



*Gatwick*  
**CONNECTS**

Your flight connection service

**GatwickConnects – Case study: Virtual  
Interlining**

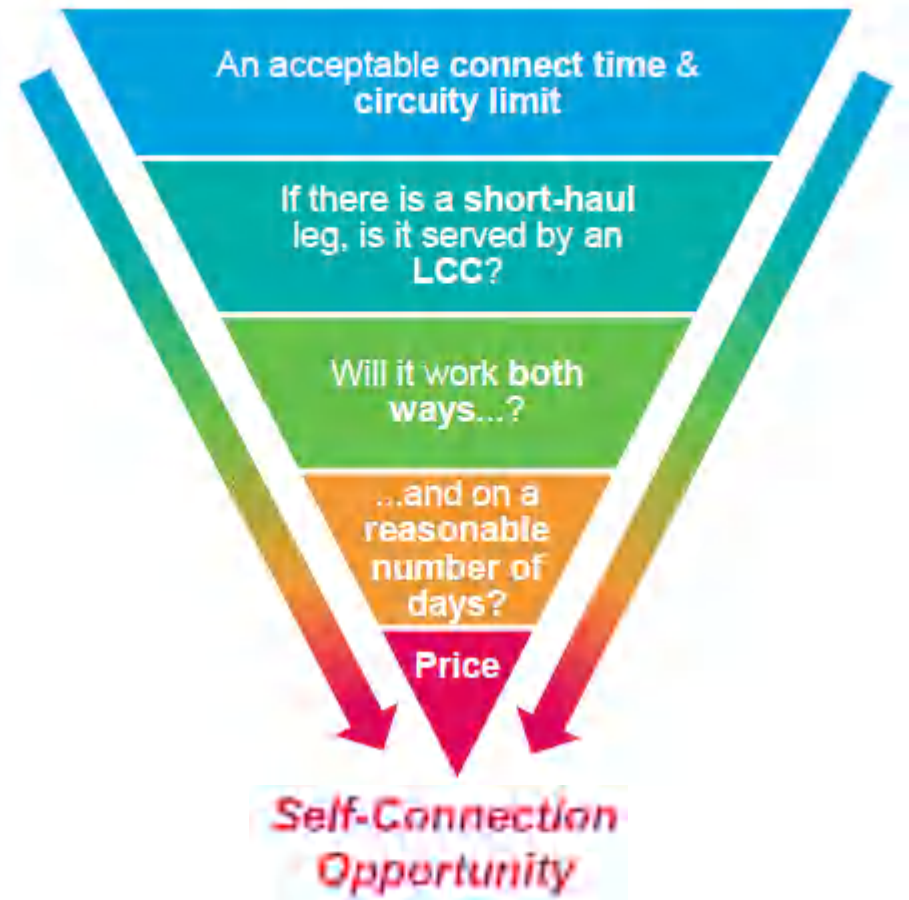
September 2019

## Why was GatwickConnects conceived?

Gatwick's network strengths were not being exploited by airlines due to the lack of formal interline arrangements.

### Scale of Gatwick's opportunity

- LGW is **8<sup>th</sup> largest airport in Europe** by passenger volume and has the **widest network of any UK airport**
- LGW is **Europe's leading LCC airport** and has **>65 long haul routes**
- LGW is **ranked 1<sup>st</sup> by potential self-connection opportunities**
- LGW market size estimated at **3.5m connection flights** per year



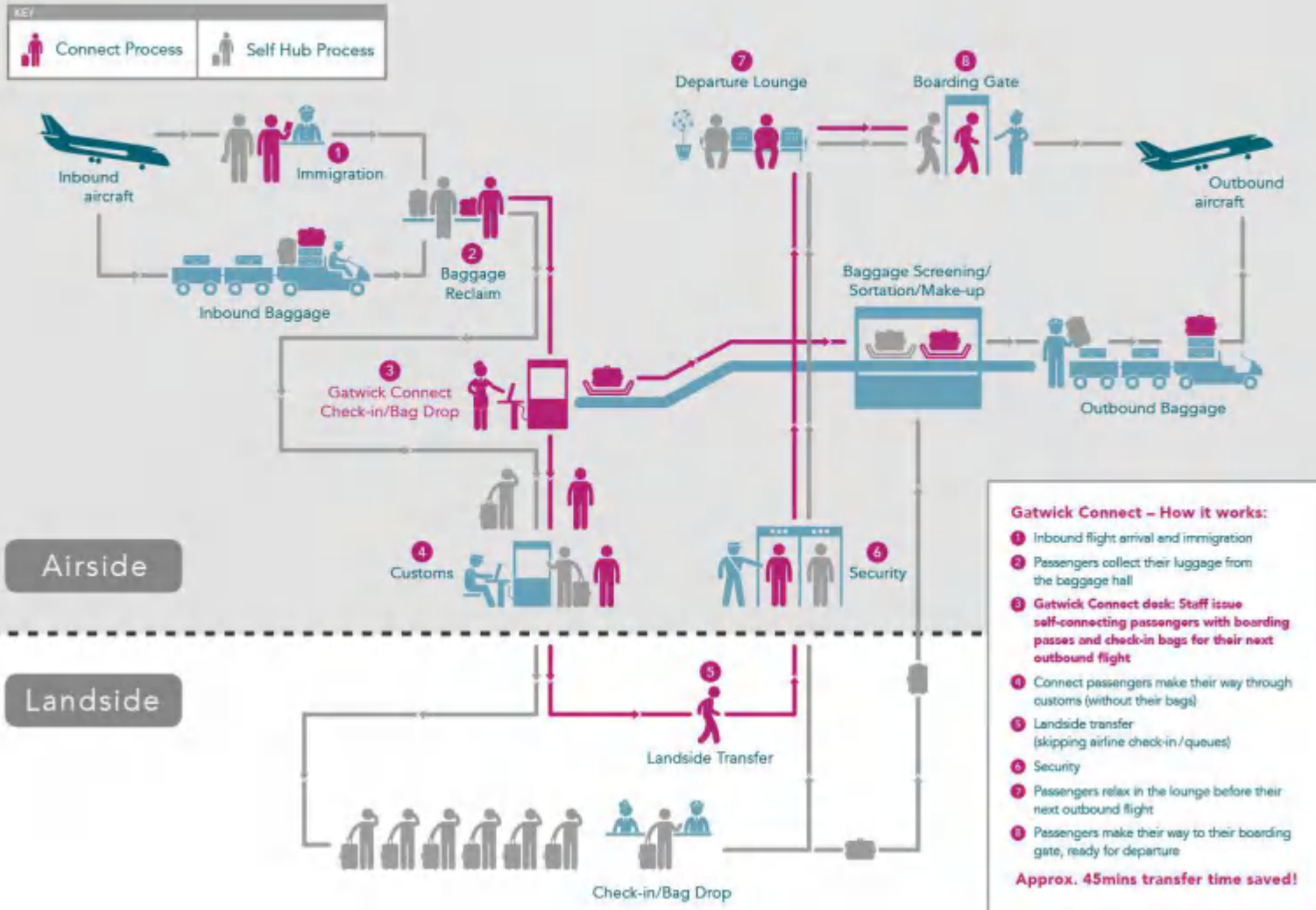
## GatwickConnects – Baggage Transfer Service

Established in 2013 as a free service for passengers transiting through the airport and self-connecting onto another flight.

- Managing flight connections on behalf of the passenger
- Passengers bypass check-in and head straight through Security
- Available at all four of LGW's baggage reclaim halls
- Applies to all pax transfers within same or between terminals



# Transfer process





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The world's best  
self-connection  
experience

By 2015 the airport hosted service had grown to 70k pax p.a.

The next objective was to commercialise GatwickConnects sales opportunities and unlock full self-conx opportunity.

easyJet

TP

Aer Lingus

virgin atlantic

Air transat

aurigny

BRITISH AIRWAYS

norwegian

AirEuropa

Emirates

AIRITALY

Thomas Cook  
Airlines

WESTJET

CATHAY PACIFIC

TUI

## Facilitating cooperation between airlines using technology

In 2015 Gatwick partnered with Dohop to develop an online booking platform for Virtual Interline, creating new connectivity at Europe's leading LCC airport.

- Technology adopted by easyJet in 2017 to launch Worldwide.
- Agility and flexibility to grow to 10 airline partners in 2 years.
- Virtual interline network between Europe & North America.
- Gatwick is facilitating win-win airline partnerships and increasing load factors.

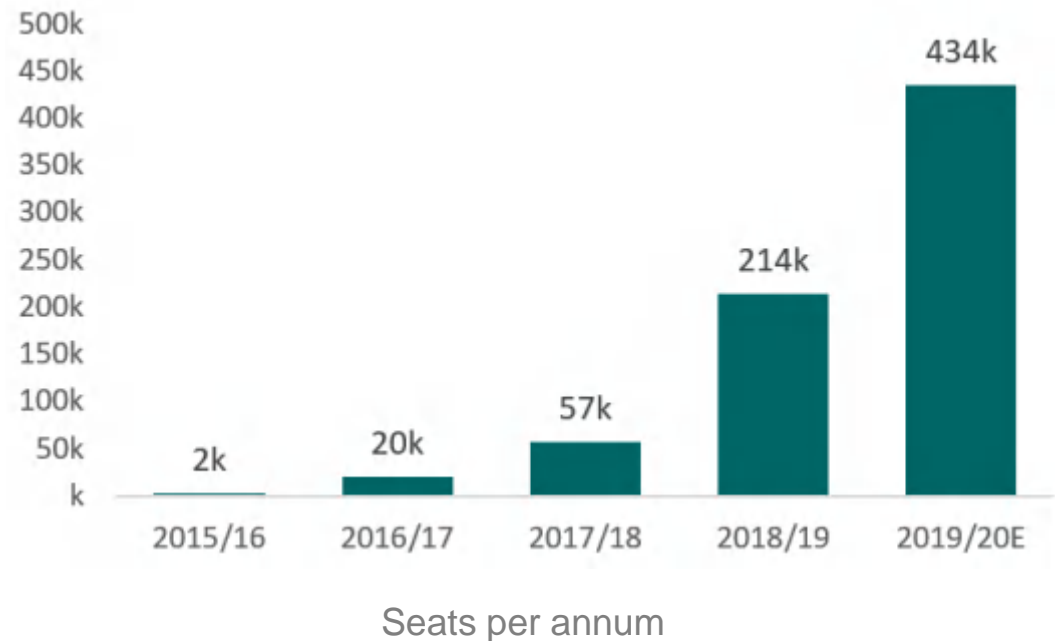


## What is the impact to Gatwick Airport & Partners?

The sales opportunities for the airport are direct (fee income) and indirect (Aero / non-Aero income).

- Revenue generation, load factors & strong ancillary upsell for airlines.
- Strong point of sale in North America.
- Over **6,000 route combinations** sold since Jan 17.
- Bag-drop service saves passengers on average **25 mins**, increasing dwell time in Gatwick's shops & restaurants.

### GatwickConnects uptake since launch



# GatwickConnects 2.0 - overcoming challenges

## Next phase

### **Airside connections / solving the baggage problem**

- Develop through-baggage product to enable full airside connections.
- Gatwick/customer benefit from reduced time to connect *ie Immigration*.
- Gatwick/easyJet workshops to design a process.

### **Distribution/platform reach**

- Improving awareness of self-conx with passengers, leveraging airline/airport partnerships and encouraging participation.
- Work in partnership with airlines to secure same Air Passenger Duty (APD) treatment as standard interline.

### **Facilitation costs to rebook**

- Work with airlines to apply Rescue Fee to rebookings and lower insurance costs.
- High costs to facilitate, including airside connections. Can we automate processes with technology and improve labour intensive tasks?