FACTS & FIGURES 2015

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Amsterdam Airport Schiphol

Welcome to Schiphol Media's Facts & Figures brochure 2016 in which we have processed the final figures of 2015. This brochure has been created to provide you with the passenger numbers and demographics to help you build an accurate picture of all the elements that make the airport such an ideal place to advertise. Amsterdam Airport Schiphol again reached a milestone by ending 2015 with 58.3 million passengers. The airport continued to hold onto its no. 5 ranking within the top 10 airports in Europe. All facts and figures are based on Schiphol's Continuous Research 2015, unless otherwise stated.

### Arriving passengers
- **29.1 million**

### Departing passengers
- **29.2 million**

### Top 3 countries of destination
- **UK**: 15
- **USA**: 9
- **Spain**: 8

### Age
- **0-20**: 9
- **21-30**: 22
- **31-40**: 20
- **41-50**: 21
- **51-60**: 16
- **>60**: 12

### Type of passengers
- **OD**: 61
- **TRF**: 39

### Travel motive
- **Business**: 34
- **Leisure**: 66

### Top 3 domicile
- **The Netherlands**: 33
- **UK**: 12
- **USA**: 10

### Frequency of flying via Schiphol
- **3.7 times a year**

### Gender
- **Men**: 59
- **Women**: 41

### Dwell time
- **146 minutes**
### Historic overview

<table>
<thead>
<tr>
<th>Year</th>
<th>Departing</th>
<th>Arriving</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006</td>
<td>23.1</td>
<td>22.9</td>
<td>46.0</td>
</tr>
<tr>
<td>2007</td>
<td>23.9</td>
<td>23.9</td>
<td>47.8</td>
</tr>
<tr>
<td>2008</td>
<td>23.7</td>
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<td>47.4</td>
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<td>2009</td>
<td>23.8</td>
<td>21.7</td>
<td>45.5</td>
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<tr>
<td>2010</td>
<td>22.5</td>
<td>24.9</td>
<td>47.4</td>
</tr>
<tr>
<td>2011</td>
<td>24.8</td>
<td>25.5</td>
<td>50.3</td>
</tr>
<tr>
<td>2012</td>
<td>25.5</td>
<td>24.9</td>
<td>50.4</td>
</tr>
<tr>
<td>2013</td>
<td>26.3</td>
<td>27.5</td>
<td>53.8</td>
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<tr>
<td>2014</td>
<td>27.5</td>
<td>29.1</td>
<td>56.6</td>
</tr>
<tr>
<td>2015</td>
<td>29.2</td>
<td>29.1</td>
<td>58.3</td>
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</table>

### Passenger numbers

<table>
<thead>
<tr>
<th>Type</th>
<th>O&amp;D</th>
<th>Transfer</th>
<th>Total</th>
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<tbody>
<tr>
<td>Departing</td>
<td>17.7</td>
<td>11.5</td>
<td>29.2</td>
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<tr>
<td>Arriving</td>
<td>17.6</td>
<td>11.5</td>
<td>29.1</td>
</tr>
<tr>
<td>Total</td>
<td>35.3</td>
<td>23.0</td>
<td>58.3</td>
</tr>
</tbody>
</table>

### Departing passenger per month

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Jan</td>
<td>1.8</td>
<td>1.8</td>
<td>2.1</td>
<td>2.4</td>
<td>2.7</td>
<td>2.7</td>
<td>2.8</td>
<td>2.7</td>
<td>2.7</td>
<td>2.2</td>
</tr>
<tr>
<td>Feb</td>
<td>1.8</td>
<td>1.8</td>
<td>2.1</td>
<td>2.4</td>
<td>2.7</td>
<td>2.7</td>
<td>2.8</td>
<td>2.7</td>
<td>2.7</td>
<td>2.2</td>
</tr>
<tr>
<td>Mar</td>
<td>2.4</td>
<td>2.4</td>
<td>2.4</td>
<td>2.7</td>
<td>2.7</td>
<td>2.8</td>
<td>2.7</td>
<td>2.7</td>
<td>2.7</td>
<td>2.2</td>
</tr>
<tr>
<td>Apr</td>
<td>2.7</td>
<td>2.7</td>
<td>2.7</td>
<td>2.7</td>
<td>2.8</td>
<td>2.7</td>
<td>2.7</td>
<td>2.7</td>
<td>2.7</td>
<td>2.2</td>
</tr>
<tr>
<td>May</td>
<td>2.7</td>
<td>2.7</td>
<td>2.7</td>
<td>2.7</td>
<td>2.8</td>
<td>2.7</td>
<td>2.7</td>
<td>2.7</td>
<td>2.7</td>
<td>2.2</td>
</tr>
<tr>
<td>June</td>
<td>3.1</td>
<td>3.1</td>
<td>3.1</td>
<td>3.1</td>
<td>3.1</td>
<td>3.1</td>
<td>3.1</td>
<td>3.1</td>
<td>3.1</td>
<td>3.1</td>
</tr>
</tbody>
</table>


### Top 5 European airports

<table>
<thead>
<tr>
<th>Airport</th>
<th>Million passengers a year</th>
<th>Growth in %</th>
</tr>
</thead>
<tbody>
<tr>
<td>London (Heathrow)</td>
<td>75.0</td>
<td>+2.2%</td>
</tr>
<tr>
<td>Paris (Charles De Gaulle)</td>
<td>65.7</td>
<td>+3.1%</td>
</tr>
<tr>
<td>Istanbul (ataturk)</td>
<td>61.8</td>
<td>+8.7%</td>
</tr>
<tr>
<td>Frankfurt</td>
<td>60.9</td>
<td>+2.5%</td>
</tr>
<tr>
<td>Amsterdam</td>
<td>58.3</td>
<td>+6.0%</td>
</tr>
</tbody>
</table>
Arriving passengers per month

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of passengers (m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>1.9</td>
</tr>
<tr>
<td>Feb</td>
<td>1.8</td>
</tr>
<tr>
<td>Mar</td>
<td>2.1</td>
</tr>
<tr>
<td>Apr</td>
<td>2.3</td>
</tr>
<tr>
<td>May</td>
<td>2.7</td>
</tr>
<tr>
<td>June</td>
<td>2.7</td>
</tr>
<tr>
<td>July</td>
<td>2.8</td>
</tr>
<tr>
<td>Aug</td>
<td>3.1</td>
</tr>
<tr>
<td>Sep</td>
<td>2.7</td>
</tr>
<tr>
<td>Oct</td>
<td>2.7</td>
</tr>
<tr>
<td>Nov</td>
<td>2.2</td>
</tr>
<tr>
<td>Dec</td>
<td>2.1</td>
</tr>
</tbody>
</table>

Total number of passengers per month

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of passengers (m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>3.6</td>
</tr>
<tr>
<td>Feb</td>
<td>3.7</td>
</tr>
<tr>
<td>Mar</td>
<td>4.2</td>
</tr>
<tr>
<td>Apr</td>
<td>4.8</td>
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<td>May</td>
<td>5.4</td>
</tr>
<tr>
<td>June</td>
<td>5.3</td>
</tr>
<tr>
<td>July</td>
<td>5.9</td>
</tr>
<tr>
<td>Aug</td>
<td>5.9</td>
</tr>
<tr>
<td>Sep</td>
<td>5.5</td>
</tr>
<tr>
<td>Oct</td>
<td>5.3</td>
</tr>
<tr>
<td>Nov</td>
<td>4.3</td>
</tr>
<tr>
<td>Dec</td>
<td>4.3</td>
</tr>
</tbody>
</table>
### Continent of destination

- **Europe**: 10%
- **North America**: 5%
- **Central/South America**: 4%
- **Africa**: 3%
- **Middle East**: 1%
- **Asia**: 8%

### Airport of destination

#### Top 5 destinations

- **London (Heathrow)**: 3%
- **Paris (CDG)**: 2%
- **Copenhagen**: 2%
- **Barcelona**: 2%
- **Rome**: 2%

#### Country of destination

#### Top 3 destinations

- **UK**: 15%
- **Spain**: 8%
- **USA**: 5%
Reaching a captive audience
Reaching a captive audience

The advertisements fit the airport

- **Totally agree**: 10%
- **Agree**: 74%
- **Agree nor disagree**: 12%
- **Disagree**: 3%
- **Totally disagree**: 1%

A major part thinks advertising fits the airport **84%**

The advertisements are noticeable at this airport

- **Totally agree**: 14%
- **Agree**: 69%
- **Agree nor disagree**: 12%
- **Disagree**: 5%
- **Totally disagree**: 0%

A major part thinks advertising is very noticeable **83%**

Advertising Awareness

Have you seen any advertisements at the airport?

- **For sure**: 2010 - 58,0% 2012 - 75,0%
- **Probably**: 2010 - 28,0% 2012 - 7,0%
- **For sure not**: 2010 - 14,0% 2012 - 18,0%

Where did you see advertisements?

- **Before check-in**: 2010 - 53% 2012 - 64%
- **During check-in**: 2010 - 64% 2012 - 53%
- **After security**: 2010 - 75% 2012 - 89%

Average time spent at Schiphol in minutes

- **Local boarding passengers**: 2010 - 63 min. 30 min. 44 min. 73 min. 210 min.
- **Transfer passengers**: 2010 - 102 min. 86 min. 188 min.

Source: Schiphol Continuous Research 2015
3 Passenger profile

Does your company have an unfair advantage?

Find out more about how to get your unfair advantage at salesforce.com/netherlands

THE CUSTOMER SUCCESS PLATFORM
### The Business Traveler

#### Type of passengers

<table>
<thead>
<tr>
<th></th>
<th>OD</th>
<th>TRF</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>54</td>
<td>46</td>
</tr>
</tbody>
</table>

#### Top 3 countries of destination

<table>
<thead>
<tr>
<th></th>
<th>UK</th>
<th>USA</th>
<th>Germany</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>18</td>
<td>10</td>
<td>9</td>
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</tbody>
</table>

#### Age

<table>
<thead>
<tr>
<th></th>
<th>0-20</th>
<th>21-30</th>
<th>31-40</th>
<th>41-50</th>
<th>51-60</th>
<th>&gt;60</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>3</td>
<td>17</td>
<td>27</td>
<td>29</td>
<td>18</td>
<td>6</td>
</tr>
</tbody>
</table>

#### Purpose

<table>
<thead>
<tr>
<th></th>
<th>Congress</th>
<th>Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>11</td>
<td>89</td>
</tr>
</tbody>
</table>

#### Average duration at destination

- **8.5 days**

#### Gender

<table>
<thead>
<tr>
<th></th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>76</td>
<td>24</td>
</tr>
</tbody>
</table>

#### Use of Pier

<table>
<thead>
<tr>
<th></th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>DII</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>M</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>20</td>
<td>16</td>
<td>8</td>
<td>12</td>
<td>7</td>
<td>4</td>
<td>4</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

#### Frequency of flying via Schiphol

- **7.1 times a year**

#### Position

<table>
<thead>
<tr>
<th></th>
<th>Decision maker</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>51</td>
<td>49</td>
</tr>
</tbody>
</table>

#### Top 3 airlines

- KLM
- Delta Air Lines
- easyJet

---

**Facts & Figures**

- 9.9 million passengers (departing)

---

**The Business Traveler**

- 9.9 million passengers (departing)

---

**The Business Traveler**

- 9.9 million passengers (departing)
The Leisure Traveler

- **19.3 million passengers** (departing)

**Passenger profile**

- **Type of passengers %**
  - OD: 36%
  - TRF: 64%

- **Top 3 countries of destination %**
  - UK: 14%
  - Spain: 10%
  - USA: 8%

- **Age %**
  - 0-20: 13%
  - 21-30: 25%
  - 31-40: 17%
  - 41-50: 17%
  - 51-60: 15%
  - >60: 13%

- **Traveling party**
  - With partner / family: 39%
  - Group: 16%
  - Relatives / friends: 31%
  - Alone: 1%

- **Traveling children**
  - 0-1 year: 16%
  - 2-5 years: 26%
  - 6-12 years: 29%
  - 12-17 years: 31%

- **Use of Pier %**
  - B: 15%
  - C: 15%
  - D1: 31%
  - D2: 17%
  - E: 17%
  - F: 7%
  - G: 5%
  - H: 5%
  - M: 5%

- **Gender %**
  - Male: 50%
  - Female: 50%

- **Facts & Figures**
  - Average duration at destination: 12.7 days
  - Frequency of flying via Schiphol: 1.8 times a year
  - Top 3 airlines: KLM, Transavia, easyjet

Source: Continuous Holiday Research 2010
Education & Income

**Education**
- Dutch business
- Dutch non-business
- Foreigner business
- Foreigner non-business

**Income**
Gross income per household (in Euro, per year)
- Dutch business
- Dutch non-business
- Foreigner business
- Foreigner non-business

Source: Schiphol Continuous Research Q1 2015
Area profile
### Total overview areas

#### Jan Dellaert square and Schiphol Plaza

<table>
<thead>
<tr>
<th></th>
<th>Jan Dellaert square</th>
<th>Schiphol Plaza</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers</td>
<td>20.2</td>
<td>43.4</td>
</tr>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

#### Passengers per Check-in

<table>
<thead>
<tr>
<th></th>
<th>Check-in 1</th>
<th>Check-in 2</th>
<th>Check-in 3</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers</td>
<td>4.1</td>
<td>5.3</td>
<td>8.3</td>
<td>17.7</td>
</tr>
<tr>
<td>%</td>
<td>23%</td>
<td>30%</td>
<td>47%</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

#### Passengers per Lounge

<table>
<thead>
<tr>
<th></th>
<th>Lounge 1</th>
<th>Lounge 2</th>
<th>Lounge 3</th>
<th>Lounge 4</th>
<th>Holland Boulevard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>14.1</td>
<td>14.5</td>
<td>9.7</td>
<td>1.0</td>
<td>6.1</td>
</tr>
<tr>
<td>Travel time</td>
<td>63 min.</td>
<td>30 min.</td>
<td>44 min.</td>
<td>73 min.</td>
<td>210 min.</td>
</tr>
<tr>
<td>%</td>
<td>8%</td>
<td>9%</td>
<td>14%</td>
<td>13%</td>
<td>13%</td>
</tr>
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</table>

#### Passengers per reclaim hall

<table>
<thead>
<tr>
<th></th>
<th>Reclalm hall 1</th>
<th>Reclalm hall 2</th>
<th>Reclalm hall 3</th>
<th>Reclalm hall 4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers</td>
<td>4.8</td>
<td>4.7</td>
<td>4.1</td>
<td>4.0</td>
<td>17.6</td>
</tr>
<tr>
<td>%</td>
<td>27%</td>
<td>27%</td>
<td>23%</td>
<td>23%</td>
<td>100%</td>
</tr>
<tr>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

### Average time spent at Schiphol

<table>
<thead>
<tr>
<th></th>
<th>Travel time to Schiphol</th>
<th>Landside</th>
<th>Lounge</th>
<th>Pier/Gate</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local boarding passengers</td>
<td>63 min.</td>
<td>30 min.</td>
<td>44 min.</td>
<td>73 min.</td>
<td>210 min.</td>
</tr>
<tr>
<td>Transfer passengers</td>
<td>102 min.</td>
<td>86 min.</td>
<td>86 min.</td>
<td>188 min.</td>
<td></td>
</tr>
</tbody>
</table>

### Target

- **O/D NL - Business**
- **O/D Foreign - Business**
- **Transfer BL - Business**
- **O/D NL - Leisure**
- **O/D Foreign - Leisure**
- **Transfer BL - Leisure**
Parking

<table>
<thead>
<tr>
<th>Terrein</th>
<th>Parkeringen</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1 (Terminal Parking/Privium)</td>
<td>1,644</td>
</tr>
<tr>
<td>P2 (Terminal Parking/Privium)</td>
<td>800</td>
</tr>
<tr>
<td>P3 (Smart Parking/Park&amp;Travel/Privium)</td>
<td>357</td>
</tr>
<tr>
<td>P6 (Short Stop Parking)</td>
<td>536</td>
</tr>
<tr>
<td>Valet Parking (Holiday Valet Parking/Valet Parking)</td>
<td>72</td>
</tr>
<tr>
<td>P16 (Excellence Parking)</td>
<td>25</td>
</tr>
</tbody>
</table>

Cars using A4 highway

- Passengers using A4 Schiphol South: 79 million
- Passengers using A4 Schiphol North: 93 million

Number of pageviews Schiphol.nl

Flight Information
Arrivals
Departures

Area profile
Jan Dellaert is the outdoor Schiphol forecourt, where passengers come who arrive by public transport. Many Schiphol workers cross this square on a daily basis, which makes it mainly visited by people with the Dutch nationality.

### Facts & Figures

**Passengers**
- 6.0 million

**Meeters and Greeters**
- 0.3 million

**Day Trippers**
- 1.5 million

**On average 55,000 people cross the square daily**

**Nationality (%)**
- Dutch: 92%
- Foreign: 8%

Source: Schiphol Continuous Research 2014
Schiphol Plaza is located at the very heart of the airport, at the junction of crossroads, where numerous passenger flows intertwine. The main entrance, a large railway station, luxury shops, food & beverage facilities, meeting points and arrivals all come together here.

### Facts & Figures

**43.4 million people**

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arriving passengers</td>
<td>16.3 million</td>
</tr>
<tr>
<td>Schiphol related employees</td>
<td>7.6 million</td>
</tr>
<tr>
<td>Public Transport Traveller</td>
<td>6.5 million</td>
</tr>
<tr>
<td>Other</td>
<td>0.6 million</td>
</tr>
<tr>
<td>Departing passengers</td>
<td>8.5 million</td>
</tr>
<tr>
<td>Meeters and Greeters</td>
<td>3.0 million</td>
</tr>
<tr>
<td>Day Trippers</td>
<td>0.9 million</td>
</tr>
</tbody>
</table>

Source: Schiphol Continuous Research 2014
### Passengers per Check-in

<table>
<thead>
<tr>
<th>Destination</th>
<th>Check-in 1</th>
<th>Check-in 2</th>
<th>Check-in 3</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Netherlands</td>
<td>63%</td>
<td>51%</td>
<td>53%</td>
<td>55%</td>
</tr>
<tr>
<td>Europe Northwest</td>
<td>17%</td>
<td>24%</td>
<td>25%</td>
<td>23%</td>
</tr>
<tr>
<td>Europe Other</td>
<td>12%</td>
<td>9%</td>
<td>9%</td>
<td>9%</td>
</tr>
<tr>
<td>North America</td>
<td>3%</td>
<td>7%</td>
<td>4%</td>
<td>5%</td>
</tr>
<tr>
<td>ICA Other</td>
<td>4%</td>
<td>10%</td>
<td>9%</td>
<td>8%</td>
</tr>
</tbody>
</table>

### Schengen / Non-Schengen destination

<table>
<thead>
<tr>
<th>Destination</th>
<th>Check-in</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCH: Schengen</td>
<td>46%</td>
</tr>
<tr>
<td>EUR: Non-Schengen</td>
<td>24%</td>
</tr>
<tr>
<td>ICA: Non-Schengen</td>
<td>30%</td>
</tr>
</tbody>
</table>

### Domicile

<table>
<thead>
<tr>
<th>Passengers</th>
<th>Check-in 1</th>
<th>Check-in 2</th>
<th>Check-in 3</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>NL business</td>
<td>12%</td>
<td>22%</td>
<td>9%</td>
<td>14%</td>
</tr>
<tr>
<td>Foreign business</td>
<td>16%</td>
<td>20%</td>
<td>14%</td>
<td>16%</td>
</tr>
<tr>
<td>NL non-business</td>
<td>51%</td>
<td>29%</td>
<td>44%</td>
<td>41%</td>
</tr>
<tr>
<td>Foreign non-business</td>
<td>21%</td>
<td>29%</td>
<td>33%</td>
<td>29%</td>
</tr>
</tbody>
</table>

### Ways of transport to the airport

<table>
<thead>
<tr>
<th>Travel motive</th>
<th>Public transport</th>
<th>Car parked</th>
<th>Brought by car</th>
<th>Taxi</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td>41%</td>
<td>13%</td>
<td>16%</td>
<td>18%</td>
<td>12%</td>
</tr>
<tr>
<td>Non Business</td>
<td>40%</td>
<td>14%</td>
<td>27%</td>
<td>13%</td>
<td>6%</td>
</tr>
<tr>
<td>Total</td>
<td>40%</td>
<td>14%</td>
<td>24%</td>
<td>14%</td>
<td>8%</td>
</tr>
</tbody>
</table>
Lounge 1 is visited exclusively by passengers with a Schengen destination and offers a wide selection of shops with international brands and traditional Dutch products. The lounge has a luxurious look & feel and a vibrant ambiance. Airport Park, Starbucks and Rituals Spa are a few of the various facilities housed in this lounge. It will be redeveloped during the year. The B-, C- and DII-pier are connected to this lounge.
Schipol Media

Schengen countries
- Austria
- Belgium
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Iceland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Norway
- Poland
- Portugal
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland

- 14.1 million passengers
- 63 minutes average dwell time
- 61 airports of destination
- 19 airlines
- Top 3 airports of destination:
  - Barcelona
  - Paris (Charles de Gaulle)
  - Madrid

Top 3 countries of destination
- Spain: 16%
- Germany: 13%
- Italy: 10%

Type of passengers
- OD: 53%
- TRF: 47%

Age
- 0-20: 9%
- 21-30: 21%
- 31-40: 20%
- 41-50: 22%
- 51-60: 17%
- >60: 11%

Gender
- Male: 58%
- Female: 42%

Average duration at destination
- 10.0 days

Top 3 countries of destination
- Germany: 31%
- USA: 8%
- The Netherlands: 8%

Top 3 airlines
- KLM: 36%
- Transavia: 64%
- Air France: 100%

Travel motive
- Business: 36%
- Leisure: 64%

Frequency of flying via Schiphol
- 4.3 times a year
Lounge 2 is the busiest lounge at Amsterdam Airport Schiphol due to the high number of passengers transferring from Schengen to non-Schengen destinations. It is connected to Lounge 3 via Holland Boulevard and has numerous shops and facilities.

Lounge 2 has the highest number of business travelers since the DI-pier is used by 24% of them. Lounge 2 is totally redeveloped in 2015 and the first half of 2016. The DI-, E- and F-pier are connected to this lounge.
- 14.5 million passengers
- 81 minutes average dwell time
- 79 airports of destination
- 14 airlines
- Top 3 airports of destination:
  - London (Heathrow)
  - New York (JFK Airport)
  - Atlanta (William B. Hartsfield)

### Facts & Figures

#### Type of passengers

<table>
<thead>
<tr>
<th>%</th>
<th>OD</th>
<th>TRF</th>
</tr>
</thead>
<tbody>
<tr>
<td>39</td>
<td>61</td>
<td></td>
</tr>
</tbody>
</table>

#### Top 3 countries of destination

<table>
<thead>
<tr>
<th>%</th>
<th>UK</th>
<th>USA</th>
<th>Germany</th>
</tr>
</thead>
<tbody>
<tr>
<td>19</td>
<td>14</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

#### Top 3 domiciles

<table>
<thead>
<tr>
<th>%</th>
<th>The Netherlands</th>
<th>UK</th>
<th>USA</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>16</td>
<td>15</td>
<td></td>
</tr>
</tbody>
</table>

#### Top 3 airlines

<table>
<thead>
<tr>
<th>%</th>
<th>KLM</th>
<th>Delta Airlines</th>
<th>British Airways</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>16</td>
<td>12</td>
<td></td>
</tr>
</tbody>
</table>

#### Gender

<table>
<thead>
<tr>
<th>%</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>60</td>
<td>40</td>
<td></td>
</tr>
</tbody>
</table>

#### Average duration at destination

13.2 days

#### Frequency of flying via Schiphol

3.6 times a year

#### Travel motive

<table>
<thead>
<tr>
<th>%</th>
<th>Leisure</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>63</td>
<td>37</td>
<td></td>
</tr>
</tbody>
</table>
Holland Boulevard connects Lounge 2 with Lounge 3 and is primarily visited by transferring passengers. This boulevard has especially been designed to make waiting times as pleasant as possible. This area houses some typical Dutch facilities like a Dutch Bar, a small Rijksmuseum and Holland Casino. The E- and F-pier are connected to this lounge. Also Holland Boulevard is totally redeveloped in 2015 and the first half of 2016.
6.1 million passengers
86 minutes average dwell time
61 airports of destination
16 airlines
Top 3 airports of destination:
- London (Heathrow)
- New York (JFK Airport)
- Shanghai

Top 3 countries of destination:
- USA: 18%
- Turkey: 13%
- UK: 7%

Type of passengers:
- OD: 44%
- TRF: 56%

Age distribution:
- 0-20: 9%
- 21-30: 23%
- 31-40: 21%
- 41-50: 20%
- 51-60: 16%
- >60: 11%

Gender distribution:
- Male: 58%
- Female: 42%

Average duration at destination: 14.3 days

Top 3 domiciles:
- The Netherlands: 25%
- UK: 13%
- USA: 12%

Top 3 airlines:
- KLM: 25%
- Corendon: 13%
- British Airways: 12%

Travel motive:
- Leisure: 34%
- Business: 66%

Frequency of flying via Schiphol:
2.9 times a year
L3

Lounge 3 provides an excellent retail proposition specifically designed to appeal to its upmarket passengers. Brand stores include Burberry, Hermès and Victoria’s Secret. Passengers flying to China and the Middle East mainly use Lounge 3 and this number is growing rapidly. The F-, G-, and H-pier are connected to this lounge.
• 9.7 million passengers
• 76 minutes average dwell time
• 59 airports of destination
• 24 airlines
• Top 3 airports of destination:
  - London (Gatwick)
  - London (Heathrow)
  - Dubai

Facts & Figures

Type of passengers

<table>
<thead>
<tr>
<th>Type of passengers</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>OD</td>
<td>63</td>
</tr>
<tr>
<td>TRF</td>
<td>37</td>
</tr>
</tbody>
</table>

Top 3 countries of destination

<table>
<thead>
<tr>
<th>Country</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>UK</td>
<td>25</td>
</tr>
<tr>
<td>Turkey</td>
<td>11</td>
</tr>
<tr>
<td>USA</td>
<td>10</td>
</tr>
</tbody>
</table>

Age

<table>
<thead>
<tr>
<th>Age Group</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-20</td>
<td>10</td>
</tr>
<tr>
<td>21-30</td>
<td>24</td>
</tr>
<tr>
<td>31-40</td>
<td>21</td>
</tr>
<tr>
<td>41-50</td>
<td>20</td>
</tr>
<tr>
<td>51-60</td>
<td>15</td>
</tr>
<tr>
<td>&gt;60</td>
<td>10</td>
</tr>
</tbody>
</table>

Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>59</td>
</tr>
<tr>
<td>Female</td>
<td>41</td>
</tr>
</tbody>
</table>

Average duration at destination

13.6 days

Top 3 domiciles

<table>
<thead>
<tr>
<th>Domicile</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Netherlands</td>
<td>33</td>
</tr>
<tr>
<td>UK</td>
<td>18</td>
</tr>
<tr>
<td>USA</td>
<td>9</td>
</tr>
</tbody>
</table>

Top 3 airlines

<table>
<thead>
<tr>
<th>Airline</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>KLM</td>
<td>30</td>
</tr>
<tr>
<td>easyJet</td>
<td>70</td>
</tr>
<tr>
<td>British Airways</td>
<td>0</td>
</tr>
</tbody>
</table>

Travel motive

<table>
<thead>
<tr>
<th>Motive</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leisure</td>
<td>70</td>
</tr>
<tr>
<td>Business</td>
<td>30</td>
</tr>
</tbody>
</table>

Frequency of flying via Schiphol

3.2 times a year
Lounge 4 is the low budget departure lounge for the Schengen countries. The facilities include a combined brand store concept with brands like Rituals, Tommy Hilfiger, Swatch, O.P.I., Desigual and Philosophy. A light lounge cafe and an urban food market are there for a bite and a drink. The M-pier is connected to this lounge.
- 1.0 million passengers
- 46 minutes dwell time
- 18 airports of destination
- 4 airlines
- Top 3 airports of destination:
  - Milan
  - Berlin
  - Geneva

Top 3 countries of destination

<table>
<thead>
<tr>
<th>Country</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Italy</td>
<td>39</td>
</tr>
<tr>
<td>Switzerland</td>
<td>21</td>
</tr>
<tr>
<td>Germany</td>
<td>17</td>
</tr>
</tbody>
</table>

Top 3 domiciles

<table>
<thead>
<tr>
<th>Country</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Netherlands</td>
<td>43</td>
</tr>
<tr>
<td>Italy</td>
<td>19</td>
</tr>
<tr>
<td>Switzerland</td>
<td>8</td>
</tr>
</tbody>
</table>

Top 3 airlines

<table>
<thead>
<tr>
<th>Airline</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>easyJet</td>
<td></td>
</tr>
<tr>
<td>Norwegian Air</td>
<td></td>
</tr>
<tr>
<td>Wow Air</td>
<td></td>
</tr>
</tbody>
</table>

Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>57</td>
</tr>
<tr>
<td>Female</td>
<td>43</td>
</tr>
</tbody>
</table>

Average duration at destination

5.7 days

Age

<table>
<thead>
<tr>
<th>Age Group</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-20</td>
<td>10</td>
</tr>
<tr>
<td>21-30</td>
<td>33</td>
</tr>
<tr>
<td>31-40</td>
<td>22</td>
</tr>
<tr>
<td>41-50</td>
<td>16</td>
</tr>
<tr>
<td>51-60</td>
<td>12</td>
</tr>
<tr>
<td>&gt;60</td>
<td>7</td>
</tr>
</tbody>
</table>

Travel motive

<table>
<thead>
<tr>
<th>Motive</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leisure</td>
<td>74</td>
</tr>
<tr>
<td>Business</td>
<td>26</td>
</tr>
</tbody>
</table>

Frequency of flying via Schiphol

3.9 times a year
B-Pier

**Facts & Figures**

- **7.7** million passengers
- Dwell time: 74 minutes

### Departing passengers
- **4.7** million

### Arriving passengers
- **3.0** million

### Type of passengers (%)
- OD: 57%
- TRF: 43%

### Top 3 countries of destination (%)
- Germany: 26%
- Spain: 15%
- Norway: 9%

### Top 3 domiciles (%)
- The Netherlands: 28%
- Germany: 12%
- USA: 7%

### Top 3 airlines
- KLM
- Vueling
- Lufthansa

### Age (%)
- 0-20: 8%
- 21-30: 21%
- 31-40: 21%
- 41-50: 22%
- 51-60: 17%
- >60: 11%

### Gender (%)
- Male: 60%
- Female: 40%

### Average duration at destination
- 9.5 days

### Travel motive (%)
- Leisure: 41%
- Business: 59%

### Frequency of flying via Schiphol
- 4.9 times a year
### C-Pier

#### Departing passengers
- 4.6 million

#### Arriving passengers
- 6.0 million

<table>
<thead>
<tr>
<th>Type of passengers</th>
<th>%</th>
<th>OD</th>
<th>TRF</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>61</td>
<td>39</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Travel motive</th>
<th>%</th>
<th>Business</th>
<th>Leisure</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>35</td>
<td>65</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>%</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>59</td>
<td>41</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Top 3 domiciles %</th>
<th>The Netherlands</th>
<th>France</th>
<th>USA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>35</td>
<td>7</td>
<td>7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Top 3 countries of destination %</th>
<th>Spain</th>
<th>France</th>
<th>Italy</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>19</td>
<td>18</td>
<td>16</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Average duration at destination</th>
<th>9.5 days</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Frequency of flying via Schiphol</th>
<th>4.4 times a year</th>
</tr>
</thead>
</table>

### Facts & Figures

- Dwell time: 77 minutes
- 10.6 million passengers
### Area Profile

#### Facts & Figures

- **11.8 million passengers**
- **Dwell time:** 76 minutes

### DI-Pier

#### Departing passengers

- **6.3 million**

#### Arriving passengers

- **5.5 million**

#### Type of passengers

- **60%** OD
- **40%** TRF

#### Top countries of destination

<table>
<thead>
<tr>
<th>Country</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>UK</td>
<td>47</td>
</tr>
<tr>
<td>USA</td>
<td>14</td>
</tr>
<tr>
<td>Turkey</td>
<td>9</td>
</tr>
</tbody>
</table>

#### Top 3 domicile

<table>
<thead>
<tr>
<th>Country</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Netherlands</td>
<td>31</td>
</tr>
<tr>
<td>UK</td>
<td>27</td>
</tr>
<tr>
<td>USA</td>
<td>13</td>
</tr>
</tbody>
</table>

#### Age

<table>
<thead>
<tr>
<th>Age Group</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-20</td>
<td>9</td>
</tr>
<tr>
<td>21-30</td>
<td>21</td>
</tr>
<tr>
<td>31-40</td>
<td>20</td>
</tr>
<tr>
<td>41-50</td>
<td>21</td>
</tr>
<tr>
<td>51-60</td>
<td>17</td>
</tr>
<tr>
<td>&gt;60</td>
<td>12</td>
</tr>
</tbody>
</table>

#### Gender

- **60%** Male
- **40%** Female

#### Average duration at destination

- **10.6 days**

#### Travel motive

- **36%** Business
- **64%** Leisure

#### Frequency of flying via Schiphol

- **4.6 times a year**

#### Top 3 airlines

- **KLM**
- **British Airways**
- **Delta Airlines**

#### Top 3 countries of destination

- **USA**
- **Turkey**
- **UK**

#### Average duration

- **4.6 times a year**

---

**Arriving passengers**

- **5.5 million**

---

**Gender**

- **60%** Male
- **40%** Female

---

**Travel motive**

- **36%** Business
- **64%** Leisure

---

**Frequency of flying via Schiphol**

- **4.6 times a year**
Dill-Pier

**Facts & Figures**

6.4 million passengers

Dwell time: 74 minutes

- **Departing passengers**: 3.0 million
- **Arriving passengers**: 3.4 million

**Type of passengers**

- OD: 65%
- TRF: 35%

**Top 3 countries of destination**

- Spain: 24%
- Greece: 14%
- Italy: 11%

**Age**

- 0-20: 11%
- 21-30: 19%
- 31-40: 18%
- 41-50: 20%
- 51-60: 18%
- >60: 14%

**Gender**

- Male: 55%
- Female: 45%

**Average duration at destination**

9.2 days

**Travel motive**

- Leisure: 28%
- Business: 72%

**Frequency of flying via Schiphol**

4.2 times a year

**Top 3 airlines**

- KLM: 41%
- Transavia: 18%
- ArkeFly: 15%

**Top 3 domiciles**

- The Netherlands: 45%
- USA: 6%
- Norway: 5%

**Arriving passengers**: 3.4 million

**Departing passengers**: 3.0 million
El-Pier

**Facts & Figures**

- **4.7 million passengers**
- **Dwell time:** 90 minutes

### Departing passengers
- **3.5 million**

### Arriving passengers *
- **1.2 million**

### Type of passengers %

<table>
<thead>
<tr>
<th>Type</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>OD</td>
<td>35</td>
</tr>
<tr>
<td>TRF</td>
<td>65</td>
</tr>
</tbody>
</table>

### Top 3 countries of destination %

<table>
<thead>
<tr>
<th>Country</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>USA</td>
<td>30</td>
</tr>
<tr>
<td>China</td>
<td>7</td>
</tr>
<tr>
<td>Canada</td>
<td>6</td>
</tr>
</tbody>
</table>

### Top 3 domicile %

<table>
<thead>
<tr>
<th>Country</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Netherlands</td>
<td>20</td>
</tr>
<tr>
<td>USA</td>
<td>20</td>
</tr>
<tr>
<td>UK</td>
<td>7</td>
</tr>
</tbody>
</table>

### Top 3 airlines

<table>
<thead>
<tr>
<th>Airline</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>KLM</td>
<td>22</td>
</tr>
<tr>
<td>Delta Airlines</td>
<td>21</td>
</tr>
<tr>
<td>China Southern</td>
<td>20</td>
</tr>
<tr>
<td>Delta Airlines</td>
<td>16</td>
</tr>
<tr>
<td>China Southern</td>
<td>13</td>
</tr>
</tbody>
</table>

### Age %

<table>
<thead>
<tr>
<th>Age range</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-20</td>
<td>8</td>
</tr>
<tr>
<td>21-30</td>
<td>22</td>
</tr>
<tr>
<td>31-40</td>
<td>21</td>
</tr>
<tr>
<td>41-50</td>
<td>20</td>
</tr>
<tr>
<td>51-60</td>
<td>16</td>
</tr>
<tr>
<td>&gt;60</td>
<td>13</td>
</tr>
</tbody>
</table>

### Gender %

- Male: 60%
- Female: 40%

### Average duration at destination
- **16.1 days**

### Travel motive %

<table>
<thead>
<tr>
<th>Motive</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td>35</td>
</tr>
<tr>
<td>Leisure</td>
<td>65</td>
</tr>
</tbody>
</table>

### Frequency of flying via Schiphol
- **3.0 times a year**

### * Country of origin: USA
**Ell-Pier**

**Facts & Figures**

- **2.6 million passengers**

**Departing passengers**
- 2.6 million

**Arriving passengers**
- 2.6 million

**Type of passengers**
- OD: 38%
- TRF: 62%

**Top 3 countries of origin**
- China: 11%
- Canada: 9%
- United Arab Emirates: 6%

**Age**
- 0-20: 9%
- 21-30: 23%
- 31-40: 22%
- 41-50: 20%
- 51-60: 15%
- 60+: 11%

**Gender**
- Male: 60%
- Female: 40%

**Average duration at destination**
- 16.9 days

**Top 3 domiciles**
- The Netherlands: 23%
- UK: 7%
- USA: 6%

**Top 3 airlines**
- KLM: 33%
- Etihad Airways: 67%
- China Southern: 33%

**Travel motive**
- Leisure: 67%
- Business: 33%

**Frequency of flying via Schiphol**
- 3.1 times a year
### Area profile

**Fl-Pier**

#### Departing passengers
- **2.3 million**

#### Arriving passengers *
- **0.4 million**

* Country of origin: USA

#### Type of passengers %
- OD: 32%
- TRF: 68%

#### Top 3 countries of destination %
- **USA**: 19%
- **China**: 16%
- **Canada**: 8%

#### Age %
- **0-20**: 8%
- **21-30**: 24%
- **31-40**: 23%
- **41-50**: 20%
- **51-60**: 15%
- **>60**: 10%

#### Gender %
- Male: 59%
- Female: 41%

#### Average duration at destination
- **16.8 days**

#### Travel motive %
- Leisure: 38%
- Business: 62%

#### Frequency of flying via Schiphol
- **2.5 times a year**

#### Facts & Figures
- **2.7 million passengers**
- Dwell time: **86 minutes**
Arriving passengers
1.9 million

Departing passengers
- million

Type of passengers %
33 OD
67 TRF

Top 3 countries of origin %
China 20
Canada 10
Kenya 8

Gender %
59 Male
41 Female

Average duration at destination
17.6 days

Travel motive %
62 Leisure
38 Business

Frequency of flying via Schiphol
2.5 times a year

Top 3 domiciles %
The Netherlands 20
China 8
UK 7

Top 3 airlines %
KLM 24
Kenya Airways 23
China Airlines 20

Top 3 age groups %
0-20 8
21-30 24
31-40 23
41-50 20
51-60 15
>60 10

Arriving passengers - 1.9 million
GI-Pier

**Facts & Figures**

- **2.6 million passengers**
- **Dwell time:** 84 minutes

**Deparsing passengers**

- 2.4 million

**Arriving passengers** *

- 0.2 million

* Countries of origin: USA and UK

**Type of passengers**

<table>
<thead>
<tr>
<th>OD</th>
<th>TRF</th>
</tr>
</thead>
<tbody>
<tr>
<td>87</td>
<td>13</td>
</tr>
</tbody>
</table>

**Top 3 countries of destination**

- Turkey: 29%
- United Arab Emirates: 13%
- USA: 6%

**Age**

- 0-20: 11%
- 21-30: 21%
- 31-40: 20%
- 41-50: 17%
- 51-60: 11%
- >60: 11%

**Gender**

- Male: 58%
- Female: 42%

**Average duration at destination**

- 14.6 days

**Travel motive**

- Leisure: 76%
- Business: 24%

**Frequency of flying via Schiphol**

- 2.9 times a year
2.4 million passengers

Type of passengers
- Arriving passengers: 2.4 million
- Departing passengers: 

Top 3 countries of origin
- Turkey: 31%
- United Arab Emirates: 14%
- Israel: 6%

Top 3 domiciles
- The Netherlands: 56%
- Israel: 15%
- Turkey: 4%

Top 3 airlines
- Emirates: 41%
- Turkish Airlines: 19%
- KLM: 16%

Age
- 0-20: 11%
- 21-30: 21%
- 31-40: 20%
- 41-50: 20%
- 51-60: 16%
- >60: 12%

Gender
- Male: 58%
- Female: 42%

Average duration at destination
- 14.8 days

Travel motive
- Leisure: 76%
- Business: 24%

Frequency of flying via Schiphol
- 2.9 times a year
H-Pier

**Departing passengers**
- 1.4 million

**Arriving passengers**
- 1.5 million

**Top countries of destination**
- UK: 96%
- Ireland: 2%
- Turkey: 1%

**Age**
- 0-20: 11%
- 21-30: 34%
- 31-40: 19%
- 41-50: 17%
- 51-60: 13%
- >60: 6%

**Gender**
- 61%
- 39%

**Average duration at destination**
- 4.5 days

**Type of passengers**
- OD: 100%
- TRF: 0%

**Top 3 domicile**
- UK: 65%
- The Netherlands: 27%
- Ireland: 2%

**Top 3 airlines**
- easyJet: 25%
- Flybe: 75%
- Ryanair: 4.7 times a year

**Travel motive**
- Leisure: 75%
- Business: 25%

**Frequency of flying via Schiphol**

**Facts & Figures**
- Dwell time: 63 minutes
- 2.9 million passengers
### M-Pier

**Departing passengers**  
1.0 million

**Arriving passengers**  
1.0 million

**Type of passengers (%)**
- OD: 100%
- TRF: 0%

**Top 3 countries of destination (%)**
- Italy: 39%
- Switzerland: 20%
- Germany: 17%

**Age (%)**
- 0-20: 10%
- 21-30: 33%
- 31-40: 22%
- 41-50: 16%
- 51-60: 12%
- >60: 7%

**Gender (%)**
- Male: 57%
- Female: 43%

**Average duration at destination**
- 5.7 days

**Travel motive (%)**
- Leisure: 74%
- Business: 26%

**Top 3 domiciles (%)**
- The Netherlands: 43%
- Italy: 19%
- Switzerland: 8%

**Top 3 airlines**
- easyJet: 100%
- Norwegian Air: 0%
- Wow Air: 0%

**Top 3 countries of destination (%)**
- Italy: 39%
- Switzerland: 20%
- Germany: 17%

**Frequency of flying via Schiphol**
- 3.9 times a year

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**Facts & Figures**

Dwell time: 58 minutes

**2.0 million passengers**
List of terms

**Arriving passengers**
All passengers arriving at Amsterdam Airport Schiphol by aircraft, including both Transfer and O&D passengers.

**Departing passengers**
All passengers departing from Amsterdam Airport Schiphol by aircraft, including both Transfer and O&D passengers.

**Domicile**
The most recent country where someone has resided on a long term basis.

**Dwell time**
The amount of time a departing passenger takes at the airport between two flights (for Transfer passengers) or the time a departing passenger takes between check-in and boarding (for O&D passengers).

**Intercontinental (ICA)**
All non-European countries, mainly overseas destinations.

**Meeters & Greeters**
People related to the arriving and departing passengers dropping them off and say goodbye and picking them up.

**Origin & Destination (O&D)**
Passengers checking-in at one of Schiphol’s check-in halls, going through customs and departing by airplane from Amsterdam Airport Schiphol and passengers arriving by airplane and having Amsterdam Airport Schiphol as final destination.

**Schiphol related employees**
Employees of companies that are established at Amsterdam Airport Schiphol.

**Transfer**
Passengers arriving by airplane and using Amsterdam Airport Schiphol as a transfer airport, departing within 24 hours of arrival with another aircraft and to a final destination elsewhere than Amsterdam Airport Schiphol.

**Transit**
Passengers arriving by airplane at Amsterdam Airport Schiphol and fly later to another airport with the same aircraft. Either transit passengers remain on board of the aircraft or they are allowed to spend time in the terminal building. However, they are not allowed to go through customs.

**Reclaim hall**
The area with baggage belts where arriving O&D passenger pick up their luggage.
Disclaimer

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