

Lounge

FLYING WITH CHILDREN

While half of Europe is going on holiday, the airlines are working at full steam. To offer children and families a great start to the best time of year, the Lufthansa Group has come up with a few ideas. Here are a few examples.



- Lufthansa issues **120,000** additional flight tickets for cuddly toys.
- Up to **10,000** toys – from handicraft sets to 3-D puzzles – are given out to young passengers.
- The Lufthansa subsidiary LSG prepares **130,000** children's menus, including sausage mummies and turtle rolls, each year in Germany – and the menus were preselected by a jury of children.
- Watching television to your heart's content: **22** children's films and **31** TV programmes are available on board at the start of the holiday.
- Let's get moving! Since the middle of May, the Lufthansa Terminal 2 at Munich airport has featured a **110-sqm** play area where children can climb ropes, milk cows and shimmy up sliding-poles.
- Where would you like to go? During the summer months, the Lufthansa Group offers **15,415** connections to **343** destinations in **103** countries.

Ms D'Aloia, who is more nervous during take-off: the children or the parents?

I would say that children often pick up on their parents' anxieties. Parents often have worries like 'a full plane, a six-hour flight – I hope my child won't go crazy'. But in the vast majority of cases things run smoothly.

And what if they don't?

We try to get an idea of what the children are like, just like with all passengers, when they board the plane. Are they feeling happy? What do the families need? Often, it's just a glass of water or a heated up bottle that relaxes people. Small children in particular sometimes have problems with pressure compensation. It can give them an earache. When that happens, we have some tips for the parents and we try to distract the children. A special highlight is, of course, when we get the chance to take the children to take a look into the cockpit.

Your best experience with children?

There was a baby on board, no older than six or seven months, at the end of March on a flight from Munich to Los Angeles. The parents were very emotional, but also nervous, about flying long-haul for the first time with their child. And the baby was clearly relaxed, in a good mood and getting everyone's attention. The parents trustingly passed the baby to me when they wanted to get some rest. Then they wanted a photo of their first flight together and insisted that I be in the photo with them. When the Polaroid was taken, I felt like a 5-star babysitter 30,000 feet above the Atlantic.



SUSANNE D'ALOIA

Lufthansa flight attendant