

From 2 June, Changes to Airline Counter Positions in Terminal 1 South Wing

Tokyo, 26 May 2016: The locations of the airline check-in counters at Narita Airport's Terminal 1 South Wing departure lobby will be changed on 2 June 2016.

The South Wing check-in counters are presently separated by the service class. From 2 June, they will be rearranged to airline by airline, as shown in the attachment, and their positions will also change.

In conjunction with this, NAA will modify the check-in counter information displays and also set up new free-standing displays in the departure lobby (to be installed in mid-July) to help customers find their counters more easily. Customers using the check-in counters on or after 2 June are asked to check our website or the information displays to ensure they go to the correct counter for their airline.

➤ Check-in Counter Information Displays

Displays will be installed at the front of each check-in island with information on the airlines using those counters.



Modifications

- Change from displays by the service class to displays by airline
- Additional function to display the logo of the airlines using each counter

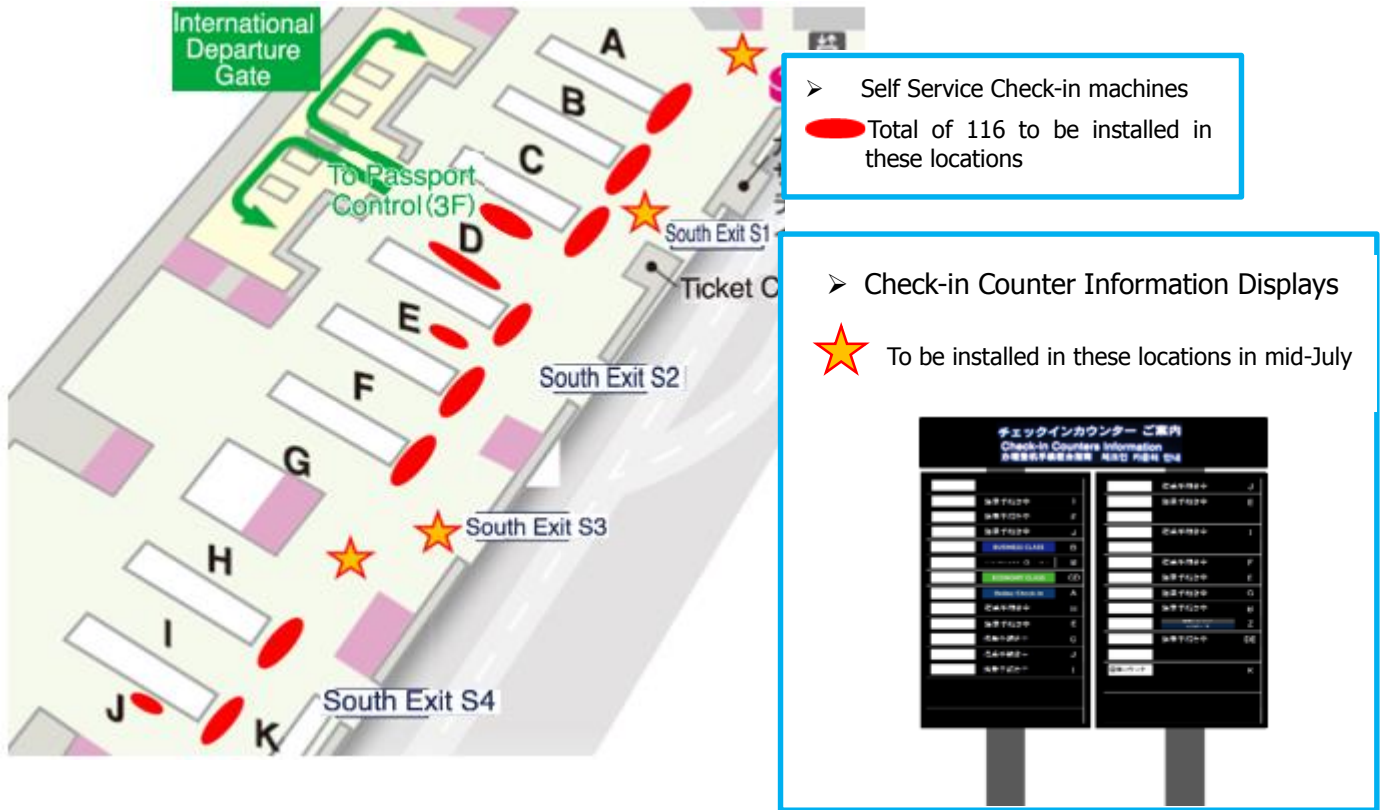
Along with these changes to counter locations, airlines are also replacing and relocating their Self Service Check-in machines as part of their Fast Travel initiatives. Customers will have a two-step procedure to complete in which they will first check in at the Self Service Check-in machines to obtain a boarding pass, before going to the baggage counter to drop off their baggage (*1). These changes are aimed at shortening customer waiting times, and NAA will provide assistance with information and directions to ensure smooth customer flow.

The Self Service Check-in machines will have a new function for printing baggage tags, which customers can affix to the baggage themselves, before proceeding to the baggage counter (*2).

(*1, *2 Check-in methods and the timing for the start of the baggage tag printing will depend on the airline. Please contact your airline for further information.)

[Attachment]

Check-in Counter Positions from 2 June 2016



Zone A	All Nippon Airways, Air Japan
Zone B	All Nippon Airways, Air Japan
Zone C	All Nippon Airways, Air Japan, Ethiopian Airlines, Turkish Airlines
Zone D	All Nippon Airways, Air Japan United Airlines
Zone E	United Airlines, Austrian Airlines, Swiss International Air Lines, Lufthansa German Airlines
Zone F	Singapore Airlines, Shenzhen Airlines, Air China
Zone G	Shenzhen Airlines, Thai Airways, Etihad Airways
Zone H	Asiana Airlines
Zone I	Air Canada, EVA Airways, Scandinavian Airlines
Zone J	Air New Zealand, LOT Polish Airlines, Uzbekistan Airways, Air Busan, MIAT Mongolian Airlines

Note: If you are using a code-share flight operated by the following airlines, please use the check-in counters of the airlines shown in parentheses.

Virgin Australia (Singapore Airlines), Air Berlin (Etihad Airways), Egypt Air (Turkish Airlines), Shandong Airlines (All Nippon Airways), Jet Airways (All Nippon Airways), Niki (Etihad Airways), South African Airways (All Nippon Airways, Etihad Airways)