



EVA AIR FLIES TO NEW BASE AT HEATHROW TERMINAL 2

TAIWANESE AIRLINE OFFERS IMPROVED SERVICES FOR FLIGHTS TO THAILAND AND TAIWAN



9th July 2014 – Passengers travelling with EVA Air can now enjoy improved amenities and services following the move of the Taiwanese airline's operations to London Heathrow's new Terminal 2, The Queen's Terminal, on 2nd July 2014.

With the opening of the hotly-anticipated T2, EVA Air passengers will benefit from easier and faster routes through check-in and a new auto-boarding system billed as the most streamlined experience in the world. The new three wave check-in facility - including quick and easy self-service kiosks, fast bag-drop counters and premium and full service check-in desks - will add to the enhanced airport experience, reducing the average waiting time by 10 to 30 minutes.

In addition to these new automated kiosks and the opportunity for customers to save time by printing their luggage tags, the simplified security process at T2 will allow those flying with EVA Air to proceed through security in a quicker and stress-free way. At T2, all departing passengers who require a second security check on their hand luggage will be led to another checking station in order to enhance the overall efficiency of the security process and avoid long queues.

There is also a new automated boarding system enabling passengers to use boarding scanners themselves, presenting further benefits for both customers and airline staff travelling from one of the most modern and state-of-the-art terminals in the world.

Further good news is that the opening of T2 is bringing all Star Alliance members under one roof, offering additional advantages to EVA Air travellers, such as transit times being reduced to just 60 minutes. EVA Air's move to T2 will reward the airline's passengers with more convenient connections to and from flights operated by other Star Alliance airlines – ultimately providing

members with the best possible service and travel experience whether they are arriving, departing or connecting to other routes.

“Relocating to T2 is an important move in achieving our goals,” comments Charlie Pan, UK General Manager of EVA Air. “To be among the first carriers operating at Heathrow’s most progressive terminal is an honour to us and one that we feel will greatly benefit our passengers. We are very proud to be able to join T2 and use the technologically-advanced terminal to provide a truly impressive service for our customers travelling to Asia.”

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About EVA Air

EVA Airways was formed in 1989 as Taiwan's first privately owned international airline. It launched passenger services in 1991 and cargo services in 1995. It is a division of the respected Evergreen Group and sister company to global container-shipping leader Evergreen Line. Its mission from the start has been to always provide the best and safest services. It serves a network of more than 60 business, leisure and airfreight destinations in Asia, Oceania, Europe and North America. By joining Star Alliance (June 18, 2013), EVA has extended its network to more than 1,300 destinations in more than 190 countries. EVA’s routing within Asia is among the industry’s best and, with just one easy stop in Taipei, travellers can connect onward to most major cities, including gateways in every region of China. For more information and schedules, please visit: www.evaair.com.

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