

Innovation for the Next Level in Passenger Experience and Non-Aero Revenue Generation

ACI EUROPE Annual Congress and General Assembly

OUR MEMBERS

Associations

NATIONAL



ASSOCIATION FRANÇAISE
DU COMMERCE DU VOYAGEUR



ASSOCIAZIONE TRAVEL RETAIL ITALIA



DEUTSCHER
TRAVEL RETAIL
VERBAND



FETRE



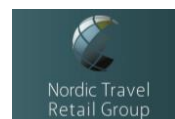
Göteborgs
Svenska
Sjöräddnings
Sällskapet
Derryg



REGIONAL



Travel Retail Association



WORLDWIDE



Corporate members



**The European Travel Retail Confederation
creates the regulatory environment
to allow the industry to flourish and
protects it when challenges arise.**

WHAT WE DO



Promoting and Protecting Duty Free & Travel Retail

- Arrivals shopping
- Restrictions on Duty and VAT Free
- Allowances
- Security
- COVID-19 recovery



Retailing Environment

- Hand baggage restrictions
- Display bans / Segregation of space
- Restrictions on promotions



Sustainability

- EU Green Deal
- ESG
- Single Use Plastics
- Packaging / Waste



Product Category Challenges

- Labelling
- Packaging restrictions
- Taxation / Pricing
- Public health

Airport shopping makes a significant contribution to European airports' revenues

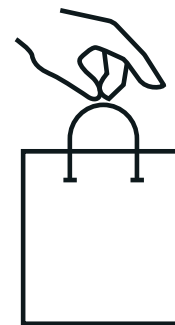
833.2 m

Travellers
2023



€ 8.67 bn

Travel Retail
Revenue 2023



38 %

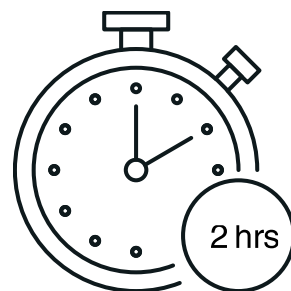
Operating Non-Aeronautical
Revenue 2022



There is great potential to be unlocked

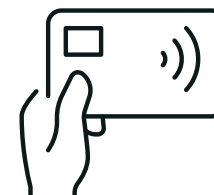
53%

of flyers arrive at the
airport at least 2 hours
before their flight



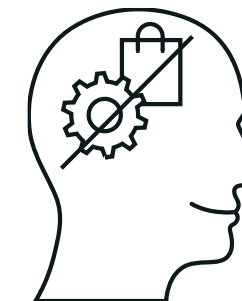
85%

of flyers have made
purchases at the airport
in the past 12 months



65%

do not
pre-plan their
airport purchases



So, let's start the discussion

**What Should We Change to Create the Next
Level in Passenger Experience and to Grow the
Non-Aero Revenue?**