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## **Our first priority is to take care of our customers**

"First and foremost, I would like to apologise to our customers who are affected by the temporary grounding of our 737 MAX aircraft. Now our first priority is to look after our customers in the best possible way. Our colleagues in Norwegian are working tirelessly to find solutions for passengers who have been affected." says Norwegian CEO Bjørn Kjos

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### **Norwegian in the UK and Ireland:**

- Norwegian carries almost **6 million UK passengers each year**

from London Gatwick, Edinburgh and Manchester Airports to **30 destinations worldwide**

- Norwegian is the **third largest airline at London Gatwick**, with 4.6 million yearly passengers, and with more than 1,000 UK-based pilots and cabin crew
- In 2014, Norwegian introduced the **UK's first low-cost, long haul flights to the U.S.** - the airline now flies to 12 U.S destinations, Buenos Aires and Rio de Janeiro from London Gatwick
- In 2017, Norwegian also launched **affordable transatlantic flights from Edinburgh, Dublin, Cork and Shannon** to the US East Coast, using the brand new Boeing 737 MAX aircraft
- Norwegian is the only airline to offer **free inflight WiFi** on UK flights to more than 30 European destinations
- The airline has one of the **youngest aircraft fleets in the world** with an average age of 3.8 years, including next-generation Boeing 787 Dreamliner, Boeing 737 MAX and Boeing 737-800s
- Norwegian has been **voted 'Europe's best low-cost carrier' by passengers** for six consecutive years at SkyTrax World Airline Awards from 2013-2018, along with being awarded the **'World's best low-cost long-haul airline'** in 2015, 2016, 2017 and 2018
- Norwegian Reward is the airline's free to join **award-winning loyalty programme** offering members CashPoints and Rewards that reduce the cost of Norwegian flights

## Contacts



### For journalists only

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