

Aelia's Dutyfly selected as Luxair's new DF partner

Aelia-owned Dutyfly Solutions has been selected in an open tender to operate Luxair's duty free programme on a 'Full Service Contract' from July 1 of this year.



Dutyfly Solutions says it will now set up an operation at Luxembourg Airport to deliver 'a responsive and high quality service' as part of a new 'innovative strategy' specifically developed for Luxair.

In a statement, the company said: "Crews will have a new inflight sales software developed by Dutyfly Solutions. This tool enables both reliable transactions and real-time business reporting. These solid foundations will drive a sales and marketing policy focused on end customers and how best to satisfy them."

"This ambitious new partnership is further proof of Dutyfly Solutions leading position in Europe. Luxair is the 5th national European airline to choose Dutyfly Solutions for its business."

Philippe Le Goff, Managing Director of Dutyfly Solutions added: "Signing this contract gives us at Dutyfly Solutions great satisfaction. Of course, it enables us to continue to grow and strengthen our position in Europe. But beyond this, the way the negotiations were conducted and the very high quality of the exchanges between us were a clear demonstration of Luxair's extremely dynamic, professional and determined approach."



AIRLINE PLANS TO RENEW ITS FLEET

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"I am convinced that we will build great things together and we are all very proud to have been chosen to work with Luxair.

Adding his comments, Laurent Jossart, Deputy Managing Director, LuxairCARGO said: We are confident in this new partnership and in Dutyfly's ability to increase the dynamism and innovation of our in-flight product sales to the greater satisfaction of our passengers.

Luxair was founded in 1961 as the airline of the Grand Duchy of Luxembourg. It currently operates 20 aircraft and flies to over sixty destinations from Luxembourg Airport.

The airline recently took the decision to renew its fleet, with the first step involving the acquisition of twin-turbo prop Bombardier Q400s which will replace the current Embraer ERJ-145s. Luxair will commission three Q400s from the Canadian aircraft manufacturer and place an option on two more Q400s.

A second phase will involve Luxair purchasing new generation jet aircraft, which are still being developed by manufacturers. After the scheduled delivery in 2016 of the Bombardier Q400s, the Luxair fleet will comprise ten Bombardier Q400s and a Boeing 737-700, flown by Luxair Luxembourg Airlines, alongside three Boeing 737-800s and a Boeing 737-700 dedicated to LuxairTours.