

New ways to talk to Schiphol

New ways to contact Schiphol will be introduced on 1 April 2019. Our goal is to offer better assistance to travellers who have questions or experience problems in the terminal. The basic principle is that information will be obtainable from the traveller's preferred means of communication, and at their desired location and time. Schiphol's customer research has shown that travellers want to make use of online communication to get information, including chat. They also would like to ask questions in person, where possible. From 1 April, travellers will be able to reach us 24/7, 365 days a year using their preferred means of contact. This quick reference sheet will enable you to quickly and easily assist travellers.

Changes for travellers from 1 April, 2019

Most of the Information Desks will have been removed and will be replaced with information zones. Travellers will be able to:

- visit the new Information Zones with Self-service units (SSU's), digital floor plans, points of interest and flight information screens. At the SSU, travellers will be able to request flight information using their boarding pass or flight number and find an FAQ about various topics.
- Contact a Schiphol representative if they have complex questions or problems by video call, telephone, WhatsApp or Facebook Messenger. A Mobile Personal Assistant (MPA) will be available on-call to visit the traveller in person.

Selfservice Unit



Travellers can still reach us by phone (0900-0141 or +31 20 794 0800), Twitter, Instagram or Facebook Messenger (@Schiphol), and through the Schiphol app. In addition, they can now reach us using WhatsApp and a new 'chat' function on www.schiphol.nl/contact, or at the new self-service units, including video chat. They can log in to Airport_Free_Wifi as soon as they arrive in order to access each service.

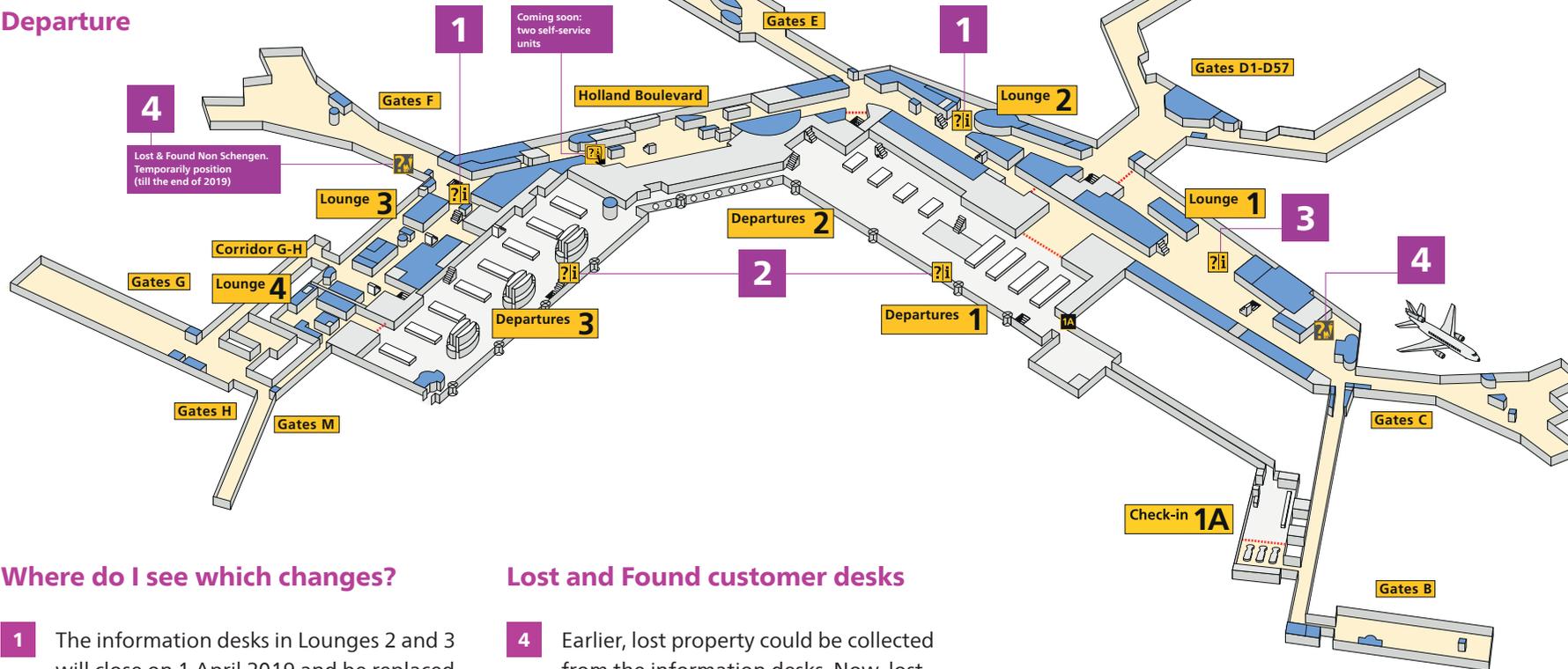
Informationzone



Ask us anything

We hope that this information will help you with questions you may be asked about the new information provisions and changes to Lost and Found desks. If you have any questions or tips, please let us know by emailing smartcooperations@schiphol.nl.

Departure



Where do I see which changes?

- 1** The information desks in Lounges 2 and 3 will close on 1 April 2019 and be replaced with information zones. The self-service units will not be covered by fabric panels during the renovations, but this step will follow later.
- 2** The information desks in Departures 1/2 and 3 were unmanned since the 2018 autumn holidays and already removed, as was the Arrivals 3 Information Desk.
- 3** The information counters in Lounge 1 and Arrival 2 will also close on 1 October, 2019. They will be replaced by the information zones. During the renovation, the self-service units will be temporarily installed in a different location than that of their final location.

Lost and Found customer desks

- 4** Earlier, lost property could be collected from the information desks. Now, lost property can be collected from the new Lost & Found customer desks.
 - After security, there will be a Lost & Found customer desk for the Schengen zone located in Lounge 1, behind Transfer Desk 2. It is open daily from 06:00-21:00.
 - After passport control, there will be a Lost and Found desk for non-Schengen zones at the top of the F-Pier. It is open daily from 06:00-21:00.
 - Before passport control, there will be a Lost and Found desk located at A2 – Kelderplein. It is open daily from 08:00-20:00.

Arrival

