IMPROVING THE PASSENGER EXPERIENCE IN THE BAGGAGE RECLAIM AREA.

Baggage reclaim fitting to the passenger, taking into account his journey and his remaining steps in his journey. Making him feel valued and at peace due to taking away steps that do not add to his wellbeing and providing service that is fitting and relevant to his journey.

The reclaim area is divided in a waiting area with an airport information, a coffee place, and interactive information screens. The layout evokes a 'familiar and being expected' interaction. The welcoming waiting area provides passenger with everything he needs to feel valued and at peace. In the baggage reclaim area passengers can choose an open reclaim location and experience their baggage coming to them.

Arriving at the airport, passengers receive a notification of their baggage. When their baggage is delayed, they can choose to enjoy a free coffee from the reclaim area, or reclaim their baggage from Plaza.

During their wait in the waiting area, passengers can check their Travel app, where they have an overview of their complete journey. Allowing them to plan ahead and see how each step connects with the previous.

Passengers arriving at Schiphol with a delay, can consider to have their baggage sent to a location nearby their destination. That allows them to leave straight away.

Of course, all passengers can make use of this service to reclaim from another location on or outside the airport.

Passengers are shown an overview of the possibilities they have in the reclaim area, taking the time till their baggage will arrive into account. Passengers can choose the option that fits with their journey and needs.

When their baggage arrives, passengers receive a notification of the availability of their baggage. Using their device, passengers can request their baggage from any open personal reclaim location.

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Improving the passenger experience in the baggage reclaim area.
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Design for Interaction

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