



Air Europa is among APEX 2020's main four-star airlines

- **APEX Official Airline Ratings scores the best airlines according to the ratings given by passengers on more than a million flights by 600 airlines**

Madrid, 10 September 2019.- Air Europa has been rated as one of the main four-star airlines in the regional airline category by Official Airlines Ratings 2020, APEX's official airline rating programme based on passenger comments.

During its annual ceremony – held last night in Los Angeles – APEX (Airline Passenger Experience Association) announced the ratings of its member airlines, in which Air Europa was certified in the regional airline category.

These ratings are drawn up based on information provided by passengers from almost 600 airlines around the world, who rated more than one million flights between 1 July 2018 and 30 June 2019. This data was collected and verified by APEX, in collaboration with Triplt from Concur.

Passengers rate their flight experience completely anonymously using on-board screens. Firstly, they score their experience in general, before assessing specific subcategories such as seating comfort, cabin service, food and drink, entertainment and Wi-Fi.

Air Europa has shown its great satisfaction at being regarded among the main four-star airlines, in "recognition of the work we are doing to improve our customer experience and to become a benchmark airline," stated Sandra Lenis, Client and Product Director at Air Europa. Lenis added that "we take great pride in achieving the support and acclaim of our passengers and, at the same time, it is an added boost to continue to progress in the search for elements that positively surprise our customers."

As you will recall, Air Europa's entire long-range fleet, as well as the new short and medium-range Boeing 737-800 have a Wi-Fi service, in addition to a broad range of audiovisual entertainment content for passengers to view free of charge on their personal devices via streaming.

Similarly, the airline of the Globalia Group's air division has excelled in the business sector with the fully reclining flat-bed seats on its Dreamliner fleet, and it will emerge again, at the end of this month, with the progressive arrival of the new fleet of Boeing 787-9, equipped with a new Business class that gives passengers greater privacy and further heightens their comfort.

The creative cuisine of the prestigious chef Martín Berasategui, which is served on board long-haul flights, and the new ecological and healthy menus have undoubtedly been especially highly rated by passengers.

The rating announcement was held as part of the APEX Expo, the world's largest trade fair dedicated to the passenger in-flight entertainment experience, connectivity and on-board services, which attracts more than 3,000 industry professionals on an annual basis.

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