



Introducing
Northwest Airlines®
WorldGateway



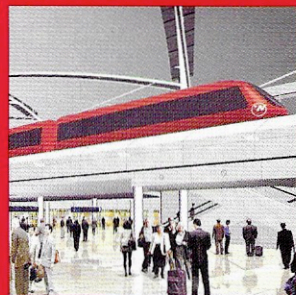
DETROIT: YOUR
GATEWAY
TO THE
WORLD.



Built
with the
customer
in mind.



Fast.

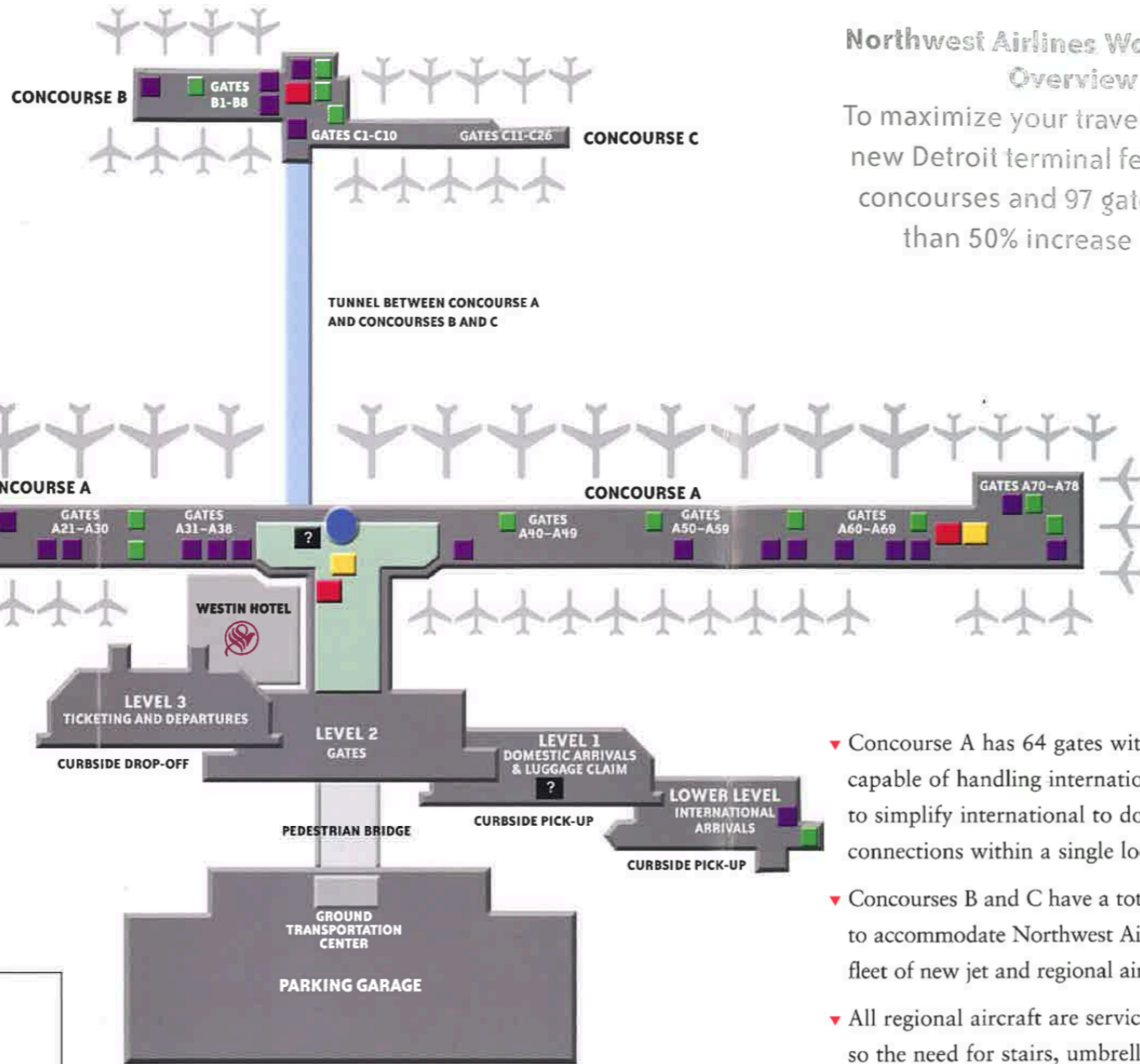


Easy.



Convenient.





Northwest Airlines WorldGateway Overview

To maximize your travel options, the new Detroit terminal features three concourses and 97 gates—a more than 50% increase in gates.

- ▼ Concourse A has 64 gates with 10 gates capable of handling international arrivals to simplify international to domestic connections within a single location.
- ▼ Concourses B and C have a total of 33 gates to accommodate Northwest Airlines' growing fleet of new jet and regional aircraft.
- ▼ All regional aircraft are serviced by jet bridges so the need for stairs, umbrellas and outdoor boarding is eliminated.

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EDWARD H. McNAMARA TERMINAL

Welcome to the new, state-of-the-art terminal at Detroit Metropolitan Airport opening early 2002. This spectacular facility is a U.S. \$1.2 billion joint effort between Northwest Airlines, Wayne County and the State of Michigan. In an unprecedented partnership, Wayne County gave Northwest Airlines the responsibility of designing and building the two million square-foot terminal. Working with local, county and state governments, Northwest Airlines has created a beautiful, spacious facility that will be unparalleled in efficiency. From stores to the Express Tram, restaurants to Northwest WorldClubs®, Northwest Airlines, KLM Royal Dutch Airlines and Continental passengers will enjoy the terminal of the future—a facility with unlimited travel possibilities—a facility that redefines speed, convenience and comfort. Together, we invite you to see for yourself why flying to, from and through Detroit will soon be one of the world's greatest travel experiences.

Sincerely,

Ed McNamara

Richard Anderson



Edward H. McNamara
Wayne County Executive



Richard Anderson
Chief Executive Officer
Northwest Airlines



Connecting passengers.

Navigating the new terminal is effortless as the entire facility is designed for convenience and speed. Trams and moving walkways are strategically placed to begin and to end at WorldClubs, retail spaces and gates, so travelers are never more than a few minutes from their connecting gate.



Express Tram

The Express Tram allows passengers to travel the length of Concourse A, a distance of nearly one mile, in just four minutes.

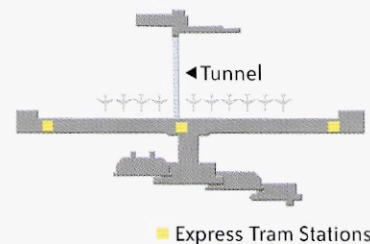
- ▼ Access is easy. The three stations are located at either end of the terminal as well as at the terminal midpoint.
- ▼ Trams arrive every 2.5 minutes, so passengers are quickly on their way.

The Tunnel

- ▼ An underground tunnel with extra-wide moving walkways connects the terminal and Concourse A to Concourses B and C, so travelers can connect easily regardless of their final destination.
- ▼ The tunnel is beautifully appointed and features glass walls, a fabric ceiling and a synchronized light and sound show.

Moving Walkways

- ▼ With over 1.5 miles of extra-wide moving walkways, traveling through the terminal is fast and efficient.



Passengers arriving from outside the U.S.

Seamless international-to-domestic connections were a top priority in the terminal design. Every effort was made to ensure that the experience is quick, efficient and pleasant.

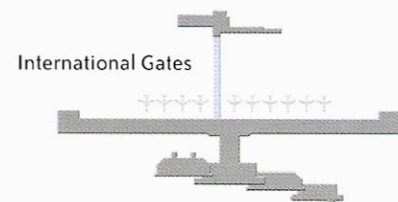


Single Domestic–International Facility

- ▼ A single domestic–international facility eliminates the need for shuttle or bus service between terminals.

Dual Jet Bridges

- ▼ Dual jet bridges are used at international gates to reduce loading and deplaning time.





Foreign Language Signage

- ▼ The International Arrivals area has signage in five languages including English, Spanish, Japanese, Chinese and Arabic.
- ▼ English and Japanese signage is present throughout the terminal.

U.S. Customs and Immigration

- ▼ U.S. Customs and Immigration are capable of processing as many as 3,200 passengers per hour—approximately triple the capacity of the previous facility—to expedite traveler passage.
- ▼ Passengers emerge from U.S. Customs and Immigration into the heart of the terminal, where they can enjoy convenient access to WorldClubs, retail stores and dining establishments in addition to easy access to their connecting flights.

Transit Without Visas

The Transit Without Visas (TWOV) facility is a specially designated area for foreign nationals arriving from countries outside the U.S. who are immediately connecting to a flight to another country outside the U.S. Benefits include:

- ▼ No need to obtain a U.S. Visa.
- ▼ No need to transit U.S. Customs and Immigration.
- ▼ No need to pay fees associated with transiting U.S. Customs and Immigration.



Local and Detroit customers.

Arrival at Edward H. McNamara Terminal

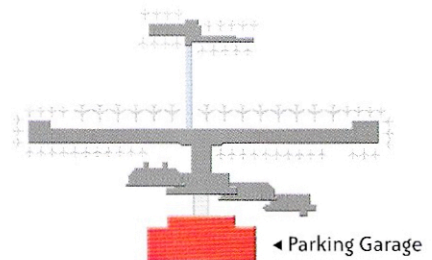
Detroit passengers can access Northwest Airlines WorldGateway by using convenient new roads. From the northwest, west and south, use I-275 via Eureka Road. From the east and northeast, take I-94 to the Metro Airport exit and proceed to Northwest Airlines WorldGateway.



Parking

The new, spacious parking garage offers 11,500 parking spots so finding a place to park is easy. Valet, hourly, daily and economy parking are available. Other features include:

- ▼ SkyCaps, E-Service CentersSM and luggage drop-off located inside the parking garage.
- ▼ Enclosed moving walkways and a pedestrian bridge that connects to the terminal.
- ▼ An enclosed waiting area that keeps passengers comfortable prior to boarding taxis, shuttles or limousines.
- ▼ Option to pre-pay parking via automated machines prior to leaving the garage, allowing a faster exit.



Check-in

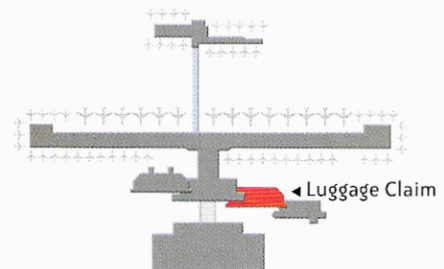
Northwest Airlines/KLM offer a wealth of convenient check-in options, including:

- ▼ E-Service Centers. Nearly 90 E-Service Centers located throughout the new terminal—almost triple the previous facility—enable passengers to check in and receive boarding passes in as little as a minute.
- ▼ nwa.com Check-In. Passengers can enjoy the convenience of nwa.com Check-In at home or at work to check in and print boarding passes. Once at the airport, passengers can proceed directly to their gates.
- ▼ Ticket counters. There are 106 ticket counters, 88 of which belong to Northwest Airlines/KLM, an increase of over 25 percent.
- ▼ SkyCaps. There are more than triple the number of SkyCap positions to assist passengers with curbside check-in and handling their luggage.



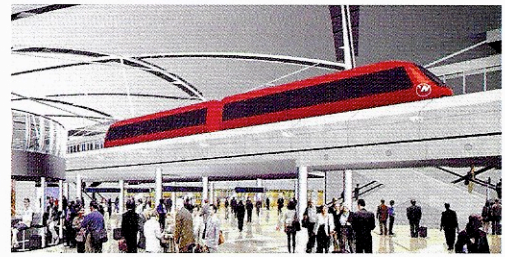
Luggage Claim

- ▼ Passengers arriving in Detroit enjoy spacious and easy-to-access luggage claim areas featuring 18 luggage carousels—11 for domestic flights and seven for international flights.
- ▼ The luggage system is based on proven technology and is capable of delivering luggage to carousels within 15 minutes of a flight's arrival. Passengers can claim their luggage and be on their way more quickly than ever before.



Shopping, dining and amenities.

Detroit's new terminal is a work of art inside and out. From the exterior, the curving metal roof symbolizes wings and flight. Inside, the high-arched ceilings make the interior open and spacious. The facility provides travelers with easy access to a wide variety of shopping and restaurant options before or between flights. As a result, passengers will find a very comfortable atmosphere in which to shop, dine and relax.

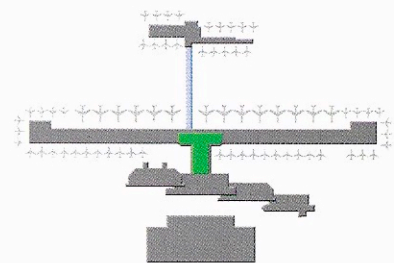


Shopping and Dining

The new terminal offers more than twice the shopping space of the previous facility and is one of the largest airport retail concessions in the United States.

- ▼ Shop at any of 40 retail stores, including the first-ever Brooks Brothers airport location.
- ▼ Enjoy dining at any of the more than 40 restaurants, including regional favorites Musashi's Sushi Bar and Edy's Ice Cream.

To ensure that passengers receive a good value, all venues use "value pricing," meaning prices are the same inside the airport as locations outside the airport.



■ Main Shopping and Dining Area



WorldClubs

For Northwest Airlines WorldClubs members, there are four newly designed WorldClubs. One WorldClub is located on Concourse B. There is one WorldClub located at each of the two ends of Concourse A. And finally, the largest WorldClub is a spacious 20,000 square feet located in the link area between the terminal building and Concourse A.

WorldClubs members now enjoy:

- ▼ New granite and hardwood décor, fireplaces and leather chairs.
- ▼ Modem hookups at each table.
- ▼ Secure lockers to charge cellular phones and laptops.
- ▼ A separate television area, real-time stock quotes and food and beverage selections.
- ▼ Shower facilities are available at the main WorldClub located in the link area.

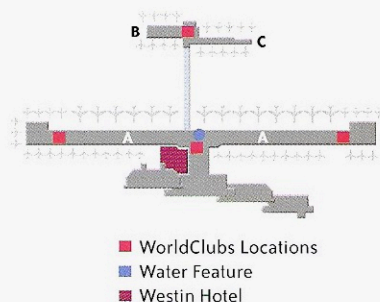
Westin Hotel

Late 2002 will be the grand opening of a new 404-room Westin Hotel connected to the terminal. The hotel will be the perfect place to hold meetings or to get a good night's rest before a morning departure. The Westin Hotel will feature:

- ▼ A Westin Executive Club floor with a concierge lounge.
- ▼ 25,000 square feet of meeting facilities, including 23 meeting rooms and a 7,600 square-foot ballroom.
- ▼ An upscale restaurant and bar in a beautiful atrium atmosphere.
- ▼ A fitness center and heated indoor pool with whirlpool.

Water Feature

In the center of Concourse A stands the signature mark of the terminal's interior. There, a black granite, elliptical water feature, 38 feet in diameter, sends water soaring 10 feet into the air. The choreographed, illuminated streams of water represent the connections made via global travel. This landmark serves as an ideal meeting place for passengers.



Worldwide service from Detroit.

Northwest Airlines and KLM,
together with its partners,
serve more than 750 destinations
in more than 120 countries
on 6 continents.





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New Aircraft

Northwest Airlines will take delivery of more than 110 new aircraft by the end of 2003, including Boeing 747s, 757s, Airbus A330s, A320s, A319s, and Canadair Regional Jets. That's one new aircraft every week.

World Business ClassSM

Northwest Airlines and KLM together offer World Business Class on trans-oceanic flights between the United States and Europe or Asia. This innovative product offers 60 inches of space between seats, a full 150 degrees of seat recline and a host of other features designed to provide more personal space and comfort to business travelers.

Alliances

Northwest Airlines and KLM pioneered the field of airline partnerships. Together with Northwest Airlines' other major partners, Continental, JAS, Air China, Malaysian Airlines and others, the Northwest Airlines/KLM alliance can take passengers comfortably anywhere in the world.



**NORTHWEST
AIRLINES.**



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