

## Etihad launches self service kiosks at home-base

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Etihad Airways continues to expand its customer ground services with the launch of dedicated self service check-in kiosks at Abu Dhabi airport's Terminal 3. Etihad customers can now also use the kiosks at Terminal 1.

Customers of the UAE's national airline have access to eight kiosks in the economy check-in area of Terminal 3, and there are two kiosks in the T3 premium check-in area.



To use the kiosks, customers simply key in their booking reference or e-ticket number; scan their passport; or insert their Etihad Guest card. Once this has been done the customer can choose their seat and print their boarding pass and baggage tags.

Peter Baumgartner, Etihad Airways' Chief Commercial Officer, said: "The introduction of the new self service kiosks is another achievement in our pledge to continually enhance the services we offer our customers at all times in their journey.

"The first ten kiosks are conveniently placed throughout the Etihad terminal and will enable customers, especially those travelling on short haul flights, to save time on their journey and allow them to relax in our lounge or visit the shops and restaurants airside in the airport."

Etihad offers a range of online services at [www.etihad.com](http://www.etihad.com). Via the website customers can check-in for their flights up to 24 hours in advance as well as choose their seats on the aircraft. The airline also has city check-in facilities in Abu Dhabi city and Dubai.

Etihad will also complete the next phased roll-out of its new digital strategy towards the end of 2010. Within the strategy customers will be offered a range of services and information via mobile devices and other digital channels. It will also include a brand new website and online shopping experience for airline customers.

**For more information, please contact:**

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