



SPANAIR SETS UP AN ASSISTANCE CENTRE FOR RELATIVES IN MADRID IN THE TRYP ALAMEDA HOTEL

Formed by a team of four volunteers the centre will support the families to arrange the advance payment for the compensations of injured and relatives of the victims

Palma de Mallorca, 1st September 2008. Tomorrow, 2nd of September, Spanair will set up an Assistance Centre for relatives in the Tryp Alameda Hotel, in Avda. de Logroño 100.

From 09.00 am to 06.00 pm, from Monday to Friday, four volunteers of the Spanair's Special Assistance Team (SAT) will attend the families in whatever they may need, offering the psychological assistance, information and support to arrange the advance payment for the compensations for the amount of 25.000€ for the initial expenses that the injured or legal beneficiaries of the victims may incur. For this particular instance, Spanair has decided to exceed the legal minimum amount of around 17.200€.

To contact the Madrid office of the Assistance Centre for Relatives in the Tryp Alameda Hotel, the injured and families of the victims will have temporally the same free telephone number and the same e-mail set up previously for Family Assistance Call Centre (CAF), 900 850 092 and caf@spanair.es.

In conjunction with the Madrid office, Spanair has also set up an office of Assistance Centre fin Tryp Iberia Hotel in Las Palmas de Gran Canaria, (calle Alcalá José Ramírez Bethencourt, 8). The opening hours are from 8.30 am to 16.30 pm uninterrupted, from Monday to Friday.

Since the 26 of August, in parallel with the other centres, the Family Assistance Call Centre (CAF) is working to assist the injured and relatives of the victims in order to redirect all queries to the adequate channels. Since its setup, it has received more than 600 calls.

For further information: Corporate Communications Department

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