse.)
 - ③ Provision of concerts, Japanese cultural experiences and other hospitality events

■ Lounge locations:

Terminal 1 North Wing
Rental waiting lounge (N1) on the 4th floor



Terminal 2
Transit lounges (B5, B6) on the north side of the 2nd floor



Car Parks

* Other rooms may be used during the period

How to Take Advantage of This Program

Step 1: Arriving transit passengers will be invited to take part in the Hospitality Program. Information will be provided by service agents in front of the transit security checkpoints, via posters and other means.



Step 2: After checking their eligibility, the service agents will provide those passengers wishing to participate with directions to the transit lounge.



Step 3: The passengers will be asked to proceed to the transit lounge after completing entry formalities by themselves.



Step 4: A concierge will be on hand at the transit lounge to ask about the passengers' wishes, offer explanations about the special services menu and suggest activities tailored to individual needs.

Examples of Requests Anticipated from the Passengers

- ✓ "I have a lot of time to spare before my connecting flight. I would like to have a look at facilities that would allow me to get a feel of the Japanese culture."
⇒ We will arrange a taxi tour of local tourism spots and facilities by a foreign language speaking driver. (* Up to 5 groups per day)

- ✓ "I am tired after a long flight. I want to relax and freshen up."
⇒ We will suggest plans for using the shower and other facilities in the airport, with discount coupons where available.
(* The concierge will check the availability of the facilities requested and provide directions.)

- ✓ "I am hungry. I want to have a good meal."
⇒ We will recommend a suitable restaurant within the airport and offer discount coupons.