

7<sup>TH</sup> NOVEMBRE 2016

*instant Paris*



PARIS AÉROPORT



«Customer service and satisfaction are our top priority. The passenger experience at Paris-Charles de Gaulle should be among the best in the world and include a level of service that never ceases to improve. With this in mind and in order to ensure passengers' comfort before, after, and in between each flight, Paris Aéroport decided to treat its transfer passengers to a unique moment of relaxation in the middle of Europe's premier airport hub. With instant Paris, customers can be whisked away to the heart of the capital for the duration of their stopover without ever having to leave the airport.»

**Augustin de Romanet,**  
Chief Executive Officer of Groupe ADP

## PARIS IS OUR MUSE!

The mythical city of Paris is multi-faceted. This capital of fashion is at the cutting-edge of the latest trends in haute couture. Not only is Paris brimming with culture and history, it's also a city of love and dreams that has already stolen the hearts of countless visitors the world over!

Each neighbourhood has its own unique flavour, and a new side to an area is often waiting to be discovered just beyond the next bend of a meandering side street. Paris' parks and gardens are perfect for strolling and exploring. Plus, when crossing the Seine on one of the city's legendary bridges, who wouldn't be filled with wonder by the sight of the Eiffel Tower lit up with a sparkling web of tiny lights!

The French art de vivre, art, literature, gastronomy, and iconic Parisian fashion and style, which have turned the city into a world-renowned destination, call to mind a certain sense of refinement and elegance. *instant Paris* pays tribute to this Parisian tradition, which has inspired so many.

# *instant Paris*

## A LOUNGE AREA FOR TRANSFER PASSENGERS LOCATED IN THE HEART OF PARIS-CHARLES DE GAULLE AIRPORT

*instant Paris*, a new relaxation lounge, welcomes transfer passengers in the heart of Paris-Charles de Gaulle Airport's international area.

This unique lounge offers passengers with at least a three-hour stopover a moment of relaxation and well-being in a contemporary Haussmannian atmosphere reminiscent of a traditional Parisian apartment. The lounge is steeped in French art de vivre and offers passengers a special and unique experience without ever leaving the airport.

*instant Paris* is halfway between a high-end hotel and a cosy apartment for friendly get-togethers. The service is warm, attentive, and thorough with the goal of making every customer feel instantly at home. *instant Paris* offers an innovative eighty-room hotel operated by *Yotel*, carefully selected partners that provide not only high quality but also authentic service, and impeccable customer care that's the farthest thing from stiff and artificial.

The undeniable charm of this authentic lounge area is beautifully underscored by the work of talented architects, designers, artists, and creators.

**Welcome to *instant Paris*!**

<sup>1</sup> En termes d'offre de connectivité intercontinentale, d'après le rapport *Hub Connectivity* de l'ACI

## THE CHARM OF A PARISIAN APARTMENT WITH THE SERVICES OF A DELUXE HOTEL

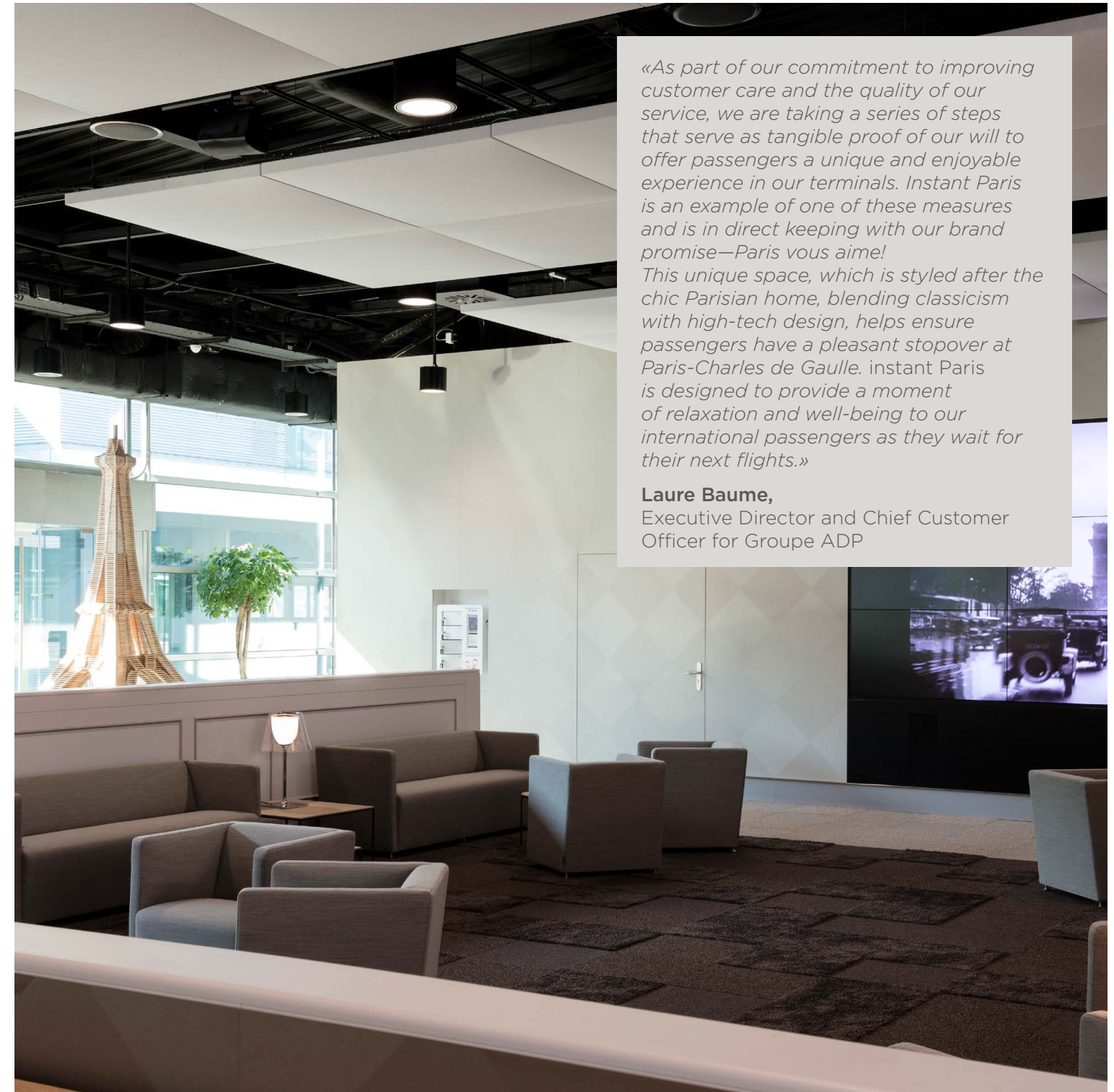
Need to recharge your batteries in between flights? *instant Paris* offers 4,500 sq.m of rest and relaxation in a spacious venue located in Hall L of Terminal 2E. A central gallery is lined with alcoves featuring a library with a fireplace and a dining room with a large family table. *instant Paris* immediately transports you inside a Haussmannian apartment. The lounge also includes a variety of services to help you relax or pass the time, depending on what you want, and feel like you are in the middle of Paris besides!

### STYLED LIKE A PARISIAN HOTEL

*instant Paris*, which is free for all passengers in transit, features a lobby that combines the warm feel of a welcoming home with the sophisticated comfort of a luxury hotel. Beyond the entranceway, a series of rooms and services, going from the most animated to the most calm, leads to the hotel. Passengers walk along a gallery that features special events and temporary exhibitions representing the French art de vivre and Parisian culture. The promenade starts with an immersive 3D journey to various iconic sites in the capital with Timescope, the first virtual reality self-service kiosk. In the blink of an eye, travel through time to explore the history of the famous Place de la Bastille, plus many other attractions.

### ENTERTAINMENT ON OFFER

In the Live Arena, a spacious relaxation area, passengers can watch live highlights from the latest news from Paris on a TV wall display. Rebroadcasts of sporting matches and other big events, including Paris *Fashion Week*, will be shown between short films from the French National Cinema and Moving Picture Centre about Paris of yesteryear and today.



«As part of our commitment to improving customer care and the quality of our service, we are taking a series of steps that serve as tangible proof of our will to offer passengers a unique and enjoyable experience in our terminals. *Instant Paris* is an example of one of these measures and is in direct keeping with our brand promise—*Paris vous aime!* This unique space, which is styled after the chic Parisian home, blending classicism with high-tech design, helps ensure passengers have a pleasant stopover at Paris-Charles de Gaulle. *instant Paris* is designed to provide a moment of relaxation and well-being to our international passengers as they wait for their next flights.»

**Laure Baume,**  
Executive Director and Chief Customer Officer for Groupe ADP



### AN UNEXPECTED PARISIAN GETAWAY

*instant Paris'* innovative Virtual window offers a «live» view of the Eiffel Tower that reflects the time of day, weather, and season. A loop of eight, two-minute shots features the Eiffel Tower and its surroundings in all four seasons during both daytime and night-time. Depending on the weather, a layer of raindrops will add an element of surprise as well as the release of multi-coloured balloons during the day and glowing lanterns at night every 15 minutes.

### A MOMENT OF CALM

The lounge's Parisian-apartment-style design also includes a place for relaxation; a library room styled after a literary café features comfortable seating where passengers can relax and leaf through one of the 300 books on offer.

The library is next to a dining room that features a large, family-size table equipped with tablets so you can watch a film or read the national and international press.

### *instant Paris* IS KID-FRIENDLY, TOO!

Along with their parents, our younger passengers will be amazed by our giant Eiffel Tower made out of building blocks. They can even try their hand at making their own creation with the 12,000 wooden building blocks on offer in the game area.

### ENJOY A MEAL AT NAKED



Ready to take a break and have a meal? Why not make sure it's organic and fair trade to boot? *instant Paris* features a seventy-seat restaurant operated in partnership with the brand *Naked*. With its unique products and culinary traditions, the philosophy of *Naked* is in perfect keeping with the lounge's friendly and zen atmosphere.

Ethical eating is not just a commitment, but also a pleasure—it's a way to stay in sync with the seasons while also enjoying delicious food you want to eat.

## YOTELAIR: A HOTEL UNLIKE ANY OTHER

The hospitality chain YOTEL chose to mark its arrival in France by opening an ultra-modern hotel in the heart of the transfer area at Paris-Charles de Gaulle Airport. This eighty-room hotel is available to passengers with stopovers lasting several hours.

The concept has been in development since 2007 and features cutting-edge technology, including incredibly fast Wi-Fi, automated check-in kiosks and customer service available round the clock, customisable mattresses, a technology wall with USB ports, an adjustable lighting system, and a flat-screen TV, not to mention «Mission Control», Yotel's reception service featuring screens that provide travellers with all the information they need for their next flights. London, New York, and Amsterdam have already added their own Yotels.

### ANOTHER UNIQUE FEATURE IS THAT PASSENGERS CAN PAY FOR WHAT THEY NEED, WHETHER IT'S BY THE HOUR OR THE ENTIRE NIGHT

Three options are available: a «Premium» double room, a «Quad Prime» four-person room, and shower areas. The hotel is fully accessible to people with reduced mobility.

YOTELAIR Paris includes a Club Lounge, work stations with USB recharging ports, and a television room. Unlimited hot drinks are available free of charge. Customers can also use innovative vending machines. A wide range of articles, including ready-cooked meals, electric adapters, and shower kits can be purchased with contactless credit cards or credit vouchers available at Yotel.

According to YOTEL CEO Hubert Viriot, «In 2015, the number of passengers in transit at the Paris airports increased by 5.7%, i.e. nearly one out of every four travellers. YOTEL, Paris Aéroport and the SkyTeam Alliance have joined forces to make the passenger experience at Charles de Gaulle one of the very best in the world. Yotel is redefining this experience by providing intuitive and impeccable service so passengers can enjoy a comfortable stay before, after, and between flights.»



## THE PARIS-CHARLES DE GAULLE HUB

Welcome to one of the highest-performing air traffic hubs in Europe

Located 25 km north of Paris, Paris-Charles de Gaulle Airport is host to the majority of long-haul and intercontinental flights.

The Paris-Charles de Gaulle connection hub is one of the busiest in Europe because it offers the greatest number of intercontinental connections according to the hub connectivity report. The airport has flights departing to 319 cities. Paris-Charles de Gaulle hosts Air France-KLM's global hub and the main European hub of the SkyTeam Alliance. FedEx and La Poste also base their European operations there, as do the key players in international cargo services.

### THE AIRPORT'S MAJOR ASSETS

Paris-Charles de Gaulle benefits from leading-edge infrastructure, with:

**4**

#### RUNWAYS

(two independent sets of parallel runways) suitable for very large aircraft

a capacity of around

**72**

**MILLION PASSENGERS**

**9**

#### TERMINAL HALLS

(T1, T2A, T2B, T2C, T2D, T2E, T2F, T2G, T3)

The capacity to schedule

**120**

**AIRCRAFT MOVEMENTS**

per hour

**469 338**

**AIRCRAFT MOVEMENTS**

(in 2015)

**180 000**

**PASSENGERS**

per day (in 2015)

**6**

#### CARGO TERMINALS

in addition to Air France facilities (G1 XL) and the FedEx and La Poste hubs

More than

**316**

**AIRCRAFT PARKING STANDS**

**A FREE SHUTTLE SERVICE, THE CDGVAL,** connects the three terminals as well as the RER-TGV stations and the long-stay car parks.

«With over 30% of its passengers in transit, transfers represent a significant proportion of traffic at Paris-Charles de Gaulle each year and contribute to the airport's global reach. In order to make the hub more attractive and competitive, which are two of our main strategic areas of focus, we must improve the quality of service we provide our international passengers within our terminals. instant Paris is part of this approach, which aims to follow the highest international standards to make Paris-Charles de Gaulle the number-one transfer hub among passengers, who now have more and more choices when organising their trips.-c »

**Franck Goldnadel,**  
Executive Director of Groupe ADP,  
Director of Airport Operations and  
Managing Director of Paris-Charles  
de Gaulle Airport



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Aéroports de Paris is a Public Limited company with share capital of €296,881,806 -  
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Design and production: Laure Scheffel - Edited by: Sonia Gacic-Blossier  
Photos credits: Gwen Le Bras/Xavier Popy - REA/Emile Luider - La Company  
Printed by: Groupe ADP - This reports is printed on FSC® certified paper originating from a sustainable source.



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