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Ethiopian Adds Innovative App Feature ‘Feel Addis’ to Elevate Passengers’ Layover Experience

Addis Ababa, 13 September 2019

Passengers flying Ethiopian with layover between 8 and 24 hours in Addis Ababa are set to have their end-to-end layover experience transformed in a whole new way with the launch of the airline’s digitized transit package dubbed *Feel Addis*.

The enhanced service brings convenience to passengers’ fingertips allowing them to get their hotel voucher and transit visa card with their mobile devices.

“As an airline continuously adapting our services to the evolving needs and expectations of passengers, we always look for opportunities to enhance passengers’ end-to-end travel experience as they fly Ethiopian,” says Mr Tewolde GebreMariam, Group CEO of Ethiopian Airlines. *“Our digitized layover package, Feel Addis, is unveiled with customers’ convenience in mind. Thanks to the enhanced service, we have digitized all customer touchpoints avoiding the need to contact airport agents to process hotel voucher and transit visa of passengers with a layover of 8 hours or more in Addis Ababa. The launch of Feel Addis is also part of our efforts to further boost Addis Ababa’s stature as a preferred transit hub into and out of Africa by facilitating seamless end-to-end experience for the travelling public.”*

What passengers need to do to enjoy *Feel Addis* is, enter their booking code on ‘Feel Addis’ tab option to check eligibility through Ethiopian Mobile App after they are done with check-in. Once they check their eligibility for the service, passengers are required to enter their email address in the app and hit the ‘Get Voucher’ button at the bottom of their screen. They will then get their hotel name with all services on offer; the boarding time for their next flight from Addis; pick-up time from their hotel to the airport; and their visa.

It is to be recalled that Ethiopian has been taking different measures to enhance the transit experience of passengers including the launch of free transit tour of Addis back in January.



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Use the below links to download Ethiopian Mobile App:

Play Store: <http://bit.ly/2lOzNjK>

App Store: <https://apple.co/2lTGBFq>

Note to Editors:

About Ethiopian

Ethiopian Airlines Group (Ethiopian) is the fastest growing Airline in Africa. In its seventy plus years of operation, Ethiopian has become the continent's leading carrier, unrivalled in efficiency and operational success.

Ethiopian commands the lion's share of the Pan-African passenger and cargo network operating the youngest and most modern fleet to 125 international passenger and cargo destinations across five continents. Ethiopian fleet includes ultra-modern and environmentally friendly aircraft such as Airbus A350, Boeing 787-8, Boeing 787-9, Boeing 777-300ER, Boeing 777-200LR, Boeing 777-200 Freighter, Bombardier Q-400 double cabin with an average fleet age of five years. In fact, Ethiopian is the first airline in Africa to own and operate these aircraft. Ethiopian is currently implementing a 15-year strategic plan called Vision 2025 that led it to become the leading aviation group in Africa with Six business centers: Ethiopian International Services; Ethiopian Cargo & Logistics Services; Ethiopian MRO Services; Ethiopian Aviation Academy; Ethiopian ADD Hub Ground Services and Ethiopian Airports Services. Ethiopian is a multi-award-winning airline registering an average growth of 25% in the past eight years.

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