

Holland Herald

YOUR COPY TO KEEP

JUNE 2019

Smash It

Love Game: With Tennis Player Kiki Bertens In The Hague

Check Out Penang's Pristine Beaches, Rainforest And Cultural Gems



Welcome on Board

Nature with character

"We're focused on adopting greener catering practices"



Photography:
Anne Timmer

Cover story

Are you a sore loser, or someone who can easily deal with defeat? If you're anything like our cover model, Dutch tennis pro Kiki Bertens, losing at something you're good at isn't the easiest thing to process. Insecurity and stress nearly put paid to her tennis career. But today, Bertens is on top of her tennis game. What made the difference? She puts it down to self-reflection and a new ability to put things into perspective. Her advice: focus on the positive!

The sun reaches its zenith in the northern hemisphere this month, effectively sounding the starting signal for summer – a wonderful season to head out and enjoy the best of nature.

Your location will of course determine how to do that. In a country like Malaysia, the obvious choice would be to stroll through the tropical rainforest, as you can read on page 50 of this issue. The Chinese city of Hangzhou (p. 44) is the perfect backdrop for a bicycle ride along the banks of the West Lake. Later this year, you'll also find magnificent nature at some new KLM destinations. How about Liberia in Costa Rica? We'll be flying there four times a week from our forthcoming winter season.

The theme of this *Holland Herald* is nature, a word that also refers to people's characters. Kiki Bertens is someone with a highly ambitious nature. On page 28 you'll find an interview with this acclaimed tennis player, who has succeeded in becoming the first Dutch woman in 22 years to secure a place in the WTA's Top-10 ranking.

Kiki aims as high as possible, as does KLM. That's why we continue to renew our fleet. We will be unveiling our latest Boeing 787-10 Dreamliner, to be named *Orange Blossom*, on the 29th of this month. It's also why we're opening our new Non-Schengen Crown Lounge at Schiphol. Here, you can make use of facilities such as showers and rest areas, or enjoy a meal prepared by leading chef Joris Bijdendijk. Our ambition here? To offer customers nothing less than the most attractive and comfortable lounge worldwide.

For even more inspiration, turn to page 60 to read the interview with Volkert Engelsman, CEO of Europe's largest distributor of

organic fruit and vegetables. Engelsman is revitalising the food industry and was acknowledged for his efforts in 2017 by ranking first in the Dutch Sustainability Top 100.

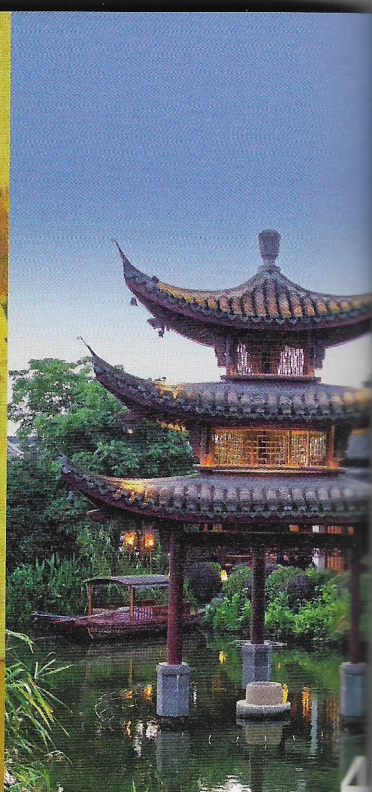
We're focused on adopting greener catering practices on as many flights as possible. Examples here include sustainable coffee, UTZ-certified chocolate, and eggs that comply with animal welfare standards. The sustainable nature and quality of what we serve are very important to us.

Wherever in the world you are flying with us today – from vibrant Vancouver (p. 42) to pretty Porto (p. 40) – I'd like to wish you an inspiring journey and a very comfortable flight!

Pieter Elbers

President and Chief Executive Officer
of KLM Royal Dutch Airlines





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“Sorry, I’m not
that good at
modelling”

Dutch tennis star Kiki Bertens

Holland Herald

Contributors

Ester Gebuis

It took a single photography course for Ester to discover she shared her father's passion for taking pictures. She studied at the Royal Academy of Visual Arts in The Hague and worked for a renowned photographer after her graduation. She started her own business five years later and has been shooting portraits and working for clients ever since. **Ester's travel tip:** "Book a trip somewhere far away, then let yourself discover the culture, cities and countryside without too much planning."



Marieke Verhoeven

After working as a freelancer for local and international media, Marieke is now our Senior Editor. She's travelled the world, from Patagonia in Argentina to the jungles of Borneo, and is in charge of the Hello World pages. For this issue, she also interviewed tennis star Kiki Bertens (p. 28) and Eosta's CEO Volkert Engelsman (p. 60). **Marieke's Amsterdam tip:** "Enjoy a movie and dinner at FC Hyena in Amsterdam Noord, the city's upcoming district."



Analik Brouwer

A graduate of HKU University of the Arts, Utrecht, Analik owned successful fashion label ANALIK before collaborating with Miauw Suites to style a boutique hotel in Amsterdam. Analik picked up styling again in 2012, and her work has since appeared in magazines such as *Harper's Bazaar* and *Glamcult*. Analik regularly styles our What to Pack pages, inspired by Namibia's desert tones in this issue (p. 47). **Analik's Amsterdam tip:** "Visit the Saturday farmers' market on the Noordermarkt for wonderful organic produce."



Roger Neve (portrait Marieke)

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HEARST CREATE

A trip to The Hague

Planning a trip to The Hague and the neighbouring seaside resort of Scheveningen? Here are some suggestions on where to stay, what to eat and what to do.

Places to stay

Hotel Indigo

Housed in a former bank building dating back to 1884, Hotel Indigo The Hague - Palace Noordeinde is a classy boutique hotel located opposite the royal palace in The Hague's city centre. The 63 rooms combine modern facilities with art deco elements and in the basement, the bank's original vault is now a unique meeting space. hotelindigo.com

Hotel Pistache

Leave it up to two interior designers to create a boutique hotel that's stylish, cosy and minimalistic all at the same time. Hotel Pistache is located near Scheveningen beach, and its nine rooms vary in size from 20m² to 70m², making them spacious and comfortable enough for longer stays. hotelpistache.com

Grand Hotel Amrâth Kurhaus

Dating back to 1818, the Kurhaus in Scheveningen was one of the world's first spa hotels, visited by international royalty and celebrities alike. The current hotel honours its iconic status, and features 265 rooms and suites, including several with sea views. amrathkurhaus.com

Places to eat

Mama Kelly

If you're one of those people who find it hard to choose from a restaurant menu, Mama Kelly is your go-to place. The menu only features chicken and lobster, plus a few veggie options. Popular with the city's young and hip crowd. mama-kelly.nl

Strandpaviljoen Zuid

Tucked away at the southern end of Scheveningen beach, far away from the busy boulevard, Strandpaviljoen Zuid is a laid-back beach bar. This local favourite offers healthy food, good music and great vibes. strandpaviljoen-zuid.nl

Zheng

This top-notch Chinese restaurant, formerly known as HanTing, takes you on a journey through Chinese imperial cuisine and its exacting food culture, in which every ingredient has its own special power and purpose. restaurantzheng.com

Things to do

Mauritshuis

Housed in a handsome 17th-century building with a modern annex, the Mauritshuis offers an intimate backdrop to art from the Dutch Golden Age, including Johannes Vermeer's famous 'Girl with a Pearl Earring'. mauritshuis.nl

The Binnenhof

The Hague is the seat of the Dutch government. Both chambers of parliament are housed in The Binnenhof, which dates back to the 13th century. Most of the buildings are open to the public. prodemos.nl

Lola's Bikes and Coffee

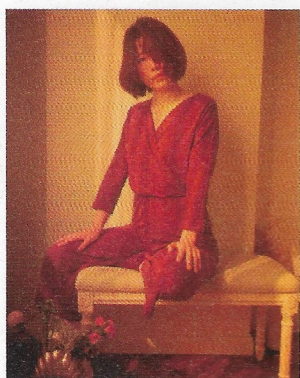
This place offers the chance to connect to The Hague's busy cycling scene. You can join regular cycling events or perhaps take a barista course: Lola's is known for serving one of the best coffees in town. lolabikesandcoffee.nl



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Hangzhou

Insider Li Hui



Photographer Li Hui draws her inspiration from easily overlooked intimate details, the subconscious, optical illusions and surrealism. Work from her recent book *No Word From Above* was exhibited at the Photo Vogue Festival in Milan. It attracted the attention of *The New Yorker*, which invited her to share her work on its Instagram feed.

Interviewed by Nina Glatzel
of insiderei.com

Book
this
story



KLM operates three weekly non-stop flights to Hangzhou's Xiaoshan International Airport from Amsterdam Airport Schiphol.

Book your flight on klm.com

What do you love about Hangzhou?

The city has a poetic feel. It makes you slow down just being here. It's different from other cities; most people are satisfied with their lives and feel at peace with the world. Santai Hill is especially magical. I have taken so many pictures there. I like to go and watch the sun setting behind the mountains, and then slowly stroll home.

What are the must-sees?

Biking along West Lake is a wonderful experience ❶. I especially like to watch the willow trees, they flutter like hair, kiss the water from time to time and draw shallow waves. I would recommend riding from Bei Shan Road to Nanshan Road. You'll be able to spot all the traditional buildings, with their bridges, gardens and pagodas. They're guaranteed to inspire! You can also climb Solitary Hill. Watch the blue lake glitter when you get to the top and listen to the birds singing.

Best museums and galleries?

Definitely head to HdM Gallery ❷ (Room 1208, Hiwell Mansion, 101 Binkang Road). It's a leading gallery for contemporary Chinese art. The new Liangzhu Village Cultural Art Centre (Liangzhu Village), is by the legendary Japanese architect Tadao Ando. He has created a

fascinating interplay of light and shadow. While in the village, be sure to see the Liangzhu Museum by David Chipperfield Architects. The China National Tea Museum (88 Longjing Road), is also worth a visit. Surrounded by hills covered in tea bushes, it gives visitors a crash course in tea, from its history, to its many varieties, to how to brew it properly. You can also sample green, black and flower teas.

Fun cafés?

W+S Café by Napoleon ❸ (1F, The Sixth Space, 18 Xihu Da Dao) offers Asian and fusion creations and serves all-day brunch. I always order their speciality: a Napoleon. It's a puff pastry filled with thick layers of cream and covered in a powdered sugar glaze. Nowhere Coffee (104 Heng Changshou Road) is a tiny and simple coffee shop that only locals know about, while Crackafe (30 Hai'er Alley) is a nice place for a quick coffee or breakfast.

Favourite restaurants?

Go to Guiyu Restaurant ❹ (1-2 Manjuelong Road) for a taste of traditional culture and to try classic Hangzhou cuisine. Osteria Pelecanus (539 Zhongshan Middle Road) has some delicious Italian dishes. Though the restaurant is small, the atmosphere is always good. For a business meeting, I would go to Bai Yun

at the Banyan Tree hotel ❺ (21 Zijiang Road), which combines fine dining with beautiful scenery.

What traditional local dishes would you recommend?

I would definitely suggest trying soup with dumplings. It's served all over China, but tastes a little different in every city. I also highly recommend crispy fried bean curd skin. Add some spicy sauce to taste and you have a quick and delicious vegan snack.

A good bar for seeing friends?

Mao Livehouse ❻ (77 South Zhongshan Road) regularly features all kinds of different indie bands from Japan, the US and Europe. You can also catch many interesting Chinese underground bands on tour there. It's such a great place. I like it because you're always surrounded by people who truly love music and it's easy to soak up the grunge-music atmosphere.

Where to go shopping?

Dongxin Creative Park (139 Liuhe Road) was built on the grounds of an old factory. The place is compact, but there are plenty of shops inside. You can explore Chinese designer brands, taste delicious food and check out exhibitions. Sometimes independent designers have their own pop-up shops. ■

KLM News

1993

Over 10 million passengers travelled with KLM in 1993, more than in any previous year



Non-Schengen Crown Lounge

Zone out in our new lounge

The renovation of KLM's Non-Schengen Crown Lounge, by renowned Dutch architects Concrete, is progressing rapidly. The grand opening will take place this summer, but part of the new lounge is already accessible so do go and take a peek. Besides a brand-new look and feel, the updated space will offer a new catering concept and several digital innovations, such as self-service kiosks to check into the new lounge. The Crown Lounge will feature five distinct zones: the 'Polder' zone to work; the 'Sea' zone to relax; the 'City' zone to eat; the 'Dutch Mountain' zone for entertainment; and the 'Sky' zone for fine dining, featuring our new high-end restaurant, 'Blue'. Book your spot at lounge.klm.com.

KLM Social Media Great GIFs

Tapping into the popular social media trend, KLM has developed its own range of the tiny moving images known as GIFs. We wanted to add a touch of humour to customers' overall travel experience with us. And guess what? The chance to add a little context and fun to photos and videos with the KLM GIFs is proving very popular! They have generated no less than 530 million views so far, and a



number of celebrities have already added them to their social media posts. Working with advertising agency GoSpooky, we created over 120 entertaining branded GIFs, starring real-life KLM pilots and flight attendants as well as a range of animated KLM icons. Pilot Richard Plange (30) even became something of a social media superstar when 'his' GIF went viral and got nearly 50 million views.

✈ Visit klm.com for more information about these and more of KLM's services.

Wi-Fi on board

Stay online

On more and more of our aircraft, you can go online via Wi-Fi on your own device. If you spot the Wi-Fi logo on board, Wi-Fi will be available as soon as you are seated. In some countries, Internet connectivity will only be available once we are above 10,000 feet. To go online, enable Wi-Fi on your device (but keep the device in airplane mode) and select 'KLM_WiFi' from the list of networks. Open your web browser and enter 'connect.klm.com' to access the KLM portal. At this point, you are still offline. Choose one of the Internet packages, log in and complete the payment. After payment, click on 'Activate', and you are connected.



TripAdvisor Award

Best Business Class

TripAdvisor is the world's largest travel site, featuring more than 661 million reviews of everything to do with travel. KLM recently received the TripAdvisor Award for Best Business Class – Europe, as well as the Travellers' Choice Award for Best Major Airline – Europe. We were given the awards thanks to reviews placed on TripAdvisor's website. "We're delighted with this acknowledgement of the quality of our service," says Pieter Groeneveld, KLM's Senior Vice President Digital. "We're always seeking to improve it to ensure our passengers have a memorable experience."

KLM Takes Care



Starting at the bottom

Ground Revolution

KLM is working towards 100% CO₂-neutral ground operations. Here is what we have accomplished so far, and why it matters.

KLM's goal is to have entirely CO₂-neutral ground operations at Schiphol by 2030. To help achieve this, KLM is currently looking for alternatives to fossil fuels, investing in electric ground support equipment and making the switch to renewable energy. This is an important objective for KLM, because CO₂-neutral ground operations will not only contribute to a cleaner environment, but also to better working conditions at the airport. Here are some of the measures currently being implemented.

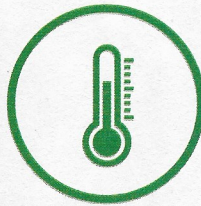


From fuel to electric

Nearly half of KLM's ground support equipment is already electric. Ongoing electrification plays a big role in our commitment to creating CO₂-neutral ground operations. Nevertheless, some equipment and heavy-lifting machinery – such as aircraft towing tractors – require a lot of power to work properly. There are currently no batteries on the market strong enough to operate them. That means this equipment cannot easily be replaced by electric alternatives at the moment. KLM and its suppliers are investing in R&D to find sustainable solutions. In the

KLM and its partners invest in R&D

meantime, KLM is switching from regular diesel to gas-to-liquid (GTL) fuel at Schiphol. Made from gas instead of petroleum, GTL burns more cleanly than diesel. Switching to GTL requires no technical adaptations to the existing equipment, making it the ideal interim solution for reducing local emissions until the real ground revolution finally becomes a reality.



Climate control

A key area of focus for KLM is operational climate control, specifically, making our workspaces and operational centres around the airport more sustainable. Take the hangars at Schiphol for example, which are very large spaces that require heating and cooling depending on the activities they house, the season and the time of day.

We aim to heat our hangars sustainably

Hangar doors open and close multiple times a day to let aircraft in and out, which leads to much of the heat or cooling being lost each time. We worked with a number of university students at the end of last year to come up with ideas to find a more climate-friendly solution. The best of these ideas are now being developed further. In addition, at some locations we use heat and cold storage for climate control purposes. This is a sustainable way to heat a number of our buildings with renewable energy, and we are looking at rolling out the technology more widely.



Optimising staff mobility

While finding ways to reduce our direct CO₂ emissions is very important to KLM, so is tackling indirect emissions. These arise from activities related to accessibility including staff mobility. To reduce them, we are working to improve infrastructure and facilitate the way employees travel to work and around the airport. For instance, we are piloting the use of electric bicycles by coworkers who need

CO₂ZERO offsets our corporate trips

to get from our headquarters in Amstelveen to departments at nearby Schiphol. At the same time, we compensate CO₂ emissions resulting from our business trips. We track the mileage of employees' corporate trips and offset the emissions with our CO₂ compensation programme CO₂ZERO. We currently invest in a reforestation project in Panama. This project is certified with the highest Gold Standard sustainability criteria. Did you know CO₂ZERO is also available to KLM passengers as an optional extra?

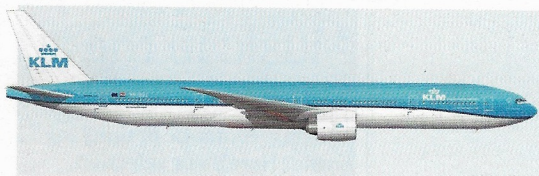


Read more about KLM's social responsibility initiatives at klmtakescare.com

Fleet

1999

The Embraer 190 was launched at the Paris Air Show in 1999



Boeing 777-300ER/200ER

Number of aircraft	14/15	Maximum passengers	408/320
Cruising speed (km/h)	920/900	Total length (m)	73.86/63.80
Range (km)	12,000/11,800	Wingspan (m)	64.80/60.90
Max. take-off weight (kg)	351,543/297,500	Personal inflight entertainment	



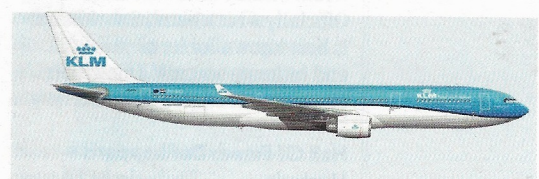
Boeing 747-400 Passenger/Combi

Number of aircraft	5/6	Max. freight (kg)	35,000
Cruising speed (km/h)	920	Maximum passengers	408/268
Range (km)	11,500	Total length (m)	70.67
Max. take-off weight (kg)	390,100/396,900	Wingspan (m)	64.44
		Personal inflight entertainment	



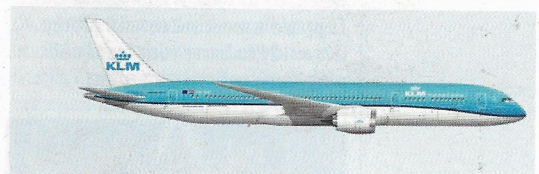
Boeing 747-400ER Freighter

Number of aircraft	3	Max. freight (kg)	112,000
Cruising speed (km/h)	920	Total length (m)	70.67
Range (km)	11,500	Wingspan (m)	64.44
Max. take-off weight (kg)	412,800		



Airbus A330-300/200

Number of aircraft	5/8	Maximum passengers	292/268
Cruising speed (km/h)	880/880	Total length (m)	63.69/58.37
Range (km)	8,200/8,800	Wingspan (m)	60.30/60.30
Max. take-off weight (kg)	233,000/233,000	Personal inflight entertainment	



Boeing 787-9 Dreamliner

Number of aircraft	13	Maximum passengers	294
Cruising speed (km/h)	920	Total length (m)	62.80
Range (km)	11,500	Wingspan (m)	60.10
Max. take-off weight (kg)	252,650	Personal inflight entertainment/ Wi-Fi on board	



Boeing 737-900

Number of aircraft	5	Max. take-off weight (kg)	76,900
Cruising speed (km/h)	850	Maximum passengers	188
Range (km)	4,300	Total length (m)	42.12
		Wingspan (m)	35.80



Boeing 737-800/700

Number of aircraft	29/16	Max. take-off weight (kg)	73,700/65,317
Cruising speed (km/h)	850/850	Maximum passengers	186/142
Range (km)	4,200/3,500	Total length (m)	39.47/33.62
		Wingspan (m)	35.80/35.80



Embraer 190/175

Number of aircraft	32/17	Max. take-off weight (kg)	45,000/36,500
Cruising speed (km/h)	850/850	Maximum passengers	100/88
Range (km)	3,300/3,180	Total length (m)	36.25/31.68
		Wingspan (m)	28.72/28.65

Scale: 1cm = approx. 10.25m

Flying Blue

37,193

The Denver foldable camera drone costs
37,193 Miles at store.flyingblue.com



Flying with Miles

Booking your ticket

You can book reward tickets on all Flying Blue partner airlines using Miles. See page 97 of this issue for our SkyTeam partners. In addition, you can book tickets on Aircalin, Air Corsica, Air Mauritius, Bangkok Airways, Chailair, China Southern, Copa Airlines, Gol, Japan Airlines, Malaysia Airlines and Twinjet. Check flyingblue.com for more details.

The amount of Miles needed for your flight depends on its origin, destination, booking class and date.

Just head to the KLM booking tool, sign into your account and proceed to booking. Not enough Miles to book a flight to your dream destination? No worries! With Miles & Cash you can pay for up to 25% of your ticket using a credit card (except on Bangkok Airways and Transavia).

Enjoy an extra bonus when you use your Miles to book a Air France, KLM, HOP! or Transavia flight: you can use your Miles to book any available seat on the plane.

Miles price estimator

How many Miles to get to...

Using the Miles price estimator, you can check how many Miles you need to book a flight to your favourite destination.



Kilimanjaro

Fly from New York to Mount Kilimanjaro, Kenya, to experience an unforgettable adventure.

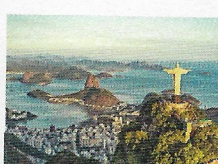
Starting from 34,000 Flying Blue Miles



Bangkok

Fly from Amsterdam to exotic Bangkok, Thailand, and try the world-famous street food.

Starting from 36,000 Flying Blue Miles



Rio de Janeiro

Fly from Stockholm to Rio de Janeiro, Brazil, to explore the city and enjoy the iconic beaches.

Starting from 36,000 Flying Blue Miles

✈ Sign up now! Our better-than-ever programme means there has never been a better time to sign up with Flying Blue for free. Flying Blue is in fact your ideal travelling companion: earn Miles and spend them on flights, hotel stays, car rentals and more. For further info, please check flyingblue.com

Membership

Four levels, many benefits

Flying Blue very much appreciates your loyalty. In return, you will receive VIP treatment from us. Naturally, the more often you fly with us, the more exclusive the benefits will be. It all starts with Explorer, our first membership level. And it gets better and better with every upgrade.



Explorer

Earn 4 Miles per € spent. Up to €10 discount on extra baggage (Air France, KLM and HOP!). 10% discount on seats with extra comfort on Air France and KLM flights.



Silver

Earn 6 Miles per € spent. Extra check-in baggage allowance, priority check-in, boarding and baggage drop-off.



Gold

Earn 7 Miles per € spent. Access to SkyTeam lounges with a guest for free and SkyPriority.



Platinum

Earn 8 Miles per € spent. 24/7 Platinum Service Line. Access to SkyTeam lounges with a guest for free and SkyPriority.

Find a complete overview of Flying Blue's benefits, including your own membership level and Miles counter, at flyingblue.com.

Europe



Maps: Uitgeverij 12 Provinciën

European routes,
including SkyTeam
and KLM code-share
partners.

See World Map for
intercontinental flights.

— KLM
— Aer Lingus
— Aeroflot
— Air Baltic

— Air Europa
— Air France
— Air Serbia
— Alitalia

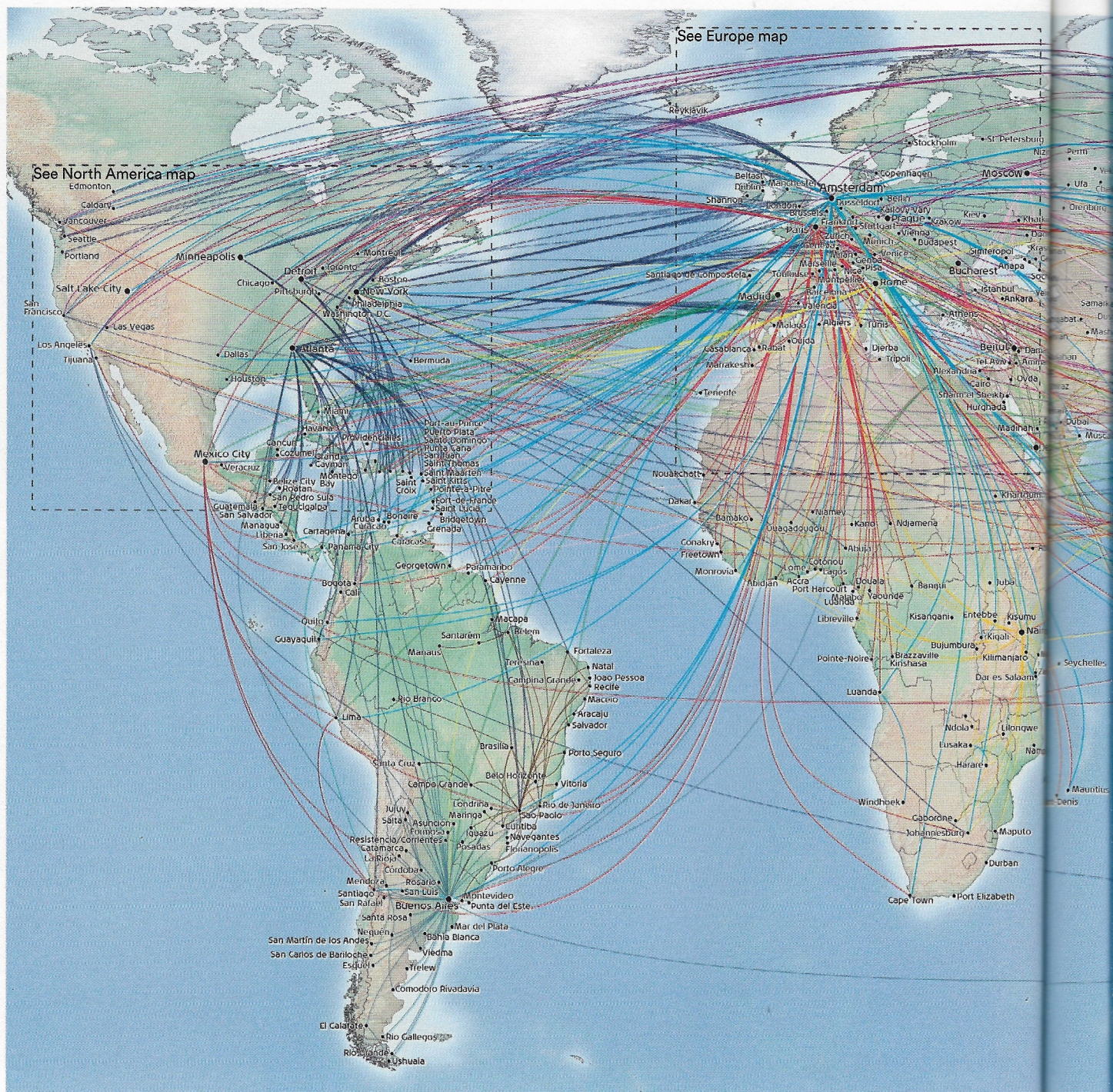
— Belavia
— Bulgaria Air
— Czech Airlines

— Georgian
Airways
— Tarom

— Transavia
— Ukraine
International

SkyTeam member

World



KLM code-share partners outside SkyTeam

Aer Lingus

AirSERBIA

Copa Airlines

airBaltic

Bangkok Airways

airmalta

Georgian Airways

air astana

Bulgaria Air

Alaska Airlines

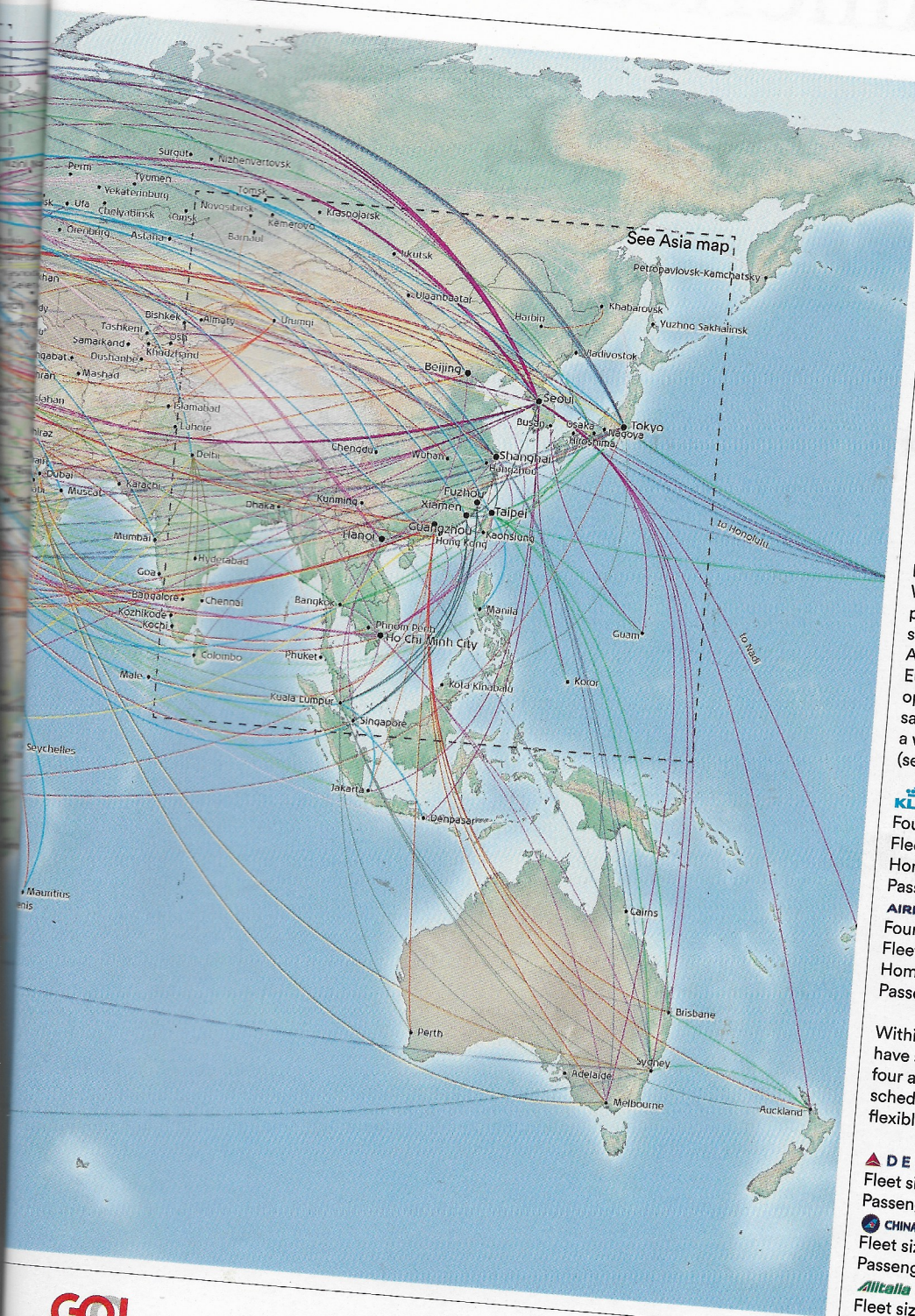
BELAVIA

Comair Limited

ETIHAD

ADRIA

CRO



KLM, SkyTeam and select code-share partner routes

- | | |
|-------------------|------------------------|
| — KLM | — Garuda |
| — Aeroflot | — Indonesia |
| — Aerolineas | — Jet Airways |
| — Argentinas | — Kenya Airways |
| — Aeroméxico | — Korean Air |
| — Air Europa | — GOL Airlines |
| — Air France | — Malaysia Airlines |
| — Alitalia | — Middle East Airlines |
| — China Airlines | — Saudia |
| — China Eastern | — Taron |
| — China Southern | — Transavia |
| — COPA Airlines | — Vietnam Airlines |
| — Czech Airlines | — Xiamen Airlines |
| — Delta Air Lines | |
| — Etihad Airways | |

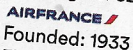
See also the three regional maps.
 SkyTeam member

KLM's partner network

With a world of partners, KLM provides an integrated network that spans the globe. In 2004, KLM and Air France joined forces to become Europe's largest airline group, operating 2,100 flights a day. In the same year, KLM joined SkyTeam, a worldwide alliance of 20 airlines (see SkyTeam page).



Founded: 1919
Fleet size: 204
Home base: Amsterdam
Passengers: 32.4 million

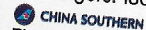


Founded: 1933
Fleet size: 374
Home base: Paris
Passengers: 51 million

Within SkyTeam, KLM and Air France have strategic partnerships with four airlines to increase alignment of schedules, giving passengers more flexible travel options and better fares.



Fleet size: 1,326
Passengers: 180 million



Fleet size: 787
Passengers: 80.7 million

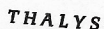
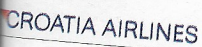


Fleet size: 142
Passengers: 25 million





Fleet size: 45
Passengers: 3.6 million

Fleet sizes include mainline and affiliate aircraft.




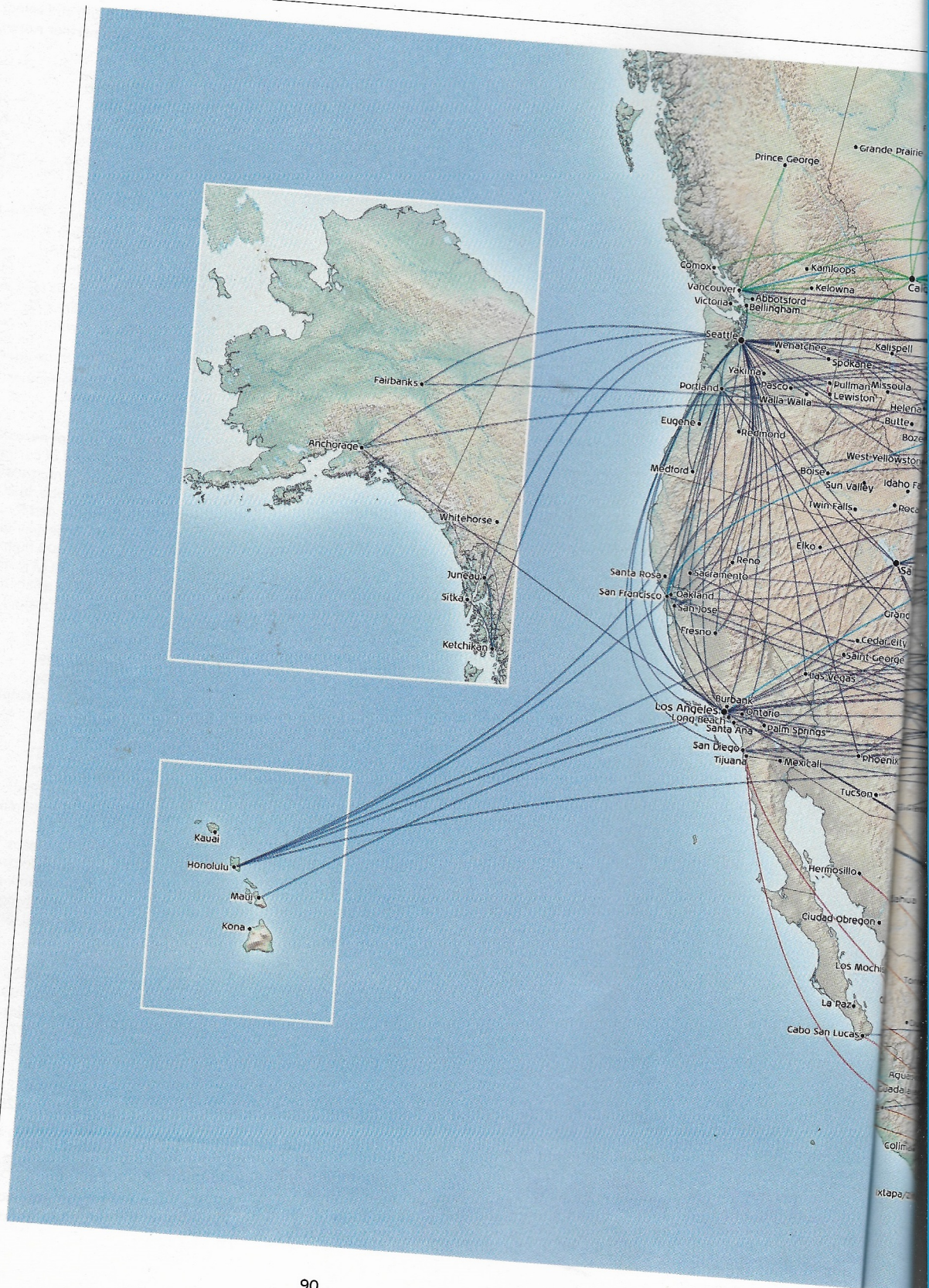
North America

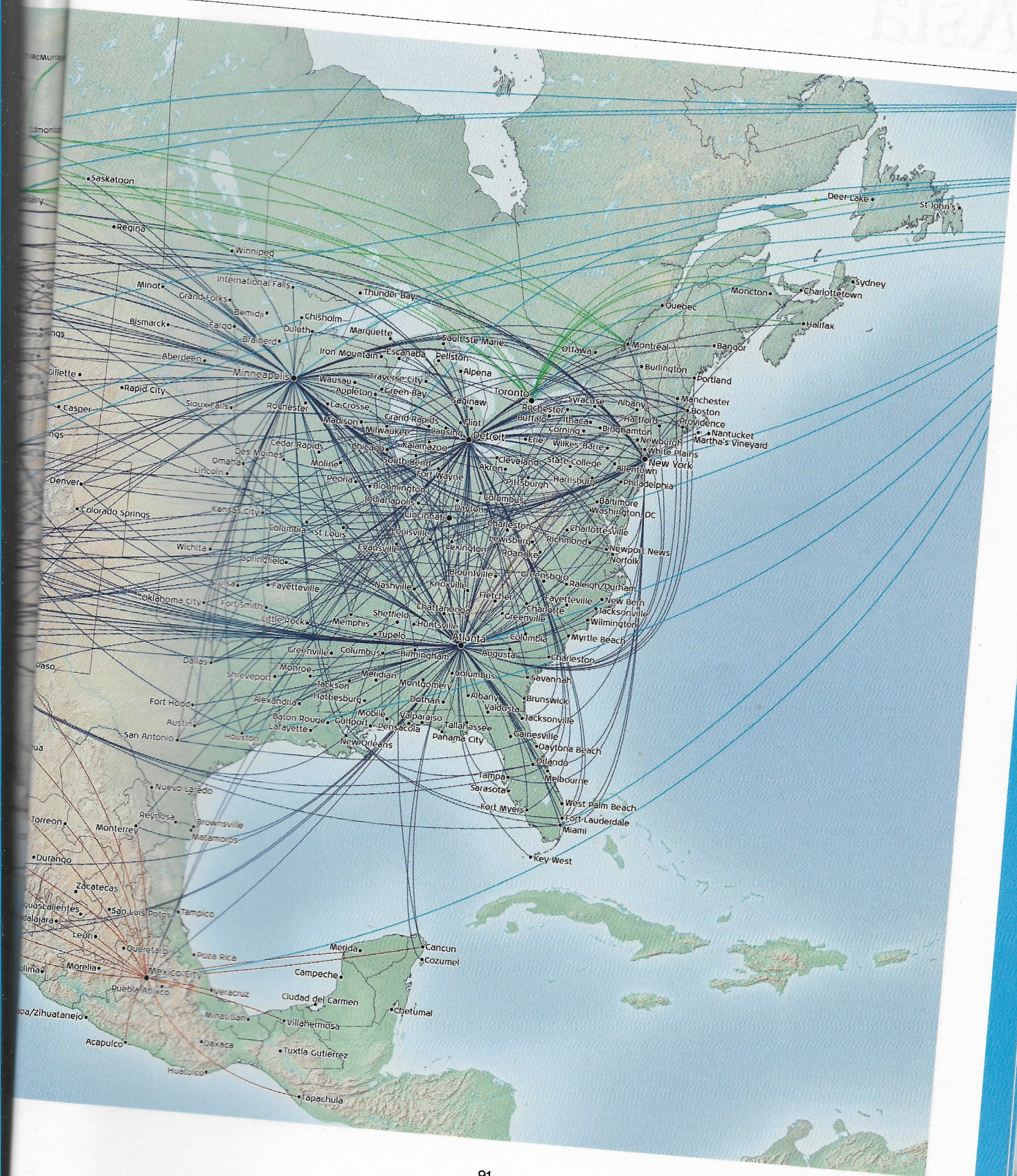
KLM routes, KLM code-share routes and other SkyTeam destinations in North America.

- KLM 
- Aeroméxico 
- Delta Air Lines 
- WestJet 

See the World Map for intercontinental flights operated by SkyTeam and other KLM partners.

 SkyTeam member






Asia

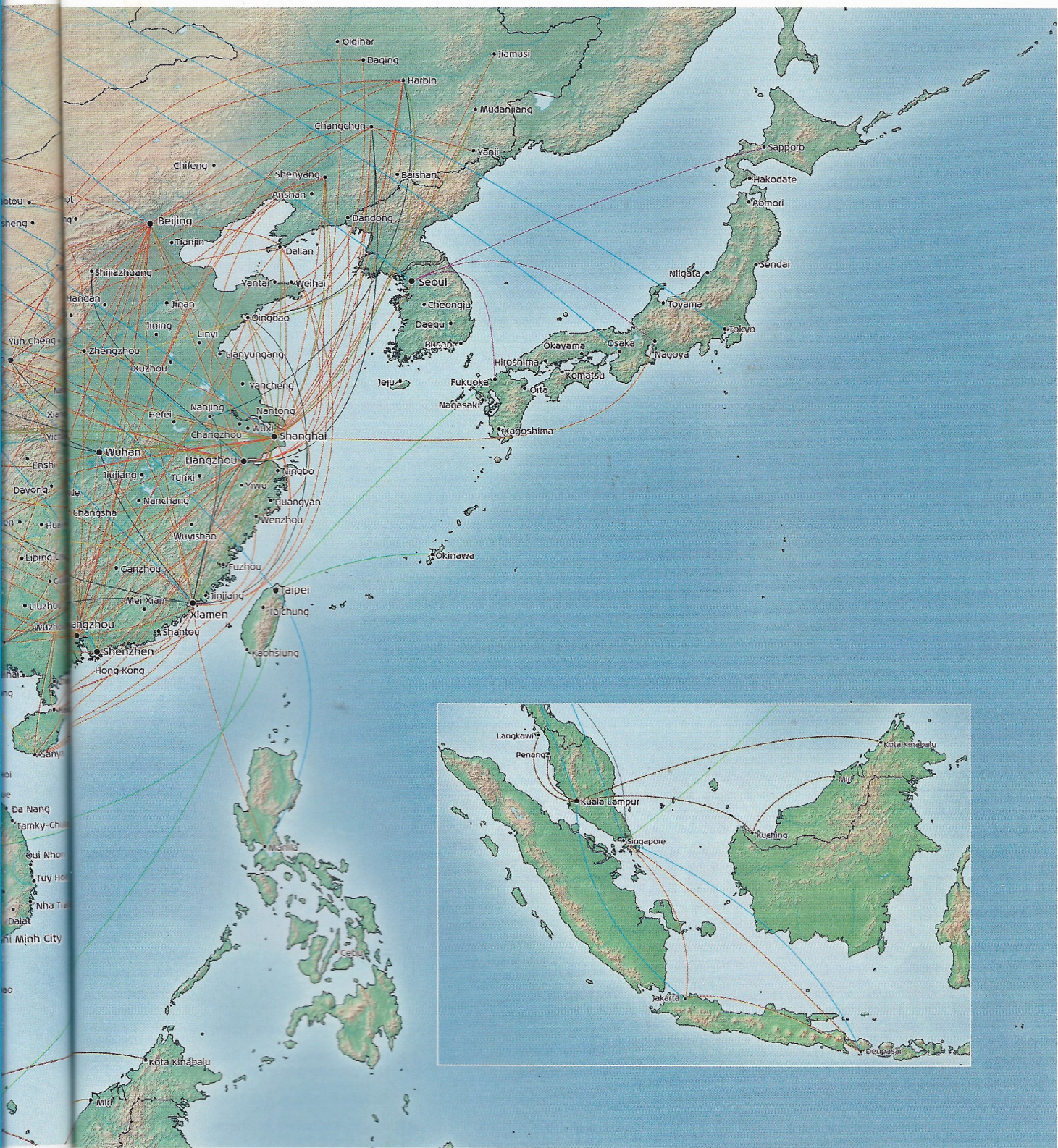
KLM routes, KLM code-share routes and other SkyTeam destinations in Asia.

- KLM 
- Bangkok Airways 
- China Airlines 
- China Eastern 
- China Southern 
- Garuda Indonesia 
- Korean Air 
- Malaysia Airlines 
- Sichuan Airlines 
- Vietnam Airlines 
- Xiamen Airlines 

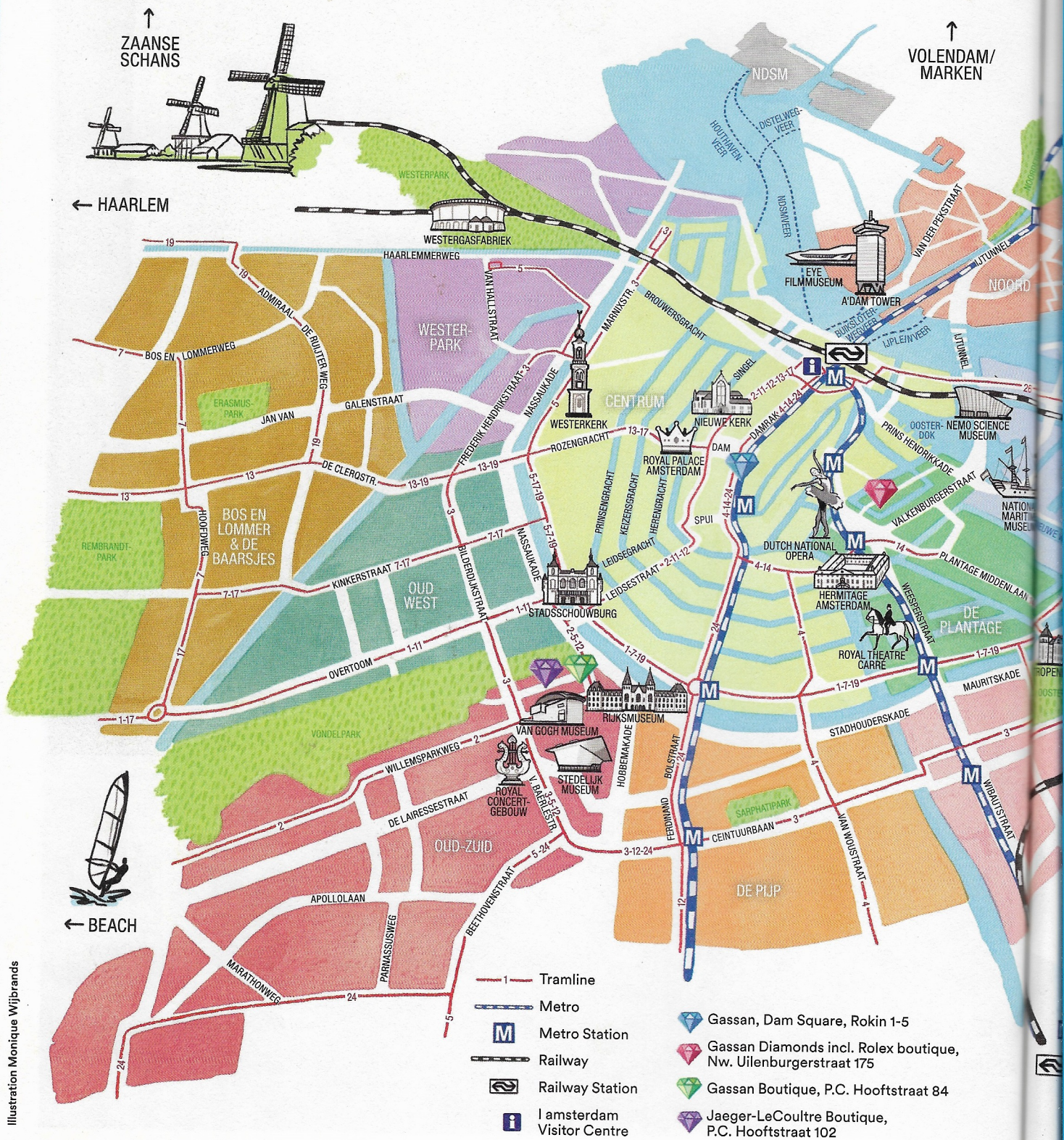
See the World Map for intercontinental flights operated by SkyTeam and other KLM partners.

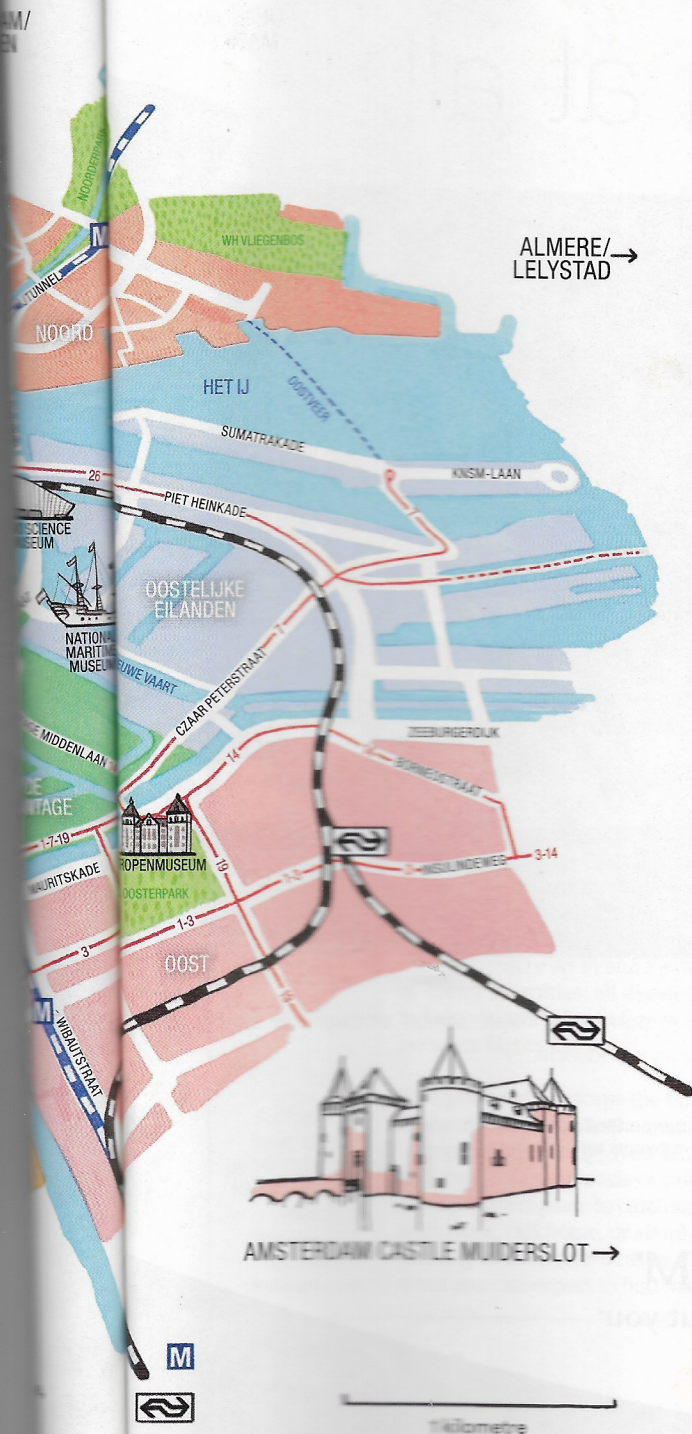
 SkyTeam member





Amsterdam





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SkyTeam

10

Busy day? Slowly breathe in and out
for up to 10 minutes to destress



Extensive network

Facts & figures

- ➔ 1,150+ destinations
- 🌐 175+ countries
- ✈️ 14,500+ daily departures
- 👤 630+ million annual passengers
- 🛋️ 750 lounges
- 📅 Year of formation 2000
- 🏢 Headquarters Amsterdam
- 🌐 Website skyteam.com

New SkyTeam Istanbul Lounge

Welcome to relaxation

Located between two continents, Istanbul is a special place in Turkey, both ancient and modern. Soon, Elite Plus and First- and Business Class customers will be able to sample a few of its charms without setting foot outside of the airport.

The seventh SkyTeam lounge opens its doors next month, one of a total of 750 member and affiliated lounges worldwide. Located in Istanbul New Airport, the 582m² facility will offer locally sourced dishes and drinks, as well as complimentary Wi-Fi and a range of luxury amenities, all designed to help visitors relax before or between flights.

So if you need to escape the bustle of the airport, head to the new lounge, located in the West Wing on Level H. Like an oasis of calm, it's the perfect place to catch up with work, call home, or simply do nothing at all. Here's a taster of what you can expect to find inside:

Interior

The lounge's unique decor instantly makes an impression. An attractive reception area, LED lighting, custom-made furniture, and walls strikingly clad in living moss are some of the things that make the lounge's interior so exceptional. With more than 145 seats, it will never feel crowded, even when at its busiest.

Food & Drinks

If you've never tried Turkish cuisine, or even if you have for that matter, you're in for a treat. Sample authentic foods, such as freshly baked *pide* (Turkish flatbread) or a mezze platter. The menu at the lounge also includes European

dishes and a selection of snacks. As well as traditional Turkish tea and coffee, a selection of spirits, soft drinks and wine from local Turkish vineyards is available.

Facilities

Whether you need to charge your batteries before a flight or just want to take a refreshing shower during a layover, the lounge is ready to welcome you at any stage of your journey.

SkyTeam Members

If you're flying with one of the seven SkyTeam members serving Istanbul New Airport – Air France, Korean Air, KLM, Middle East Airlines, TAROM, Aeroflot and Saudia – don't forget to pay the lounge a visit next time you find yourself in the city.

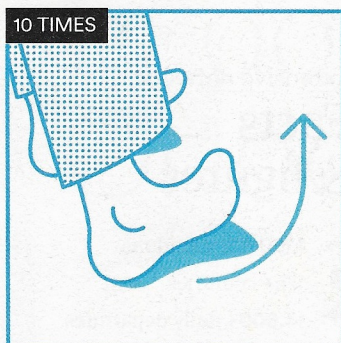
For more information on SkyTeam's lounges visit skyteam.com or find us on Instagram @skyteamalliance.

✈️ SkyTeam has been chosen by 'Air Transport News' as Airline Alliance of the Year. Find out why at skyteam.com

 **SKYTEAM**
Caring more about you



Fit for Flying



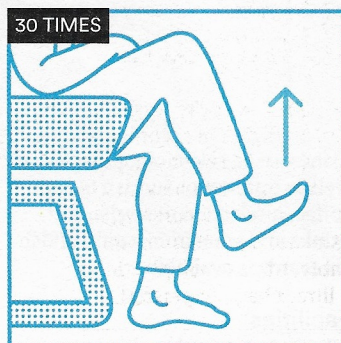
Feet

With your heels on the floor, stretch your toes upwards. Then, keeping your toes on the floor, stretch your heel upwards.



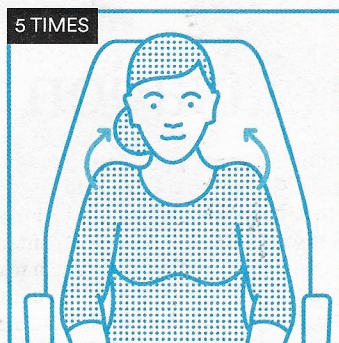
Ankles

Rotate your foot first in one direction and then the other.



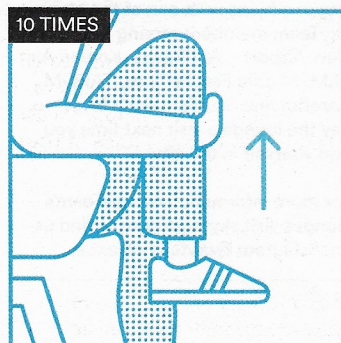
Knees

Raise your leg, tensing the muscles of your thigh.



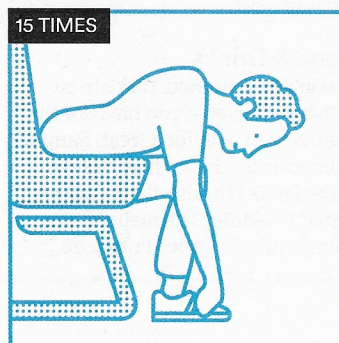
Shoulders

With your hands on your thighs, rotate your shoulders in a circular motion.



Legs

Bend forward slightly. Wrap your hands around your knee and raise it to your chest. Hold for 15 seconds.



Back and arms

Place both feet flat on the ground and hold in your stomach. Bend forward, moving your hands down your legs.

Our handy hints can help you stay feeling great both during and after the flight. Exercises should be performed slowly with steady, even breathing.

Relax while flying

- Statistics show that flying is much safer than many situations in our daily lives.
- The crew in control of the plane are highly trained and experienced.
- KLM aircraft are maintained and designed to withstand turbulence.
- Try to relax: breathe in deeply through your nose, hold for three seconds and exhale slowly.
- KLM partner, VALK Foundation, offers support to people with a fear of flying. Visit facebook.com/StichtingVALK or valk.org, or call +31 71 5273733.

During the flight

- Ear pain? Pinch your nose shut, close your mouth and swallow or blow out against your closed mouth. Alternatively, chew gum.
- Stimulate your circulation by walking around in the cabin and stretching.
- Avoid sitting with crossed legs as this restricts circulation.
- Take your shoes off.
- Drink plenty of water and not too much alcohol.

Reducing jet lag

- Start adjusting your body clock to the time zone of your destination the night before departure by going to bed earlier or later.
- Don't eat too heavily the night before you leave, or drink too much alcohol.
- Eat protein-rich meals at times that are normal for your new time zone.
- At your destination, take light exercise, such as a walk.
- Spend at least 30 minutes in daylight.

Airport Medical Services

If you arrive at Schiphol feeling under the weather, head for Departures Hall 2. Above check-in desk 16, you'll find an emergency centre and a travel clinic for less urgent needs like vaccinations and prescription medicines. Simply follow the signs for First Aid – and you'll soon be on the road to recovery.

The Travel Clinic at Schiphol is open from 8:30 to 16:30, seven days a week. The Emergency Centre is open 24/7.

Source: KLM Health Services

House Rules

Electronics on board

On board the aircraft, electronic devices such as smartphones, tablets and e-readers may be used at all times. If they include wireless functionality, they must be set to **airplane mode** before the aircraft doors are closed and must remain so throughout the flight. It is allowed to use the Bluetooth mode of electronic devices at all times (for example, Bluetooth headsets). In order to keep the electronic device in airplane mode, Bluetooth has to be switched on separately after having selected **airplane mode**. If the aircraft offers Internet on board, the Wi-Fi mode of electronic devices may be used at all times. Also, the Wi-Fi mode has to be switched on separately after having selected airplane mode. Larger electronic devices (e.g. laptops) must be stowed during taxiing, take-off and landing. Check with the cabin crew if in doubt. **Cabin crew may request that all electronic devices are switched off completely if circumstances so dictate.**

Wireless Entertainment

On its **Boeing 747 aeroplanes**, KLM provides you with the chance to watch a selection of movies and TV shows on your own device (mobile, tablet and laptop).

How to connect:

1. Activate the Airplane Mode on your device.
2. Activate the Wi-Fi functionality on your device.
3. Connect to the 'KLM Wireless Entertainment' network (this service doesn't connect you to the Internet).
4. Open your internet browser, go to <https://airfi.aero> (Internet Explorer and Android 3.1 - 4.3 are not supported).
5. Connect your headphones and enjoy the multimedia content on offer.

Lithium batteries

Phones, laptops and other **electronic devices** contain lithium batteries. Lithium batteries are dangerous and can catch fire if damaged or short circuited. Please make sure you watch your device while charging and do not charge while sleeping. Please check 'restricted articles' on the website for more information.

Drinks and smoking

Drinks are served **one at a time** to passengers seated in their assigned seats. For safety reasons, the purser may close the bar. Passengers are not permitted to drink alcoholic beverages brought on board with them, or purchased on board. **Smoking** - including artificial cigarettes such as 'SuperSmokers' - is **strictly forbidden** at all times on KLM flights.

➔ For further information, visit klm.com.



Privacy

KLM respects the privacy of its customers and staff. It's not allowed to make any **photo or film** recording of any person on board without his/her explicit consent.

Hand luggage rules at EU airports

To increase passenger safety, security rules for hand luggage are in place for all flights in accordance with European Union regulations. When passing through security control, you are required to present liquids, gels, pastes, lotions and aerosols separately, in individual containers of not more than 100ml and packaged in a resealable, transparent plastic bag (maximum volume 1 litre, 1 bag per person).

Airport shopping

In the EU

Within Europe, you can travel with your tax free liquid purchases. They will be packed and sealed for you. The seal is valid for 24 hours. You may not break the seal until you have reached your final destination, even if your journey includes a transfer.

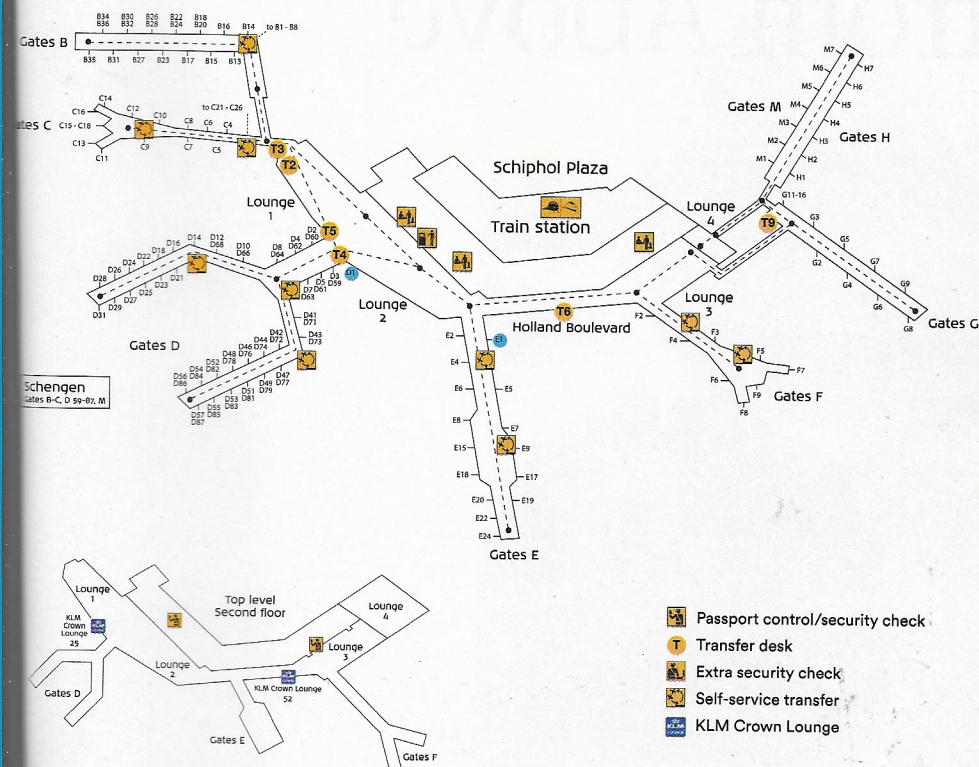
Outside the EU

Transfer at an EU airport? You may bring liquids and gels from non-EU airports. These will be checked at Schiphol. Travelling to the US? Only bring liquids on board bought and sealed at Schiphol. Transfer in the US or Canada? Please pack your liquids in your check-in luggage.

Animal products

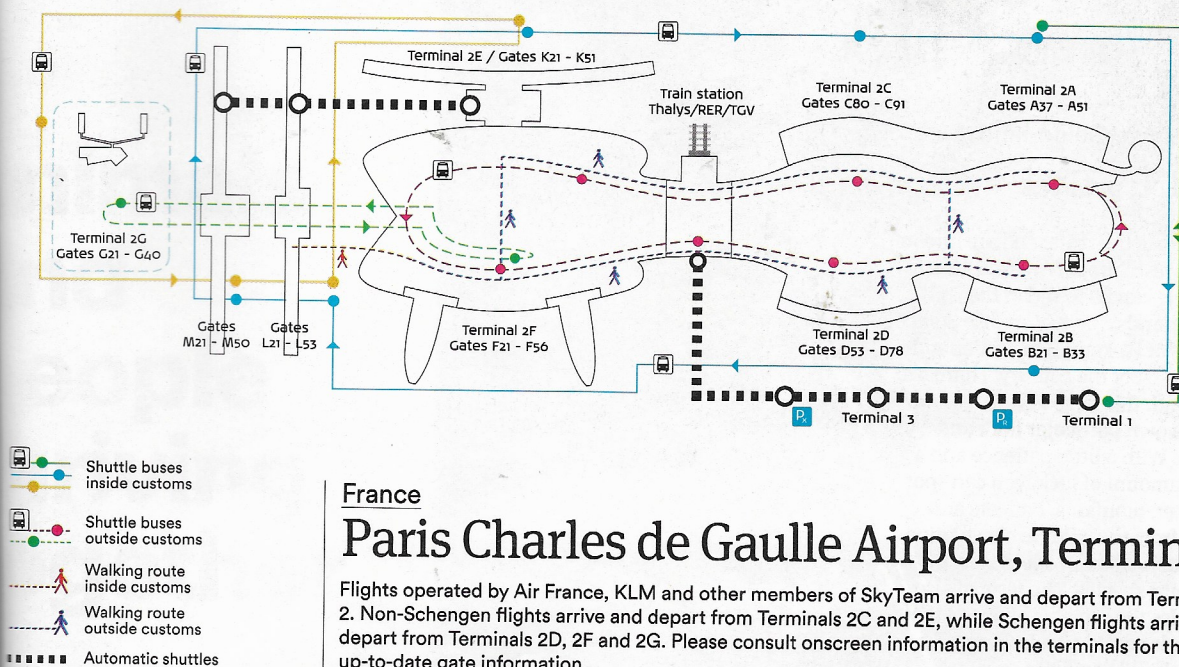
To prevent the spread of animal diseases, you are prohibited from entering the EU with meat, meat products, milk and milk products. Small quantities for personal use are permitted on arrival from Andorra, the Faroe Islands, Greenland, Iceland, Liechtenstein, Norway, San Marino and Switzerland. For further information, visit europa.eu.

Airport Maps



The Netherlands Amsterdam Airport Schiphol

Flights operated by KLM, Air France and SkyTeam members arrive and depart from gates B to G. KLM passengers going to Antwerp and Brussels by train pass through immigration and collect their luggage at Schiphol. They exchange their KLM or e-ticket for a train ticket at the NS (Dutch Railways) desk at Schiphol Plaza. Passengers with access to KLM's Crown Lounges from intercontinental flights and who transfer to European (Schengen) flights can use Crown Lounge 25, beyond passport control. If your flight to the US is operated by Delta Air Lines, please follow the signs to the beginning of pier D or E for a security interview. There, you will receive information about your departure gate.



France

Paris Charles de Gaulle Airport, Terminal 2

Flights operated by Air France, KLM and other members of SkyTeam arrive and depart from Terminal 2. Non-Schengen flights arrive and depart from Terminals 2C and 2E, while Schengen flights arrive and depart from Terminals 2D, 2F and 2G. Please consult onscreen information in the terminals for the most up-to-date gate information.