



## B2B NEWSLETTER 3/2021

### FLY VIA PRAGUE: A NEW SERVICE FOR TRANSFER PASSENGERS



Effective 1 April 2021, Prague Airport will launch a new Fly via Prague service, designed for the segment of passengers transferring to connecting flights in Prague, combining two independent flights operated by different air carriers. The Fly via Prague service will enhance the potential of Prague Airport as a transfer hub, offer greater flexibility and contribute to increased comfort of passengers in the future as well as during upcoming period of air travel recovery. The main partner of Prague Airport is the Kiwi.com ticket portal. Learn more about the service [HERE](#)

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## FROM PRAGUE TO 35 DESTINATIONS THIS EASTER



During Easter Holiday, Václav Havel Airport Prague is offering air connections to a total of 35 destinations in 21 countries worldwide including charter flights. The schedule features both currently operated destinations and connections resumed from

Prague by air carriers after a break caused by COVID-19 pandemic. The resumed operations include, for example, the TAP Air Portugal service to Lisbon, which will now be available up to three times a week, the Austrian Airlines service to Vienna or Smartwings flights to Valencia, both with a four-weekly frequency. During Easter, Vueling re-launches its Barcelona service as well. In addition, services to the favourite holiday destinations, such as Hurghada, Marsa Alam, Las Palmas, Tenerife, Fuerteventura, Madeira and Malaga, also remain in operation.

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## CURRENTLY RUN SHOPS AND RESTAURANTS AT PRAGUE AIRPORT



Selected shops at Václav Havel Airport Prague remain open alongside some restaurants and cafés in a take-away regime. Each terminal building, both in its public and restricted area now includes at least one place offering refreshments. A grocery store, a

Czech Post branch in the connecting corridor between terminal buildings, an exchange office at Terminal 2 and a pharmacy remain open, too. Selected assortment is also offered by duty free shops and travel essentials shops. Information about currently open establishments and services can be found [HERE](#).

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## AIRPORT SERVICE QUALITY AWARD WON AGAIN BY PRAGUE AIRPORT

Prague Airport has received the 2020 Airport Service Quality Award, presented annually by the Airports Council International (ACI) to the



best airports with the highest provable level of customer satisfaction with the services provided. Prague Airport has thus received the award in the category of 15 – 25 million handled passengers for the third time, this year with the airports in Helsinki

and St. Petersburg recognised in the same category. Learn more on the award received [HERE](#).

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## PRM SERVICES AT PRAGUE AIRPORT RE-SHAPED



Prague Airport has assumed under its management the operations of assistance services for passengers with reduced mobility and orientation (PRM). Until now, these services were provided by an external supplier. The goal of the re-shape is to increase the service

quality and gain the opportunity to respond to potential changes in a more flexible manner based on current customer experience. Prague Airport has been preparing for the transition of services from an external supplier for a long time. The necessary terminal inventory has been purchased, alongside suitable equipment for the apron area. The transition of services also required staff reinforcement. Prague Airport has hired over 50 employees for the new organisational unit established. Learn more [HERE](#).

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## TRAFFIC DEVELOPMENT

	02/2020	02/2021	Y/Y	01-02/20	01-02/21	Y/Y
<b>TOTAL PASSENGERS</b>	<b>1 008 137</b>	<b>77 023</b>	<b>-92.36%</b>	<b>2 059 166</b>	<b>163 979</b>	<b>-92.04%</b>
Scheduled	995 268	70 069	-92.96%	2 032 964	152 800	-92.48%
Non-scheduled	12 869	6 954	-45.96%	26 202	11 179	-57.34%
<b>PAX ON DEPARTURE</b>	<b>501 244</b>	<b>40 293</b>	<b>-91.96%</b>	<b>1 045 501</b>	<b>79 063</b>	<b>-92.44%</b>
Local Passengers	494 928	40 072	-91.90%	1 028 049	77 678	-92.44%
Transfer	5 752	173	-96.99%	15 434	419	-97.29%
Transit	564	48	-91.49%	2 018	966	-52.13%
<b>TOTAL MVT</b>	<b>9 587</b>	<b>2 130</b>	<b>-77.78%</b>	<b>19 926</b>	<b>4 464</b>	<b>-77.60%</b>
Scheduled	8 353	994	-88.10%	17 336	2 267	-86.92%
Non-scheduled	1 039	944	-9.14%	2 185	1 830	-16.25%
Others	195	192	-1.54%	405	367	-9.38%
<b>TOP 3 DESTINATIONS:</b>	1. Dubai, 2. Amsterdam, 3. Hurghada					
<b>TOP 3 COUNTRIES:</b>	1. United Arab Emirates 2. Egypt 3. Netherlands					



### Prague Airport

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