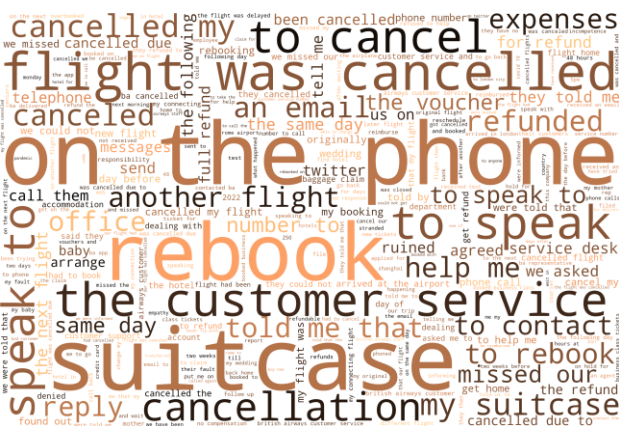


Customer Review Insights



Positive reviews

- 29%
- Key themes: food, on-time, concorde room, comfort.



Customer services

- 19%
- Key themes: cancelled flights, rebooking, suitcase.
- Very negative overall.



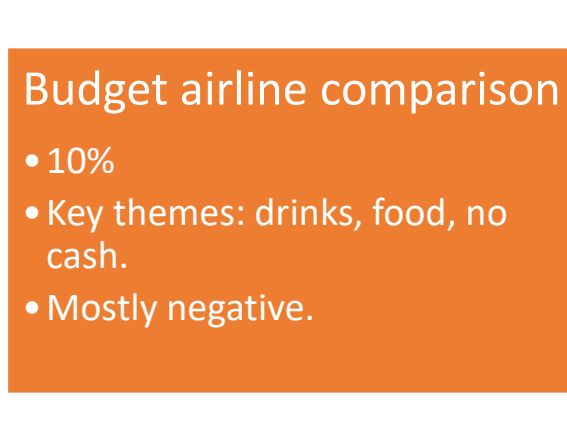
Check-in and Seating

- 6%
- Key themes: family members, pillows.
- Mixture of positive and negative.



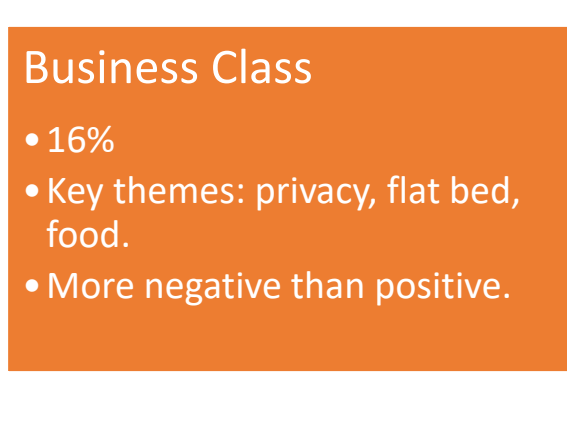
In-flight experience

- 24%
- Key themes: food, entertainment.
- Mostly negative or critical.



Budget airline comparison

- 10%
- Key themes: drinks, food, no cash.
- Mostly negative.



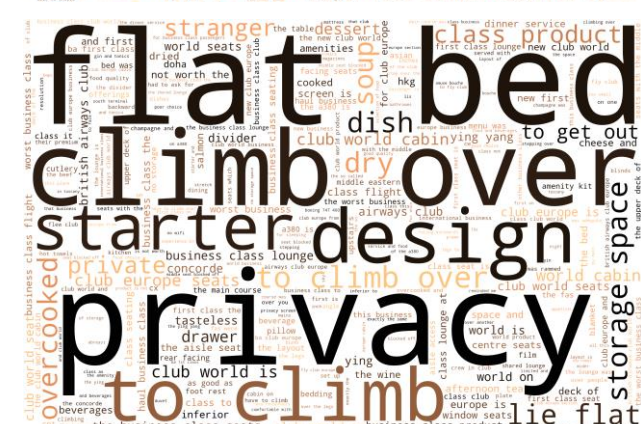
Business Class

- 16%
- Key themes: privacy, flat bed, food.
- More negative than positive.

[illegible]

for food and free food

- do not allow to fly London heathrow as easy as Ryanair
 or drinths short frequent flyers on short haul flights
 and Ryanair hold luggage free on bag which 23kg
 buy cash for the price with airlines position in the
 offer to return check in cabin luggage
 cost carriers budget airline and
 beverages for food and drink price for european flights
 heathrow to the aisle the trolley of easyjet
 face to the bottom elastic cap like british
 cost to London airport "Get the real"



- [illegible]