

Editorial

Dear Readers,



Today's topic „baggage fees“ is a sensitive issue. US American flight carriers and, subsequently, all the large European carriers are

now charging for transporting more than one item of baggage. For the time being, this will only apply to the second item of luggage and also only apply to the North Atlantic routes. But now with NWA, the first airline has started charging for transportation of the first suitcase, and it will only be a matter of time before others follow suit.

Additional charges such as kerosene surcharges or baggage fees make flying more expensive, particularly in Economy Class; many companies are switching to Economy to reduce their travel expenses. On the other hand, airlines have to operate profitably otherwise they will become a victim of the „market shake-out“. And that surely cannot be in the interest of the customer, since fewer alternatives mean more market power for the remaining providers. And that can in turn lead to increasing ticket prices again.

Have a safe trip!

Yours,

Rainer Schäfer

Managing Director

Lufthansa City Center International

Lufthansa

Lufthansa welcomes new Star Alliance member Continental

Following the official accession of US carrier Continental Airlines to Star Alliance, Lufthansa and Continental Airlines will now be able to offer their mutual customers a range of new benefits.



For example, all Continental flights between the United States and Germany will also be bookable under Lufthansa flight number. This applies to the services operated daily between Newark (New York) and Hamburg, Berlin Tegel and Frankfurt, as well as to the new route between Houston and Frankfurt, which Continental launched on 2 November.

In addition, Lufthansa customers will have a choice of convenient connections to 37 destinations in the United States via Continental's hubs at Newark and Houston.

Now that Continental is a full member of Star Alliance, all Lufthansa passengers will also have access on Continental flights to products and benefits offered by the world's largest airline alliance such as lounge access for status customers. Additionally, members of Lufthansa's frequent flyer programme Miles & More and Continental's loyalty programme One Pass will be able to earn and redeem miles on all the partner airline's flights.

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Second suitcase on the North Atlantic route will no longer be transported for free

The budget airlines were the first to introduce fees for transporting baggage. Then, feeling the pressure from the current economic crisis, US airlines began following their lead, firstly only charging a „second baggage fee“ on domestic routes in Economy Class but, for the past few weeks, also on the more heavily frequented North Atlantic routes.

Europeans very quietly followed suit. The international scheduled airlines have long adhered to the unwritten aviation law that



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whosoever buys a ticket will have his baggage transported to his destination free of charge. At present, this applies to the North Atlantic routes, but is now just for one suitcase and this isn't always 100 percent

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guaranteed. Whereas all the US carriers and the European market leaders, Lufthansa, Air France/KLM and British Airways are more or less uniformly charging 40 euros or 50 US dollars for every additional piece of baggage, the American Airline of Northwest have gone one step further: They are already pocketing 15 US dollar for the first suitcase (as much as 50 dollars for flights leaving from several European airports such as Frankfurt or London Heathrow).

So far, the only notable exception has been the Star Alliance member Air Canada who as yet is not charging any baggage fees. Passengers from the Premium Class, status customers as well as members of the Frequent Traveller programme from silver status upwards are exempt from charges with all the airlines.



Marriott Hotels

Marriott International Celebrates 20 Years in Eastern Europe

As the Warsaw Marriott Hotel celebrates the 20th anniversary of its grand opening this month, Marriott International heralds two decades of solid growth in the region by announcing the signing of two more hotel operating agreements.



Newly-signed Courtyard hotels in Kazan (Tatarstan) and Irkutsk (Russia) bring Marriott's development pipeline in the region to 10

properties due to open through 2012, adding to its existing 24-hotel portfolio in Eastern Europe.

The Warsaw Marriott was Marriott's first hotel in the former Eastern Bloc and was the first western-managed hotel to open behind the then-Iron Curtain. Since then, Marriott's hotel portfolio in the region has grown to include 24 operating properties and more than 5,500 rooms in seven countries.

Six lodging brands are represented: JW Marriott and Ritz-Carlton in the luxury tier; Marriott and Renaissance in the full-service, upscale deluxe category; Courtyard by Marriott in the moderate tier and Marriott Executive Apartments for extended stay travelers looking for upscale accommodations.

Qatar Airways

Launch of the new Melbourne Route in time for holiday rush

Qatar Airways has begun operating to Melbourne before Christmas and in time for the holiday rush. The inaugural flight has taken place on December 6.

There will be an initial three weekly services using a brand new Boeing B777-200 Long Range aircraft to be delivered to the airline later this year. Operations will quickly become daily in the New Year, from January 1, 2010.

The new operation will connect travellers from Australia to the United Kingdom and Europe with a one-stop service and a

planned one hour connection time in Doha. From Qatar Airways' hub in Doha, passengers can also link to numerous destinations across South Asia, the Middle East and North Africa.

The Boeing 777-200 Long Range aircraft operating on the route will offer a two-class



configuration of 259 seats. In Business Class, there are 42 seats with passengers



able to enjoy comfort and space offering a pitch of up to 78 inches with each seat converting into 180-degree fully flat beds. With a 2-2-2 seat configuration, Business Class passengers are assured of either a window or aisle seat and plenty of space.

In Economy Class, seat space is above the industry average with a pitch of up to 34 inches offering significant leg room, while the 217 seats in a 3-3-3 configuration.



Do's and Don'ts

Business Etiquette for France

Rules which business travellers should observe – and blunders to avoid.

Greeting

A strong handshake is the usual method of greeting people. Cheek-kissing is normally only reserved for close friends, and also mainly for people of the same sex. Try to learn a few basic French phrases and use them whenever possible. Your efforts will not go unnoticed.

Punctuality

French business partners regard punctuality as a sign of good manners. Delays of 5 – 10 minutes are tolerated and are not usually regarded as unprofessional.

Business Negotiations

The French also react to business life emotionally, a relationship of trust is always on a person-to-person basis. Don't be afraid of being flexible during negotiations, remain calm during disruptions and make sure to plan in extra time.

Usually, one gets down to the matter of business quickly but negotiations can take a long time before a decision is reached as French business people have a tendency to lose themselves in irrelevant issues. Make sure all dealings are set down in writing.

Attire

In business life men tend towards dark suits, ties are not absolutely necessary. Women wear dresses or suits. The French take note of fashionable cuts and good quality.

Invitations

Do not refuse an invitation to a meal. Often business is discussed during the meal, but only after desert! The host will take care of the bill.

Blunders to avoid

If you cannot speak French fluently then stick to English. The French do not like their language being „butchered“.

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Globo Travel Paris – Latest Partner in the Business Plus Network

The travel agency Globo Travel in Paris is the latest addition to the circle of Business Plus offices in the Lufthansa City Center network. The mid-sized agency deals almost exclusively in the business travel sector.



The travel agent Globo Travel in Paris was established by Camille Wagmann in 1987. It

has been a partner in the international network of the Lufthansa City Center since October 2009. Ninety-eight percent of Globo's turnover today is in the corporate business sector, with a volume of turnover totalling more than ten million euros, the office is one of the most important mid-sized agencies in Paris. At present, the largest clients are Bain & Company, NRJ Group, Groupe Mornay and the Ministry for Culture and Communication.

„All over the world, Paris is regarded as the City of Love and is always worth visiting for this very reason. But Paris is also the uncontested political and economic heart of France“, says Globo boss Grégory Mavoian. First contact: Caroline Taverne (c.taverne@globeotavel.fr, tel.: +33 1 40 70 19 89) and Sabine Tounsi (s.tounsi@globeotavel.fr, tel.: +33 1 40 70 19 89).

Insider Tips: Paris

Air traffic in Paris is carried out by the three airports Charles de Gaulle (CDG), Orly and Le Bourget. Next to Amsterdam and Frankfurt, CDG is one of the most important hubs for continental Europe. A taxi into the city centre costs around 50 euros and lasts – traffic permitting – 45 to 60 minutes. Alternatively, take the subway (regional train RER), which reaches the Gare du Nord in 35 minutes and costs 8.40 Euro.

Grégory Mavoian recommends the luxury category of the Hotel George V (www.fourseasons.com/paris) or the Holiday Inn Opéra in the business category (www.holidayinn.com). The Hotel Le Cardinal close to the Place Clichy (www.lecardinal.fr) is suitable for visitors on a tight travel budget.

A first-class restaurant under the dozens of Parisian gourmet temples is L'Arpège (www.alain-passard.com). A rendezvous with oodles of atmosphere is Le bouchon (25, rue Hamelin, 75116 Paris), where you must



definitely try the tender ‚entrecôte‘. Anybody who doesn't fancy going to the Lido or the Moulin Rouge in the evening, should go to the Cabaret Paradis Latin (www.paradislatin.com) where you are likely to meet fewer tourists. The Buddha Bar (8, rue Boissy d'Anglas) and the Café Charbon (109, rue Oberkampf) number amongst the top bars.

Paris outdoes itself with sightseeing locations so that is difficult to make a choice. Travellers to Paris just have to visit the Eiffel Tower, the Louvre with the Mona Lisa and Versailles. An extraordinary atmosphere can be experienced at the racecourse in the Hippodrome de Vincennes



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NH Hoteles

Design Award for 'Green Rooms'

The design of the new 'green rooms' of NH Hoteles has been given an important sign of recognition since this project has been chosen as the winner of one of the European Hotel Design Awards in the category of best design of standard rooms.



The magazine The Sleeper organises these awards every year which are an acknowledgement of the best architectural, restoration, renovation and interior design solutions for areas.

NH Hoteles's new green room project –has already been implemented in a large number of Italian, German and Dutch hotels. The main features aim at making them more comfortable and highlight a feeling of space. Sustainability and cleanliness are the other two obvious sensations that are put out by this model of rooms.

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