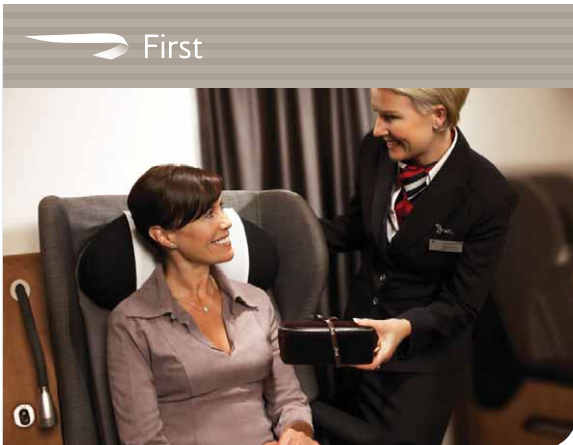


CHOOSE HOW YOU WANT TO FLY



The ultimate in comfort and luxury

- Dedicated First check-in*
- Waiter-service in over 200 exclusive lounges worldwide
- 6'6" fully flat bed complete with mattress, duvet, sleeper suit and slippers on overnight services
- Flexible à la carte dining with fine wines and champagne
- Over 200 entertainment options available on demand
- Access to Arrivals Lounges at London Heathrow and Gatwick and Johannesburg

*Available at London Heathrow, London Gatwick, New York JFK and Barbados



Introducing a new Club World*

- Access to Arrivals and Departure lounges as well as the Elemis Travel Spa**
- New look menu with superior wine cellar
- The Club Kitchen is open between meals with a selection of hot and cold snacks
- Touch-button privacy screens
- New, wider more comfortable 6' fully flat bed (extending to 6'6" in Z position) with softer mattress, memory foam headrest and cosy quilt
- Over 200 entertainment options available on demand

* New Club World cabin is available on all Boeing 747 aircraft. We aim to have all Boeing 777 aircraft fitted with the new Club World cabin by January 2010. Boeing 767 aircraft will retain the original Club World cabin.

**Available at London Heathrow and New York JFK Terminal 7



Worth the difference

- 7" more legroom than World Traveller
- Wider seat with additional recline, adjustable headrest, lumbar support, footrest and leg rest
- Smaller, quieter cabin with no more than 6 rows
- Upgraded dining service and amenity kit
- Personal video screen with over 200 entertainment options on demand and new noise-reducing headsets



Designed for comfort

- 31" seat pitch with adjustable 'headrest', footrest and lumbar support
- Personal video screen with over 200 entertainment options on demand
- Three course meals designed by leading chefs and complimentary bar
- Amenity kit with blankets, cushions, eyeshades, socks, toothbrush and toothpaste
- Choice of Online Check-in and Check-in kiosks at the airport (available on all classes)

CHOOSE HOW YOU WANT TO FLY



Comfort and space

- 34" seat pitch*
- Access to relaxing lounges with complimentary snacks and wines
- Comfortable leather seats with extra legroom
- Spacious, private cabin at the front of the plane
- Selection of hot and cold dishes
- Complimentary bar including champagne
- Choice of Online Check-in and Check-in kiosk

*Seat pitch varies slightly depending on aircraft



More convenient

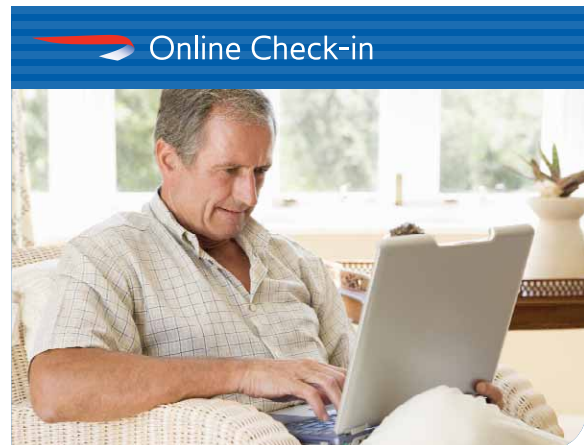
- 31" seat pitch*
- Choice of Online Check-in and Check-in kiosk
- Complimentary refreshments
- Professional and responsive crew
- Conveniently timed flights to centrally located destinations

*Seat pitch varies slightly depending on aircraft



Changing the way you fly

- Terminal 5's six lounges and Elemis Travel Spa make up the largest, most luxurious lounge complex in the world
- Available for First, Club World or Club Europe and Gold and Silver Executive Club members
- Seamless check-in with 96 check-in kiosks designed to eliminate queuing
- 112 retail outlets including Harrods, Tiffany's and Prada
- 25 places to eat and drink



The calmer way to check-in

- Available from 24 hours, up to 1 hour before flight departure
- Flights from the US, check-in closes 2 hours before departure
- Check in, select seats and print Online Boarding Pass
- Leave any baggage at Bag Drop at the airport
- View and print your itinerary
- Check in up to nine people