

# Sajtóközlemény / Press release

## Ferenc Liszt International Airport wins Skytrax award for the ninth year in a row

17 June 2022. Budapest Airport has once again been named the "best airport in Eastern Europe" at the 2022 World Airport Awards for the ninth consecutive year. The award was presented during a ceremony at the Passenger Terminal EXPO in Paris on 16 June.

The World Airport Awards is the most prestigious award in the aviation industry, voted for by passengers in the largest annual, global airport customer satisfaction survey. It is the most credible feedback in the aviation industry, with surveys conducted at more than 550 airports, completely independent of airport management and other airport influences.

The award is based on the World Airport Survey questionnaire, which is completed by airport passengers of more than 100 nationalities during the 8-month survey period. The survey assesses the travel experience and the various airport services from arrival, through check-in, shopping and security, to departure at the gates.

Commenting on the award, Chris Disdale, the CEO of Budapest Airport, highlighted: "We are extremely proud to have been named the best airport in the region for the ninth consecutive year. For us, this is not just an award, but recognition of the hard work that Budapest Airport and the airport community put in day after day, to deliver high service quality to our passengers." He added: "It is clear that over the past 3 years, we have moved up a level, as the focus at the airport has been on improving quality and the passenger experience, as confirmed by the ever-improving results of passenger satisfaction surveys."

Edward Plaisted, the CEO of Skytrax, said: "We congratulate Budapest Airport for their success in winning this important customer award as the best airport in Eastern Europe in 2022. The last two years have been extremely difficult for airports worldwide, having to cope with the many restrictions of COVID-19 and the severe drop in travel demand. With air travel quickly returning to a more normal level, the challenge to deliver the highest standards is being well met here at Budapest Airport."

Budapest Airport aims to provide a safe environment and excellent services for its passengers, and to continuously improve passenger services, thereby increasing passenger satisfaction at the airport. In 3 years, in 2019, 2020 and 2021, the company invested a total of more than 70 billion HUF in capacity expansion, infrastructure and sustainability improvements, as well as other background improvements and digitalization, in order to enhance the passenger experience. Developments continued in the first half of 2022, and the airport operator is not giving up the series of large-scale developments that it started earlier either. Preparations are well underway for the reopening of Terminal 1, the previously planned opening date of T1 was 2024, but this is currently under review, given that several airlines have started to reduce future capacity at Budapest Airport. In parallel, the construction of Terminal 3 is in the design phase, with the new facility to be handed over in 2028 at the earliest.

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### Notes to editors

Budapest Airport is the best airport in the region, as recognized by Skytrax in 9 consecutive years from 2014 to 2021, based on passenger ratings. Over the past years, BUD has emerged as a leader, becoming the fastest developing airport in the region. Together with its airline partners, it is a key contributor to the development of tourism in Hungary and Budapest. The BUD Cargo City is a focal point for import and export air cargo; Budapest Airport's aim is to become the cargo gateway for East-Central Europe.