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International
Airport

Have your luggage picked up at home and depart without stress: Vienna Airport and Austrian Airlines offer a new travel service

Passengers of Austrian Airlines can now take advantage of the baggage service offered by Airportr at Vienna Airport. Starting today, 12 April 2023, travellers on Austrian Airlines flights can have their luggage brought to the airport in advance. The check-in baggage is simply handed over at a desired location and pick-up time and passengers can thus enjoy the flight in a carefree manner. The luggage can then be picked up at the baggage claim after arriving at the target destination. Passengers can currently make use of the pick-up service in Vienna, and the first 200 bookings are free of charge as part of a test run for flights leaving before 3 May 2023. This offering will be expanded and permanently integrated into the service portfolio as of the beginning of May and can be booked from €26 depending on the number of pieces of luggage and the pick-up location. In this way Vienna Airport and Austrian Airlines are further enhancing the service quality for passengers together with the new cooperation partner Airportr.

“An innovative service designed to enhance travel comfort: in collaboration with Austrian Airlines and Airportr, we are making the departure process at Vienna Airport even easier. Effective immediately, passengers can depart for their well-deserved vacations in an even more relaxed manner by having their luggage picked up from home and without having to wait at the check-in counters. We are further expanding service quality in Vienna just in time before the summer season,” states Julian Jäger, Joint CEO and COO of Vienna Airport.

“It is of great importance to us to ensure that the entire travel process is as pleasant for our guests as possible. Thanks to our new baggage service we are offering our passengers yet another exclusive added value. Our passengers should be able to feel completely at ease from the beginning to the end of their journeys with Austrian Airlines,” explains Michael Trestl, CCO of Austrian Airlines.

“We are extremely pleased with the cooperation on this project with our partners Austrian Airlines and Vienna Airport. In this way we can now also offer our service for convenient luggage transport in Vienna and just in time before the travel-intensive summer season. Thanks to the technology provided by Airportr, baggage check-in for Austrian Airlines flights can now take place from home,” adds Randel Darby, CEO of Airportr.

Comfortable start to the trip: Leave relaxed and without luggage

Luggage, sports equipment or strollers can easily be picked up at home. Now Vienna Airport and Austrian Airlines enable passengers to take off even more relaxed thanks to the service provided by Airportr. The luggage is simply collected at home, at the office or hotel at a pre-defined pick-up time and the passengers can depart in a carefree, untroubled manner the next day without having to endure waiting times at the check-in. The baggage can be tracked and traced after pick-up from people’s doorsteps to the aircraft. Passengers will get their luggage back from the conveyor belt at the baggage claim of the destination airport. Vienna Airport and Austrian Airlines are offering this new service for travellers in Vienna. Up until the beginning of May, the first 200 bookings will be processed at no charge for flights departing no later than 3 May 2023 as part of a trial run. After that the service can be booked from €26 depending on the number of pieces of luggage and the pick-up location. An expansion of the service is being planned and in the medium term it is intended that the collected luggage will be checked in via the City Check-in of the City Airport Train in the City Center of Vienna. The service can be booked via the external platform of Airportr, the cooperation partner of Austrian Airlines and Vienna Airport, at <https://airportr.com/en/austrianairlines/>

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Airportr – From doorstep to destination

Airportr Technologies LTD is a company headquartered in Wales and England which offers airlines a technology platform for intelligent baggage solutions for outbound and inbound passengers. More detailed information and booking possibilities can be found at www.airportr.com.

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