



VIETNAM AIRLINES MOVES TO SHEREMETYEVO AIRPORT

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Attention! Starting from July 2, 2019 Vietnam Airlines is moving its Moscow operations to Sheremetyevo airport!

The decision was driven by the airline's commitment to high customer satisfaction both in the air and on the ground as Vietnam Airlines continues to invest and meet customers' expectations throughout every aspect of the business.

Sheremetyevo International Airport is the largest and fastest growing Russian airport with the country's most modern passenger terminals offering maximum level of customer comfort, excellent transfer services and increased speed and flexibility.

This decision will also facilitate Vietnam Airlines cooperation and partnership with Russia's major carrier Aeroflot, as the two airlines target to begin codesharing on domestic routes in Vietnam and Russia and expand their cooperation across several areas of the business. The move will take this cooperation further in the direction of a solid and mutually beneficial partnership, offering customers a wider choice of travel options and world-class quality of two leading 4-Star airlines.

The airline will smoothly move its entire operations without any interruption to the flights. Vietnam Airlines will continue to offer three direct Moscow – Ha Noi flights per week, operated on Boeing 787-9 Dreamliner aircraft, arriving at Sheremetyevo at 06:45 and

departing at 14:40 from Terminal D.

As Mr. Le Thanh Dung, Vietnam Airlines General Manager Russia and CIS, underlined: “We are moving to a modern, user-friendly airport with a high level of customer appeal. The airport’s current infrastructure will allow Vietnam Airlines passengers to experience the airline’s 4-star certified international service even before they board our Boeing 787-9 Dreamliner for their trip to Ha Noi. While we have enjoyed many years of excellent co-operation with Domodedovo, we believe that the new airport will better serve Vietnam Airlines passengers, allowing the airline to fulfil long-term commercial objectives and reinforce our commitment to consistently upgrading the airline’s 4-star service quality throughout every aspect of the business”.

Deputy Director General, Commercial activities Denis Pashkovsky said: “Vietnam Airlines and its passengers will greatly benefit from the advanced airport facilities, a wide range of available services and vast routes connections with Russian and European destinations on the flights carried out by Aeroflot – Russian national carrier and other airlines – members of Skyteam alliance”.

Vietnam Airlines services at Sheremetyevo will include dedicated check-in facilities, fast exclusive immigration, customs and security channels as well as short walks to the aircraft. Business class passengers and members of the LotuSmiles loyalty programme will have access to the comfortable space of “Moscow” Lounge.

Sheremetyevo International Airport is the largest Russian airport in terms of passenger and freight traffic, takeoff and landing operations, the area of the airport facilities and the capacity of the cargo facilities. The Sheremetyevo route network comprises more than 220 destinations. In 2018, Sheremetyevo handled 45 million 836 thousand passengers what is 14.3% more than in 2017.

In 2018, Sheremetyevo was ranked first in Europe for the quality of passenger service in the category of airports with passenger traffic over 40 million travelers per year and entered ACI Director General’s Roll of Excellence. According to OAG Punctuality League report 2019, Sheremetyevo recognized as the leader in category of Major airports (accommodated between 20-30 million annual outbound seats) with the best result of 87%.

Vietnam Airlines is the flag carrier of Vietnam and the major carrier in the South East Asia, operating 97 routes to 22 domestic and 29 international destinations with an average of 400 flights per day, connecting the world’s major cities to mesmerizing travel destinations in Vietnam, Laos, Cambodia and Myanmar.

Vietnam Airlines became a member of SkyTeam - a global airline alliance whose 19 members provide access to an extensive global network of 14.500 daily flights to 1150+ destinations in 175+ countries – in 2010, reaffirming the carrier’s position on the global aviation map. In 2015, Vietnam Airlines became the first airline in the world to successfully operate both next-generation aircraft Boeing 787-9 Dreamliner and Airbus A350-900 XWB at the same time.



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