



DESTINATION SPOTLIGHT

Maui

Hawai'i

MAI is the second largest of the Hawaiian Islands with a land area of 730 square miles. It encompasses the fullness of nature's gifts: sandy beaches, tropical rainforests, rolling pasture lands, dryland forests, and steep, rocky cliffs formed by volcano, wind and water.

Maui is second in size in Hawai'i, but first in people's hearts. Repeatedly at the top of the "best island" surveys of consumer travel magazines, Maui possesses a magic that lingers in the heart and grows. More than two million visitors travel to Maui each year.

The principal resort areas of Maui include Kā'anapali and Kapalua in the West and Mākena and Wailea to the South. Hāna, Kihei, Mā'alaea, Nāpili, Honokowai are also popular visitor destinations. The attractions that consistently draw the most visitors are Haleakalā National Park, Lāhaina Town, 'Īao Valley State Park, Hāna and the Maui Ocean Center.

The entire island is blessed with staggering natural beauty. And the weather on Maui cannot be surpassed, with year round temperatures averaging between 75 and 85 degrees.

For golfers, all the elements cooperate in making Maui a premier destination. With more than a dozen courses in supreme settings, players

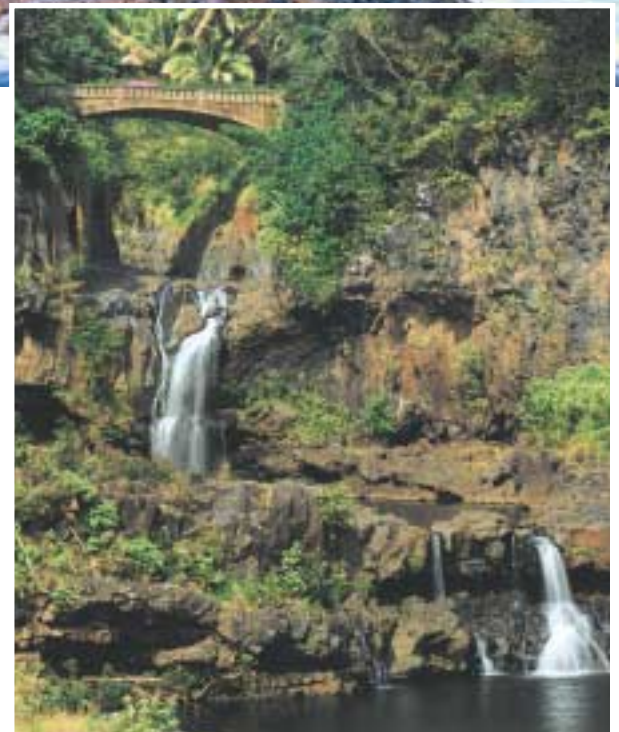
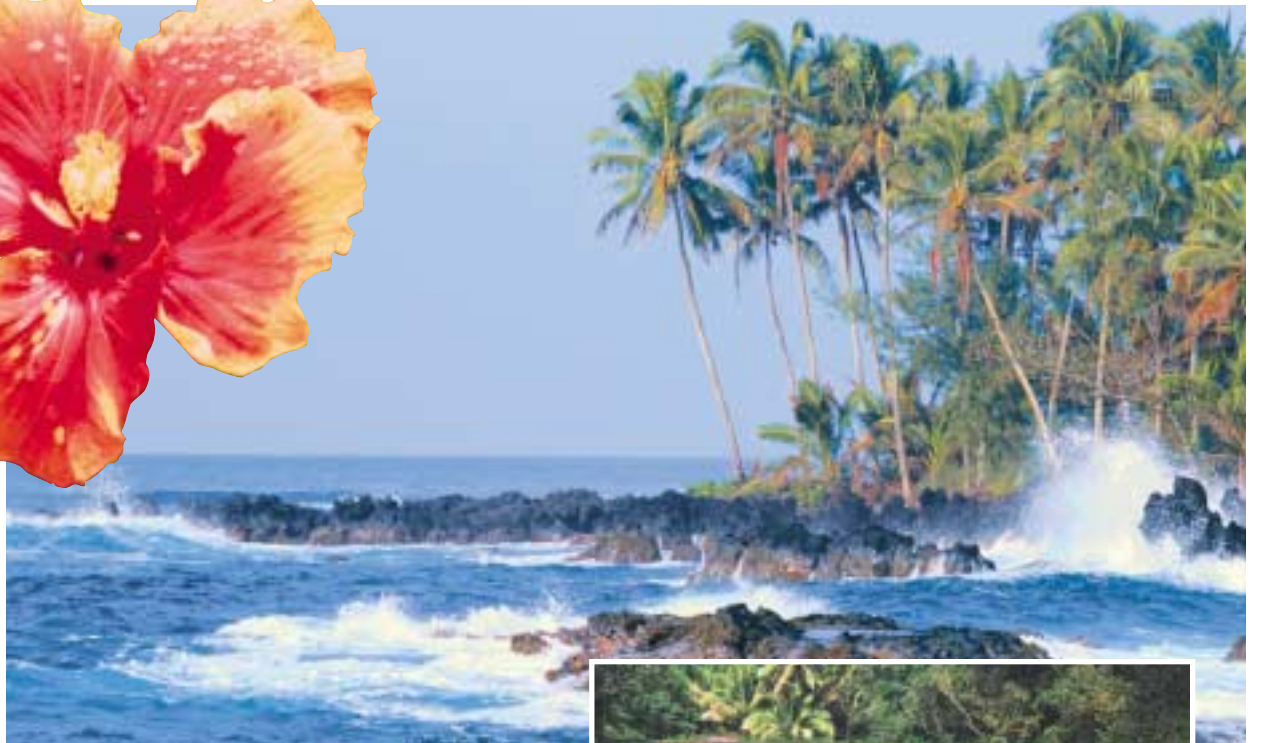
can match their skills against the ingenuity of legendary golf course designers.

An evening out on Maui is the perfect finale to a day at the beach, spa, tennis court or golf course. When the sun goes down the beat picks up, and the island's rhythms turn to dining, dance and music.

Deciding on dinner requires tough choices as Maui's chefs are world-renowned for their culinary creativity. West and South Maui have restaurants that range from informal seaside fish houses to swank, candle-lit dining rooms with swans gliding by in a lagoon.

Maui is an ideal destination for business and leisure travelers, group and meeting planners alike. For more information about Maui, visit the Maui Visitors Bureau Web site at www.visitmaui.com.

Destination information and images provided by the Maui Visitors Bureau.



Northwest Announces New Service to Maui

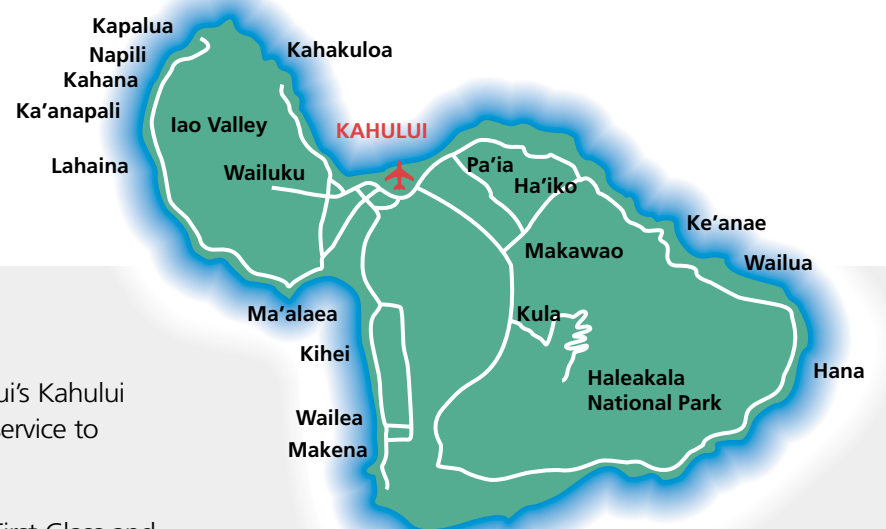
Northwest Airlines will begin new daily nonstop service between Seattle/Tacoma and Maui's Kahului Airport (OGG) on December 17, 2003. The new Maui service complements the existing service to Honolulu, Hawaii, from Seattle/Tacoma, Minneapolis/St. Paul and Detroit.

The new flights to Maui will operate with DC-10 aircraft that seat 273 customers, 26 in First Class and 247 in the Coach Class.

Additional service to Honolulu

Effective December 17, Northwest will add a second daily flight between its hub at Minneapolis/St. Paul and Honolulu. The second flight from Minneapolis/St. Paul replaces daily nonstop service between Honolulu and Los Angeles.

Book a Hawaiian vacation package with Northwest Airlines WorldVacations. The WorldVacations hotel lineup offers something for everyone from honeymooners and golfers to sun seekers and bargain shoppers. Hawaii is closer than ever with convenient service and value-priced packages. Contact your professional travel agent or Northwest WorldVacations at 1-800-800-1504 for complete details.



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Delivering on our Promise



Northwest Airlines' strategic focus is on being our customers' first choice airline and, together with our partners, being their first choice global alliance team. Two recent examples that highlight our commitment include the introduction of the Airbus A330 to our fleet and the unveiling of our new World Business

Class seat. These investments in our future complement improvements to our facilities over the past two years, including the new Northwest Airlines WorldGateway at Detroit, new customer facilities in Tokyo Narita's Satellite Two, and other improvements at Minneapolis/St. Paul and Memphis.

Widely recognized as having the quietest cabin in the sky, the A330 entered scheduled service in September on the Detroit-Amsterdam route. As the new flagship aircraft of our trans-Atlantic network, the A330-300 will replace the DC-10. Next year, Northwest will begin taking delivery of the longer-range A330-200 for service on our trans-Pacific network. The Northwest configuration on the aircraft offers more personal space and amenities that make longer, overseas flights more comfortable—for both World Business Class and Coach Class travelers—than ever before.

Along with the introduction of the new A330 aircraft is the debut of our new World Business Class seat, a state-of-the-art design developed with our customers in mind. The new, lie-flat design offers the most recline of any U.S. carrier. The revolutionary design concept provides an infinite number of adjustable settings, not just two or three pre-set positions like on most other carriers. Massaging, cycling lumbar support and a uniquely-designed cocooned-shaped privacy canopy help customers arrive refreshed and relaxed. The new World Business Class seat will also be installed on our trans-Pacific 747-400 fleet in the coming months.

In addition to new seats, a new "on demand" in-flight entertainment system onboard the A330 provides the more personal choice than ever before. It enables World Business Class travelers to pick and choose from a variety of entertainment options at a time that's convenient. Having the ability to send e-mail or use short messaging service provides customers with even more choice and control over the travel experience.

Coach Class travelers on the A330 also enjoy a newly designed Coach Class seat that features a winged headrest which supports the head and neck while they sleep. In addition, larger-size overhead bins provide more storage for carry-on luggage and a configuration laid out in a 2-4-2 design ensures that everyone is no more than one seat away from an aisle. The new in-flight entertainment system features an adjustable personal viewing screen in front of every Coach Class seat.

Not only do World Business Class travelers enjoy a new aircraft type and new seat design, they also enjoy a recently-enhanced World Business Class service. Customers now enjoy a greater choice of appetizers and entrees, larger size portions, and for dessert, a variety of fruits, cheeses, ice creams and desserts that allow customers to pick-and-choose their own menu selections.

Whether it's the new A330 and World Business Class seats, or the comfort and convenience of our hub facility enhancements over the past two years, Northwest and KLM maintain a focus on the future by delivering a level of service that matches your expectations for a first choice airline and global alliance network.

Thank you for your continued support of Northwest and KLM.

Fay Beauchine
Vice President
Passenger Sales & Customer Relations
Northwest Airlines, Inc.

New Service Announcements

Northwest Airlines, KLM Royal Dutch Airlines and their travel partner airlines are pleased to announce new routes and services. Most are effective in December unless otherwise noted.

From	To	Service News
Amsterdam	Kristiansand, Norway	Daily flight using KLM Fokker 70
	Riga, Latvia	Two daily flights using KLM Fokker 70
Detroit	Columbia, SC	Twice daily service using Pinnacle CRJ began October 6
	Jackson, MS	Twice daily service using Pinnacle CRJ began September 15
	Salt Lake City, UT	Daily service using A319 begins February 12
	Springfield/Branson, MO	Daily service using Pinnacle CRJ began October 26
Flint, MI	Fort Lauderdale, FL	Saturday-only service using DC-9
	Orlando, FL	Daily service using DC-9
	Tampa, FL	Six-times weekly service using DC-9
Grand Rapids	Orlando, FL	Six-times weekly service using DC-9
	Tampa, FL	Six-times weekly service using DC-9
Los Angeles	Las Vegas, NV	Daily service using A320
Milwaukee	Las Vegas, NV	Three additional weekend seasonal flights using A319 through April 30
	Phoenix, AZ	Daily seasonal service using A320 through April 30
Minneapolis/St. Paul	Aspen, CO	Additional daily seasonal flight using Mesaba ARJ
	Fayetteville, AR	Twice daily service using Pinnacle CRJ began October 26
	Honolulu, HI	Second daily flight using Northwest DC-10
	Las Vegas, NV	Additional daily seasonal flight using A320
	Orlando, FL	Additional daily seasonal flight using A320
	Pensacola, FL	Daily service using Pinnacle CRJ. Second daily seasonal flight Feb 23-May 31.
Nagoya	Saipan, Mariana Islands	Daily nonstop flight using 757
Seattle	Maui (Kahului Airport)	Daily flight using DC-10
Tokyo	Nagoya, Japan	Daily flight using 757

Seasonal Service Returns

In addition to the new services announced above, Northwest Airlines is pleased to announce the return of winter seasonal service to prime vacation destinations from Northwest hubs in Detroit and Minneapolis/St. Paul. Most sun destination flights operate from February through April 2004. Service to popular ski destinations begins in December 2003.

Caribbean / Bahamas: Grand Cayman, B.W.I.; Montego Bay, Jamaica; Nassau, Bahamas; San Juan, Puerto Rico; Puerto Plata & Punta Cana, Dominican Republic

Central America: Liberia, Costa Rica

Mexico: Acapulco, Cancun, Cozumel, Ixtapa/Zihuatanejo, Puerto Vallarta, San Jose del Cabo

U.S.: Aspen, CO; Honolulu, HI; Jackson Hole, WY; Sarasota, FL; Steamboat Springs, CO; Vail/Eagle, CO

For more information, contact your professional travel agent, visit nwa.com, or call Northwest/KLM Reservations at 1-800-225-2525.

Northwest Restructures Flight Schedule at Memphis

Beginning in January 2004, Northwest Airlines will restructure its flight schedule at Memphis. The changes will allow for the continuation of nonstop service to all 78 of the cities Northwest and Northwest AirlinK carriers currently serve from Memphis.

The restructure will spread flights out throughout the day, with six mid-sized banks compared to the four large banks of flights currently offered. Northwest's new schedule will total 198 daily mainline and Northwest AirlinK departures, compared to 242 flights with the current schedule. The change reduces Northwest's Memphis capacity by 16 percent, and the airline's system-wide capacity by approximately 1.6 percent.

New Flights Conveniently-Timed For Business Travelers

- ▼ Northbound departing banks: 9:00 a.m., 2:30 p.m. and 6:30 p.m.
- ▼ Southbound departing banks: 9:30 a.m., 2:00 p.m. and 7:00 p.m.

Northwest's restructured Memphis flight schedule was developed to meet the needs of local and connecting business travelers. In addition, the new schedule will result in less congestion in the airport lobby, security checkpoints, the WorldClubs lounge, and other facilities throughout the Memphis airport.

Northwest maintains its strong commitment to the Memphis hub, and to serving the needs of both the local travelers and those who use Memphis as a convenient connecting point.

Northwest Offers Corporate Customers Free Online Access to Negotiated Fares

Northwest Airlines recently introduced "CorpNet Direct," an Internet version of its share-based corporate contracting product.



CorpNet Direct provides corporate customers with the ability to access negotiated corporate rates and web fares on flights operated by Northwest, KLM and Northwest code share partners.

CorpNet Direct is the latest addition to a suite of options making it possible for Northwest's corporate customers to have online access to their negotiated fares. In addition to CorpNet Direct, customers can also view and book their contracted fares through two other online options, including Orbitz for Business and Worldspan Trip Manager.

For more information about CorpNet Direct, visit www.corporate.nwa.com.



Customers Save When Travel Agents Book Online

Northwest Airlines WorldVacations offers monthly specials and hotel packages when travel is booked online at www.worldagentdirect.com. To learn more about monthly specials, contact your professional travel agent or WorldVacations at 1-800-800-1504.

European Cool

There's no better time to visit Europe than wintertime. Great fares and a variety of packages are available for travel through March 2004, and customers can save substantially when travel agents book air and hotel packages online.



Viva Las Vegas

Golf packages, spa appointments, and limo service. These are just a few new options offered by Northwest Airlines WorldVacations to Las Vegas.

For complete information, contact your professional travel agent or Northwest WorldVacations at 1-800-800-1504.



Northwest Airlines Announces Enhancements to Biz Perks

Northwest Airlines recently announced two enhancements to Biz Perks, an incentive program designed to reward small to mid-sized companies that book business travel with Northwest Airlines, KLM Royal Dutch Airlines and their alliance partners. Expanded booking options and new administrative conveniences are highlights of the enhancements.

Biz Perks customers can now book air travel via three convenient options: A designated travel agency, Northwest/ KLM Reservations, and now, via nwa.com. In addition, a new timesaving feature was introduced that provides the ability to load multiple travelers' WorldPerks numbers into a company's profile by using a simple Excel template.

For complete details, corporate travel managers may visit www.corporate.nwa.com and select the Biz Perks link.



IN-FLIGHT SERVICES

Coach Meals for Sale

Northwest Airlines recently expanded its Coach Class meals for sale program to additional domestic routes. Meals-for-purchase are now available on flights between:

- ▼ Detroit and Austin, Denver, Fort Lauderdale, Fort Myers, Las Vegas, Orlando, Phoenix and West Palm Beach
- ▼ Minneapolis/St. Paul and Albuquerque, Austin, Baltimore, Boise, Boston, Denver, Fort Lauderdale, Fort Myers, Hartford, Las Vegas, New York (LaGuardia), Orlando, Phoenix and Washington (Dulles and Reagan National)
- ▼ Memphis and New York (LaGuardia), Newark, Philadelphia and Phoenix
- ▼ Milwaukee and Boston, Las Vegas, New York (LaGuardia) and Orlando

Morning flights offer a continental breakfast of assorted breads and rolls, fresh fruit and juice. Afternoon and evening flights feature a cold gourmet sandwich, side salad, fresh fruit, cookies and bottled water. Prices range from \$5 USD to \$10 USD.

Meals remain complimentary in First Class for all flights over two hours that occur during regular mealtimes. Complimentary meals also will continue to be provided to Coach Class customers on flights to the West Coast originating from Minneapolis/St. Paul, Detroit, and Memphis, as well as on the daily flight from Milwaukee to Los Angeles.

Corporate Travel Managers are encouraged to brief travelers on this in-flight service option.

Northwest Unveils New Airbus A330 Wide-Body Aircraft



Northwest Airlines recently introduced its first Airbus A330 wide-body aircraft to its fleet. The airline has ordered 24 aircraft in the A330 family, including 14 of the -300 model, and 10 of the longer range -200 series.

"The A330 will allow us to both grow our revenues and lower our costs," said Richard Anderson, Northwest's chief executive officer. "The A330 will equip Northwest with the customer comforts and amenities necessary to compete for today's sophisticated international traveler, and simultaneously enable Northwest to take another important step to contain our costs through reduced operating expenses and expanded fleet commonality."

The A330 officially entered commercial service for Northwest in September 2003 on flights between the Detroit WorldGateway and its Amsterdam hub.

About the A330

The A330 provides Northwest with up to 30 percent in fuel savings over the DC-10. It

possesses a similar modern flight deck and handling system to the A319/320 fleet, which helps to contain training and maintenance expense.

Customer Comfort

The A330-300 is configured with 298 seats, 34 of which are the new lie-flat World Business Class seats with a 176 degree recline and a state-of-the-art in-flight entertainment system. The Coach Class Cabin, configured to 264 seats, features a new seat design and an in-flight entertainment system that includes a 6.5 inch screen at every seat with AVOD (audio and video on demand) functionality.

The A330 is designed to provide a high level of comfort to customers no matter what class of service is selected. The aircraft's interior design offers the quietest long-haul cabin in the air. Interior contours allow for a more spacious cabin environment with additional headroom and ample carry-on space.

Northwest's new A330-300s are part of a trans-Atlantic joint venture with KLM Royal Dutch Airlines.

Airbus A330 Facts

The aircraft has a maximum full passenger range of 5,300 miles/8,480 km and maximum take-off weight of 513,700 pounds/231,165 kg, well matched for Northwest's trans-Atlantic operations from its hubs in Detroit, Minneapolis/St. Paul and Memphis as well as international gateways on both U.S. coasts.

The A330-300 is 208 feet 10 inches/63.6 meters in length, 55 feet 2 inches/16.8 meters high and its fuselage has a diameter of 18 feet six inches/5.6 meters. The A330-300's wingspan stretches 197 feet 10 inches/60.3 meters, including winglets at the end of each wing painted in the red color used in Northwest's new livery, with a 30-degree sweep.

The A330-300 also offers NWA Cargo customers air freight capacity for up to 32 LD3 cargo containers, or up to 70,000 pounds of cargo capacity.

KLM Takes Delivery of New 777ER

KLM Royal Dutch Airlines took delivery of its first Boeing 777ER in October 2003. In total, 10 of the new aircraft and three Boeing 747-400ER freighters will replace 12 Boeing 747-300 aircraft. Boeing will deliver three additional 777ER aircraft by the end of 2003 and the remaining aircraft are scheduled to arrive through March 2005. KLM 777 service begins with routes from Amsterdam to New York (JFK), Toronto, Nairobi and Cape Town.

KLM has configured the 777ER for 327 customers, 35 in World Business Class. Both World Business Class and Economy Class are fitted with new, more comfortable seats. All customers will also have access to a new interactive audio and video system. The KLM World Business Class seat has an adjustable lumbar support with massage feature, power jacks for electronic equipment, and a reading light.

Phase Two of the KLM fleet enhancement program calls for replacement of MD-11 aircraft and Boeing 767 jets with Airbus A330-200 aircraft, the first of which is due for delivery in 2005. The KLM fleet renewal program will be completed in 2010.



Northwest Introduces a New Lie-Flat World Business Class Seat

Northwest recently unveiled its new lie-flat World Business Class seat at the same time it introduced its new Airbus A330 aircraft. The new seat reclines to 176 degrees, more than any other U.S. airline's business class seat. The new World Business Class seat will also be installed on Northwest's 747-400 fleet in coming months.

Unlike other airlines that require travelers to conform to one of a few pre-set seat positions, Northwest's new World Business Class seat offers a virtually infinite number of adjustments. Customers decide on the position that is most comfortable to them.

The new World Business Class seat is the result of a three-year effort involving overnight seat testing and discussions with customers. Northwest studied the best of the business class seats available worldwide, and then worked with designers to adapt them for use at Northwest. In doing so, the design team added unique features to the Northwest seats. Key features of the new World Business Class seat include:

- ▼ **Complete Recline.** Northwest's seat reclines 176 degrees, essentially converting to a lie-flat bed, making sleep during flight far easier than in a partially reclined seat. At 176 degrees, Northwest's seat reclines more than its U.S. competitors.
- ▼ **Most Length.** At 6 feet 7 inches, Northwest's new lie-flat World Business Class seat is longer than any other business class seat in the U.S.
- ▼ **Comfortable Seat Width.** New World Business Class seats are 20.25 inches wide.
- ▼ **Ultimate in Privacy.** Northwest's seat offers customers a leather-wrapped privacy canopy to provide more personal space when the seat is reclined.
- ▼ **Working Convenience.** There is a 110-volt personal computer power port in every seat.
- ▼ **Seat Control.** There are three pre-set positions on the control unit: take-off/landing, flat and cradle. The seat control also provides for an infinite number of adjustments in between.
- ▼ **Back Support.** Each World Business Class seat provides cycling lumbar support, mitigating the effects of sitting for longer periods.
- ▼ **Neck Support.** A six-way adjustable headrest adapts to the customer's individual comfort preference.
- ▼ **Convenience Lighting.** A dimmable personal snake reading light provides softer light for reading and can be positioned closer to a book, magazine, or newspaper than standard overhead lighting.
- ▼ **Sensible Design.** A swivel cocktail table furnishes travelers with a place to rest a drink without using the larger tray table.
- ▼ **Efficient Use of Space.** Four seat-back storage pockets provide customers with ideally-sized compartments to store items ranging from eyeglasses to reading materials.
- ▼ **Adaptability.** For the comfort of taller customers, there is an extendable seat cushion that can be adjusted to provide additional support for knees and lower thighs.



New World Business Class Blankets

A new, larger gray blanket will be boarded in World Business Class cabins beginning in Fall 2003. In addition, a matching gray headrest and pillow covers will be boarded on the new lie-flat World Business Class seats.

For an interactive tour of Northwest's new World Business Class Seat, visit corporate.nwa.com.

All-Digital Entertainment System

Northwest's A330 provides customers access to a new, fully interactive in-flight entertainment system, offering a wide variety of music, movies, short subject programs, games, shopping and in-flight information, all "on demand." Customers now have the freedom and flexibility to start, pause or stop entertainment at any time. The system also provides the ability to send e-mail and use short messaging service.

Unique to the A330, Coach Class customers enjoy a personal video screen mounted on the back of the seat in front of them. The screen pivots to provide optimal viewing, even if the seat in the row ahead is reclined. A convenient retractable controller makes it easy to initiate programming without having to use stationary controllers attached to armrests.

New Coach Class Seat

Northwest's A330-300 also marks the debut of a completely new Coach Class seat. The Coach Class section of Northwest's new A330 is configured in a 2-4-2 design, so that no seat is more than one seat away from an aisle. The new Coach seat features a "winged" headrest, with bendable sides, allowing customer to rest their heads in either direction.



A view of the A330 Coach Class cabin. Each seat features an adjustable viewing screen and an all digital interactive entertainment system. Coach Class customers also enjoy oversized storage bins for carry-on luggage.

Expanded Lounge Access for WorldClubs Members

WorldClubs members now receive complimentary access to Delta Air Lines' Crown Room Clubs® on the same day of travel when flying on Delta, Delta Connection, Delta Express, or Delta Shuttle. (Delta Song flights are excluded.)

Customers traveling in international Business Class on Delta also have access to Delta's BusinessElite® Lounges on the same day of travel.

The Hong Kong Lounge

Northwest WorldClub members in Hong Kong now have access to The Hong Kong Lounge located on Level 7, North Concourse, in the Passenger Main Terminal. The new location offers Northwest customers closer proximity to the Immigration area.

The Hong Kong Lounge boasts seating for 173 people and is substantially larger than the previous WorldClubs lounge. Amenities of The Hong Kong Lounge include:

- ▼ Eight workstations, including three equipped with PC printers
- ▼ Complimentary Internet access
- ▼ Self-service photocopier, fax machines
- ▼ Six shower facilities, including one for customers with disabilities
- ▼ Laptop data plug-in units
- ▼ Television lounge
- ▼ Baggage rack and lockers
- ▼ Newspapers and magazines

The Hong Kong Lounge replaces the WorldClubs lounge, which closed in September 2003.

KLM Crown Lounge



KLM Business Class lounges and KLM Crown Lounges at Amsterdam Schiphol Airport have been combined and re-branded under a single KLM Crown Lounge name. This one-lounge concept removes the distinction between facilities.

KLM Crown Lounges offer what business customers desire:

- ▼ A quiet, comfortable atmosphere
- ▼ A wide variety of food and beverages at the self-service buffet and bar
- ▼ Business zone including:
 - Computers with Internet connections
 - Internet and power connection for laptops
 - Fax, phone and photocopy facilities
- ▼ Showers, restrooms and baby-care facilities

Three KLM Crown Lounges are available at Amsterdam Schiphol near the C, E, and F Piers. Access is available to World Business Class, KLM Europe Select, WorldPerks Elite, WorldPerks Asia Elite, and KLM Flying Dutchman Elite customers.

Northwest, Continental & Delta Marketing Agreement in Full Effect

Codeshare, Frequent Flyer Reciprocity and Club Access

As part of the marketing agreement between Northwest Airlines, Continental Airlines, and Delta Air Lines, the three partner airlines have introduced codeshare service throughout North America and to Tokyo, Japan.



In addition, frequent flyer members of the three airlines are now able to book and redeem miles for itineraries that include 374 destinations worldwide on any Northwest, Continental or Delta-operated flight, by using just one award.

Continental, Delta and Northwest customers also now enjoy reciprocal access to each airline's airport lounges – including Continental's Presidents Club, Delta's Crown Room Club, and Northwest's WorldClubs. In total, the three carriers offer 94 lounges in 49 cities around the world. Members of the airlines' airport lounge programs may visit a reciprocal facility any time they travel with the partner carrier.



KLM Introduces Self-Service Check-In at London & Paris

Customers with carry-on luggage may now check in at new KLM E-Service Centers at London Heathrow and Paris Charles De Gaulle. Additional self-service check-in devices have also been added at Amsterdam Schiphol, near counters 9, 12, and 13.

Convenient Rail Connections to Antwerp and Rotterdam

Northwest/KLM customers connecting at Amsterdam to Antwerp, Belgium, or to Rotterdam, The Netherlands, proceed by rail to their destinations. Travel agents are reminded to inform customers of this service when tickets are sold to these cities.

Antwerp- and Rotterdam-bound customers may claim their rail documents upon arrival at Amsterdam Schiphol. For customers continuing to Antwerp, tickets are exchanged at the KLM Arrival Services desk in the baggage reclaim area. Signage directs customers to Antwerp check-in. For customers continuing to Rotterdam, tickets may be exchanged at the NS/Dutch Railways ticket-office in Schiphol Plaza.

Amsterdam – Eindhoven Service

Due to prevailing market conditions, KLM service between Amsterdam and Eindhoven, The Netherlands, has been suspended. KLM cityhopper continues to operate the route until December 19, 2003. KLM will continue to operate daily service from Eindhoven to London, Paris and Hamburg.

WorldPerks Welcomes Air Europa as its Newest Partner

Northwest WorldPerks is pleased to announce its newest partner, Air Europa. The Spanish airline operates with an all Boeing fleet to 35 destinations worldwide from its hubs in Madrid, Barcelona, and Palma de Mallorca.



WorldPerks members earn 500 miles or actual miles flown on Air Europa and a 50 percent bonus is given for business class fares. All miles earned and all flown segments on Air Europa-operated flights will count toward Elite status.

WorldPerks award travel is not available to Havana, Cuba.

nwa.com Check-In Window Expands

The nwa.com Check-In option is now available to customers anytime from 60 minutes to 36 hours prior to departure, an expansion of the previous range of 90 minutes to 30 hours. With the change, Northwest now offers its customers more time to obtain their boarding pass over the Internet.

Travelers can get into the fast lane with nwa.com Check-In. Right from their home or office computer they can select their seat, obtain Elite member upgrades or purchase E-First upgrades and print their boarding pass. If their return flight is within 36 hours, customers may also print their roundtrip boarding passes. To check-in for a flight visit www.nwa.com.

E-Ticket Summaries & Receipts now Online

Northwest customers now have the option to display and print an E-Ticket trip summary and receipt online. The new service is available exclusively through the View/Change Reservation option of nwa.com.

The service is available to any customer with a Northwest E-Ticket reservation, regardless of the original point of purchase, and it includes the currently reserved itinerary along with full E-Ticket detail.

Interline Check-In via nwa.com

Northwest customers with an E-Ticket itinerary that includes Northwest, KLM, Continental, Delta, Alaska/Horizon or Hawaiian Airlines may now check-in online and print their boarding passes for all segments via nwa.com. Customers may also use an airport self-service check-in kiosk for an interline itinerary that includes Northwest and these partner carriers.

New Downloadable Timetable at nwa.com

Northwest has implemented a new electronic downloadable timetable at nwa.com. The downloadable timetable allows customers to install schedules onto a personal computer, Pocket PC or Palm device. The timetable includes all flights operated by Northwest, Northwest Airlink and partner codeshare flights.

Northwest Offers the Most Self-Service Options

Northwest offers one of the airline industry's most developed self-service program. In addition to the millions of personal computers (PC's) that can issue Northwest boarding passes from home or work, Northwest has over 750 airport self-service check-in kiosks at 187 airports.

Northwest's nwa.com Check-In product and airport self-service check-in kiosks offer consumers more functionality, including the ability to:

- ▼ Check-in for international and domestic flights to nearly every destination Northwest serves worldwide.
- ▼ Exchange tickets through Northwest's industry-first ticket re-issue technology.
- ▼ Select or change seat assignments.
- ▼ Change flights, including payment of any applicable change fees.
- ▼ View changes to an itinerary if a flight has been delayed or cancelled, and confirm a choice of alternative flight service.
- ▼ Purchase "E-First" upgrades to domestic First Class at special low rates when traveling on select fares and space is available.
- ▼ Print E-Ticket receipts.
- ▼ Add a WorldPerks frequent flier number to flight reservations.

Northwest Comes in First for E-Services

Northwest has led the airline industry with several self-service "firsts" among global hub and spoke airlines. Northwest was the:

First to launch Internet check-in. In 2000, Northwest became the first global airline to provide customers with the option of obtaining their boarding pass over the Internet.

First to offer alternative flights via self-service during irregular operations. While other airlines offered self-services that help customers avoid airport lines under normal circumstances, Northwest was the first to launch self-service technology that assisted customers when their flight was delayed or cancelled.

First to offer self-service check-in up to 36 hours prior to departure, and round trip check-in.

First to offer self-service check-in to Asia and Europe.

First to offer duplicate boarding passes or add frequent flier numbers.

First to offer self-service check-in from Asia.

First to offer self-service excess luggage check-in. In June of 2003, Northwest was the first airline to accommodate excess luggage check-in at airport self-service check-in kiosks.

First to offer self-service check-in systemwide. In June of 2003, Northwest implemented "Interline" e-ticketing with partner KLM, allowing customers to use a single ticket for travel on either airline.

NORTHWEST POLICY REMINDERS

Unaccompanied Minors & Escorting Adults

Escorting parents/guardians of an arriving unaccompanied minor are asked to allow adequate time to obtain the TSA-required gate pass from a ticket counter agent. The gate pass will allow the parent/guardian to pass through the security check point to meet the child in the gate area of the arriving flight. Parents should plan to arrive at the airport at least 30 minutes prior to the estimated arrival of the flight. The person meeting the unaccompanied minor must also present photo identification that corresponds to the name listed on the Request for Carriage form.

To verify flight arrival times, visit nwa.com or contact Northwest/KLM Reservations at 1-800-225-2525.

Car Seat Use on Northwest Flights

Customers must purchase a separate seat if they intend to use a car seat on a Northwest flight. Northwest offers a special 50 percent discount fare for travel within/between the United States and Canada.

Travel with Holiday Packages

To avoid delays in TSA screening, customers travelling over the holidays are encouraged to not wrap gift packages to bring onboard aircraft. This reminder applies to both carry-on and checked baggage.

United Kingdom Pet Travel

Northwest Airlines will accept pet dogs and cats traveling with their owners from either Detroit or Minneapolis/St. Paul direct to London-Gatwick under the provisions of the U.K. Pet Travel Scheme (PETS). Pets that meet the requirements of this program can travel to the U.K. from the U.S. without having to undergo six months quarantine as long as all U.K. requirements and procedures are completed prior to departure from the U.S.

For more information, contact your professional travel agent, visit nwa.com, or call Northwest/KLM Reservations at 1-800-225-2525. Also visit the U.K. Department of Environment, Food and Rural Affairs (DEFRA) Website at www.defra.gov.uk.

Connecting Smart

Tokyo Narita

In April 2003, Northwest relocated its facilities at Tokyo's Narita Airport to Satellite Two, providing customers with a more convenient and comfortable travel experience. Satellite Two offers travelers two WorldClubs with more space and amenities than at the former lounges at Satellite Four. In addition, Northwest customers now have the shortest distance between the ticket counters and gates of any major airline at Narita, a 50 percent reduction in the time needed to walk between the two areas. Once they reach the gate, customers have nearly double the space, 50 percent more seats, more options for powering and re-charging computers, and widely-available Internet access.



Detroit WorldGateway – Minneapolis/St. Paul – Memphis

Customers connecting in the United States at Northwest's WorldGateway at Detroit, Minneapolis/St. Paul or Memphis enjoy domestic and international connections under one roof without the need to change terminals.

Northwest customers always enjoy a seamless hub experience. At Detroit and Minneapolis/St. Paul, customers board flights through climate-controlled loading bridges regardless of aircraft type, from a 34-seat Saab turbo-prop to a 400-seat Boeing 747. Northwest hubs offer a wide range of customer services that have earned praise from travel experts worldwide.



Newsline

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