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## Media release

Heathrow Airport, 21 September 2010

Swiss International Air Lines (SWISS) is today pleased to announce further accolades for the carrier. The airline was awarded the following at the [HolidayExtras.com Customer Awards](#):

- Best Airline for Travelling with Babies (gold award)
- Best Airline for Travelers with a Disability (bronze award)

Gregor Koncilja, UK and Ireland Country Manager, said, "We are proud to have been chosen for these awards by more than 24'000 HolidayExtras.com customers who have chosen SWISS against 112 airlines. The results of the survey are proof of SWISS' hospitality and commitment to making all of our customers feel at home in the sky.

It is because of our customers that we are constantly working to maintain high customer satisfaction by enhancing our products and building new services and routes. For example, this year, we started flying six times daily from London Heathrow to Geneva and we now also offer a new long – haul route from Zurich to San Francisco with excellent connections from the UK."

SWISS offers a [specialised service](#) for passengers with disabilities and aims to give infants, toddlers and children an as [enjoyable experience](#) as their parents on both short and long haul flights. Visit [swiss.com/uk](http://swiss.com/uk) for details of services for disabled customers and passengers travelling with children.

These awards follow another accolade for SWISS. Earlier this month, the airline was ranked as one of the top Short – Haul Leisure Airlines 2010 at the Condé Nast Readers' Travel Awards.

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### About SWISS

Swiss International Air Lines (SWISS) serves 73 destinations in 39 countries all over the world from its Zurich hub and its further Swiss international airports of Geneva and Basel. SWISS is operating a 78-aircraft fleet. Switzerland's national airline embodies traditional Swiss values such as "personal service", "in-depth quality" and "typical Swiss hospitality" – we aim to make each and every customer feel at home on our flights. In the UK & Ireland SWISS operates 33 daily flights from London Heathrow, London City, Birmingham International,



Manchester and Dublin to Switzerland and, via its hubs, to the world. SWISS operates more flights daily between the UK and Switzerland than any other carrier and offers passengers the best ticket combinations – e.g. out on one of its many frequencies from London City and back to Heathrow either to Geneva or Zurich or vice versa. SWISS is a member of Europe's biggest Frequent Flyer Program, Miles&More, a member of Star Alliance and is one of the few carriers to operate an all-inclusive pricing model with no hidden costs. The carrier is furthermore the only carrier with a first class on all long haul flights. [www.swiss.com/uk](http://www.swiss.com/uk).