

Tuesday 26<sup>th</sup> September 2017

## **NEW TWITTER FLIGHT INFORMATION SERVICE LANDS AT BIRMINGHAM AIRPORT**

Keen Twitter users travelling to and from Birmingham Airport can now receive real time flight updates to their account thanks to a new service called 'FlightSmart', launched today (Tuesday 26<sup>th</sup>).

Using the @FlyBHX handle, the new free service allows Tweeters to sign up to receive regular updates on their flight - from when the check-in opens to flight departure, plus immediate notifications of any cancellations or delays.

Speaking at the World Routes conference in Barcelona, David Winstanley, the Airport's Chief Operating Officer, said: "Customer Service is at the heart of everything we do, alongside safety and security, so we're proud to be able to offer our customers this new innovative service that gives them the information they want in the way they want to receive it.

"FlightSmart allows passengers to enjoy their time at the airport, making the most of the facilities, rather than constantly looking at the flight screens. It will also allow friends and loved ones to track flight statuses and we hope to be able to roll the service out through other social media channels in the very near future."

Travellers will be able to sign up via the airport's website or personal Twitter account. In addition to receiving flight information, other messages will be issued by the airport highlighting important information and commercial offers.

The service is offered by award winning Cork based technology company, TIC, and is only currently available in two other smaller UK airports as well as airports in the USA, Australia and the Middle East.

Founder and CEO, Paul Brugger, said, "Birmingham Airport is very special to me as it was my local airport prior to moving to Cork. It's an airport I've used numerous times and one I know well as a passenger. I'm delighted Birmingham, our 3rd and largest UK airport customer, has chosen BizTweet to provide passengers with real time personalised information direct to their mobile devices by social media".

For more information on the FlightSmart service, visit [www.birminghamairport.co.uk/important-information](http://www.birminghamairport.co.uk/important-information).

-ends-

**Media Contact:**

**Birmingham Airport:**

**Telephone:** +44 121 767 8024/7074/7374

**Notes to Editors:**

**About Birmingham Airport**

Birmingham Airport is the UK's third largest airport outside London, and the UK's seventh largest overall, handling 13m passengers a year.

Birmingham serves more than 150 direct scheduled & charter routes and offers an additional 340 possible connections worldwide. This gives passengers a choice of over 490 direct or one-stop flights globally.

By the end of 2017, Birmingham Airport will have invested £450m on developing its infrastructure. This includes an extension to its runway, new air traffic control tower, terminal reconfiguration, additional parking and new retail and catering facilities.

Find out more about Birmingham Airport at [www.birminghamairport.co.uk](http://www.birminghamairport.co.uk) or on Twitter at [bhx\\_official](https://twitter.com/bhx_official)