

Frequently asked questions

Participation and registration

Is participation in the Smartboarding test free?

Entirely.

How do I register?

You will need to show your passport and your Flying Blue card, sign the attached charter, and finger prints will be taken from two of your fingers. All of this information will be encrypted and then encoded in a personal smartboarding card that is immediately available for use.

What will happen to my fingerprints?

Once encrypted, they are then encoded in your personal card and nowhere else. Air France does not store any information except for the basic registered customers list.

Why must I sign a charter?

Signing this charter serves to certify you have understood that this is only a test, with voluntary participation and that you have accepted the terms and conditions. It also particularly informs you of the possible technical problems that could prevent you from benefiting from the smartboarding service.

What is the impact on security with this new check-in process?

Security is completely protected:

- As before, you continue to go through security checks.
- The presentation of an identity card to Air France employees is replaced by a biometric test where your fingerprints are compared to those saved on your card during the registration process.

What is the benefit for Air France?

This test enables us to evaluate this new check-in process from a commercial, technological and operational point of view, with the potential for new future services in mind.

Smartboarding card usage

As a passenger, what are the advantages of the smartboarding service?

You can avoid queuing at the boarding counter; the smartboarding service also gives you greater freedom since you can choose when to board. You also no longer need to show an identity card. Greater freedom, fewer constraints: it's the smartboarding service.

Are there precautions to take when I reserve my flight?

Yes. When you reserve (by telephone, Internet or with a travel agent), it is essential that you state/enter your Flying Blue membership number to benefit from the smartboarding service.

Why do you need to check-in in advance, like we do at the moment?

The smartboarding service aims to make boarding easier and more flexible. It does not exempt you from check-in.

During check-in, why must I keep my boarding pass when the smartboarding card replaces it when boarding?

The smartboarding card may only be used as a boarding pass for the Paris to Amsterdam service. If you are on a same-day return flight or if you have another flight before Paris ou beyond Amsterdam, your will definitively need your paper boarding card.

Why is the smartboarding service not offered for the return journey (Amsterdam to Paris)?

Air France would have to ask Dutch authorities, the French equivalent (Civil Aviation Board, border control, CNIL), which would have made the test more complicated and for no real need.

What should I do if my smartboarding card is lost or stolen?

Up until 24 April 2009, you can re-register at the smartboarding bureau for a new card. After this date, Air France will no longer be able to provide new cards.

Your lost or stolen card can never be used fraudulently by someone else because it is a biometric test that only works with your fingers.

Are the smartboarding and mobile telephone check-in services compatible?

Absolutely. They are even complimentary and together lead to the radical transformation of the Air France ground service by offering you greater autonomy and freedom.

Are there special precautions to take when using my smartboarding card?

Avoid damaging the card (in a pocket for example), this could harm the prints on the back of the boarding pass. When making your way to the boarding gate, ensure you pass the card over the reader on its own as any other "hands-free" cards nearby could interfere with the performance of the card reader.

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Smartboarding automatic check-in test Participation Charter

The company Air France is inviting its frequent Paris to Amsterdam service flyers, members of the Flying Blue program, to participate in an automatic boarding test, for which the terms and conditions are the following:

1. The test aims to study the automatic boarding concept on the Paris Charles de Gaulle 2 to Amsterdam Schiphol service.
2. Involvement in the test is based on the voluntary participation from passengers who are invited to take part.
3. Participation in the test requires registration; at the end of the process the passenger will be provided with a personal card giving him or her access to the smartboarding service.
4. Registration and participation in the test are entirely free.
5. Registration involves reading the fingerprints from two of the passenger's fingers. These fingerprints are then encrypted and encoded in the smartboarding card given to him or her. This data is never stored, not even temporarily, by Air France.
6. During the test, Air France will store the following data for participating passenger opinion surveys: title, surname, first name, and Flying Blue Card number. All registered passengers can amend and access this data. This can be achieved by contacting the Marketing department at Air France, 45 rue de Paris, 95747 Roissy CDG Cedex.
7. Air France aims to distribute up to 1,500 cards, with a first come first served policy.
8. The test is scheduled to last until the end of 2009. However, Air France reserves the right to temporarily suspend or permanently end the test for any reason, at any time, without prior notice.
9. Access to the smartboarding service requires that certain conditions are satisfied, as indicated in the document "How to participate in the smartboarding test ". Any breach of any of these conditions will lead to the immediate return to the classic boarding process by Air France employees.
10. As it is a test, Air France cannot guarantee the availability of the smartboarding service on every Paris to Amsterdam flight.
11. The passengers participating in the test will also be contacted by Air France for feedback about the smartboarding service.

I confirm I have read and understood the participation charter for the automatic check-in test.

At Roissy, on the _____ 2009,

First Name: _____ Surname: _____

Flying Blue Number: _____

Signature: _____