

## 3Sixty Duty Free launches new retail operations at Aeropuerto Internacional Matecaña de Pereira in Colombia

Omnichannel travel retailer 3Sixty Duty Free & More has officially opened operations at Aeropuerto Internacional Matecaña de Pereira (PEI) — establishing the first duty free presence in Colombia’s Coffee Region within the airport’s new terminal.

The multi-year agreement with OPAM, the airport’s concessionaire, was awarded to 3Sixty Duty Free in late 2023. The contract includes the development and operation of newly constructed Arrivals and Departures stores— each designed to elevate the passenger experience with modern retail environments, locally relevant assortments, and seamless service.

The stores are powered by 3Sixty’s omnichannel retail solution, integrating digital tools with instore personalization to offer travelers a streamlined and engaging shopping journey. The product offering will soon include local Colombian favorites, such as Aguardiente and regionally crafted rum, reinforcing 3Sixty’s commitment to cultural relevance and community connection, says the company.

“Our collaboration with Matecaña International Airport marks another step in our strategy to grow in high-potential

regional airports,” said Alex Anson, Chief Operating Officer of 3Sixty. “We are proud to bring a modern duty free experience that combines local flavor with the world’s most sought-after brands. Our goal is to elevate the passenger journey and contribute to the continued growth of Pereira as a key travel hub in Colombia.”

Early customer response has been positive, says Anson. Many passengers previously made duty free purchases at departure airports, unaware of local availability. With the introduction of these stores, travelers are now opting to shop upon arrival— attracted by competitive pricing and the convenience of in-terminal access. Sales momentum continues to build as passenger awareness grows.

According to the company, this launch represents a meaningful step in 3Sixty’s broader Latin American growth strategy and reaffirms the company’s dedication to delivering thoughtful, locally attuned, and digitally enabled retail experiences across the region.

Matecaña Airport has been handling about 2.8 million passengers a year serving the city of Pereira, Colombia. It also serves as an alternate airport for the cities of Armenia, Cartago, Manizales, Medellín, Cali, and Bogotá.

## TSA ends “shoes off” policy; two UK airports remove liquid bans

Effective July 7, 2025, the Transportation Security Administration has eliminated the security policy requiring passengers going through airport security in the United States to take their shoes off.

“TSA will no longer require travelers to remove their shoes when they go through our security checkpoints,” Kristi Noem, the Secretary of Homeland Security, announced Tuesday. “We want to improve this travel experience, but while maintaining safety standards and making sure that we are keeping people safe,” she said, according to CNN.

Noem noted that passengers will still pass through multiple layers of screening at the airport, as well as identity verification.

Previously, only TSA PreCheck, young children, and seniors 75+ were able to keep their shoes on. This policy change stems from upgraded scanning tech and a lowered threat risk.

Changes to other TSA rules are also being considered, said Noem.

Meanwhile, Edinburgh and Birmingham airports in the UK have installed 8 CT X-ray scanners which allow bottles of up to two liters to be taken on board planes in hand luggage. But installation of the costly technology is lagging in much of Europe and the change is not expected to be widely implemented in the near future.

According to the announcement from Edinburgh Airport:

“The 100ml liquids rule for airport security has been lifted at Edinburgh Airport for the first time since it was introduced in 2006 following the installation of top-of-the-range security x-ray technology.

“It means passengers will be able to keep liquids in their bags when going through security, and those liquid containers can now be up to two liters each.

“Edinburgh Airport, now part of the VINCI Airports network, is the first airport in Scotland to lift the rule.”



## Cannes news: TFWA announces new Innovation Square & workshops

TFWA has unveiled the first details of two market insight workshops set to take place at Innovation Square, a new venue located on the parvis in front of the Palais des Festivals, during the 2025 TFWA World Exhibition & Conference.

Innovation Square, debuting this year in Cannes, is a dynamic new platform for discovery, insight, and engagement. The 25m x 15m tented venue offers a versatile, fully equipped space for plug-and-play, multi-format programming, and is set to become a hub for innovation-focused dialogue throughout the week.

The first workshop, **World in Flux: Travel Retail Amid Today’s Geopolitical Realities**, will explore how the industry is responding to an increasingly unpredictable global environment. With geopolitical tensions and economic volatility reshaping travel patterns and consumer sentiment, the session – featuring findings from a tailored report by global consultancy Kearney – will examine key risks, emerging market shifts, and strategic responses aimed at building resilience. The workshop will take place on Tuesday, September 30, from 08:00 to 09:00. A welcome coffee will be served from 08:00.

On Wednesday morning, starting at 08:00, Innovation Square will host **Next Horizon: Charting the Future of Travel Retail**. This session will aim to answer: what is the long-term role of duty free and travel retail in an evolving world?

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Areas CEO  
Oscar Vela

## Areas to acquire Delaware North's airport hospitality division in the U.S.

Areas, a global leader in travel dining and retail, has reached an agreement with Delaware North to acquire its United States-based airport food, beverage, and retail business, Travel Hospitality Services (THS).

As part of the agreement, Areas will take over the management of 237 THS locations across 22 U.S. airports, supported by a team of 4,000 employees and generating over \$500 million in annual revenue.

This acquisition marks a major milestone in Areas' growth strategy in the U.S. With the integration of THS, Areas will increase its presence in the country and become a leading travel hospitality operator in the U.S. Upon the closing of the transaction, the combined company will operate a total of 369 locations in 27 airports and 12 travel plazas, and strengthen its workforce in the U.S. with a team of over 6,000 people.

On a global scale, Areas will now generate over \$3 billion in annual revenue, with 2,200 points of sale and 24,000 employees across 11 countries.

Oscar Vela, CEO of Areas, said: "This agreement represents a key step forward in Areas' U.S. growth strategy. It allows us to increase our business in the country, positions us to be a major player in the U.S., and make the country our largest business unit worldwide."

Carlos Bernal, CEO of Areas USA, said: "I have the utmost respect and admiration for Delaware North and the Jacobs family, and look forward to welcoming the

THS team to Areas as we embark on this exciting new chapter. With our shared commitment to exceptional service and a passion for enhancing the traveler experience, we're poised to revitalize travel hospitality across the U.S."

Delaware North CEOs Jerry Jacobs Jr., Lou Jacobs and Charlie Jacobs said in a joint statement:

"We take immense pride in the work our teams have done in the travel sector, and it was crucial to find the right successor to steward our important relationships and care for our employees and guests. With Areas, we found a great cultural match, backed by an established and notable presence in the industry.

"Exiting our longstanding U.S. airport hospitality business was a carefully considered decision and will allow us to focus on strategic growth across the remainder of the Delaware North portfolio."

Delaware North is a privately held hospitality company. Founded in 1915 and headquartered in Buffalo, NY and owned by the Jacobs family for more than 100 years, Delaware North has global operations at high-profile places such as sports and entertainment venues, national and state parks, destination resorts and restaurants, airports, and regional casinos. Delaware North operates in the sports, travel hospitality, restaurant and catering, parks, resorts, gaming, and specialty retail industries.

The transaction is subject to regulatory approval in the U.S. and other customary closing conditions.

## DFWC Academy offers course on Responsible Retailing of Tobacco and Smoke Free Alternative Products

The Duty Free World Council Academy has added a new course to its training program: the Responsible Retailing of Tobacco and Smoke Free Alternative Products. The new training module joins the DFWC Academy's other responsible retailing courses for Alcohol, and for Confectionery, Chocolates and Biscuits. These have been taken by more than 12,000 students and are part of the training programs of several of the industry's leading retailers.

The new 20-minute training is designed primarily to assist frontline sales staff understand and navigate the complexities around the sale of these products in duty free shops and to share global industry best practice.

The course is also relevant for other retailer staff, suppliers and third parties involved in the sale of this product category in the duty free channel.

Enrollment in the course is free of charge. The English version has just been published, and Spanish and Mandarin language versions will be launched shortly.

All DFWC Academy courses are developed in formats compatible with most organization's learning management systems and can be delivered through an organizations LMS if desired.

Duty Free World Council President, Sarah Branquinho, welcomed the release of the course. "Responsible retailing is particularly important for our industry given the controls and restrictions which apply to some of the product categories which are sold in duty free stores. It is critical to the reputation of our industry and is a foundation for its growth, given that industry retail practices are monitored by regulators whose decisions can have huge impacts on our industry. It is another example of our industry ensuring that our customers can shop with confidence in duty and tax free stores," said Branquinho.

"I encourage all industry stakeholders involved in the retailing of tobacco and smoke free alternative products in duty free to avail of this newly created industry asset. The Duty Free World Council is proud to offer this course free of charge as part of our ongoing service to the industry in pursuit of our goal to raise industry standard through education," she concluded.

Details on the responsible retailing of tobacco and tobacco related products, and all DFWC Academy courses, can be found at <https://www.dfwc.academy/our-courses-2/>

Organizations who would like to explore offering this or other DFWC academy courses through their LMSs are invited to contact [gerard.murray@dfworldcouncil.com](mailto:gerard.murray@dfworldcouncil.com)

### Cannes news: TFWA announces new Innovation Square & workshops

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The panelists will explore the future of airport shopping, based on a new foresight report by Le Comptoir Prospectiviste. The authors of the report will present key findings and offer all stakeholders – from landlords to brands and beyond – advice and actions on how they must adapt to stay relevant and, crucially, deliver value as travel enters its new era.

"Learning is and will always be a central focus for us at TFWA. The intent behind hosting these early-morning workshops is to provoke debate and share best practice, making every moment spent amongst industry colleagues in Cannes as valuable as possible," commented TFWA President Philippe Margueritte.





From left: Moose Knuckles at Toronto Pearson International Airport operated by Avolta won ACI-NA's Best New Retail Concept for 2025; Nashville Tracks, one of eight new retail and F&B outlets opened by Fraport USA at BNA, celebrates the city's music heritage and craft spirits. San Francisco International Airport (SFO) and Paradies Lagardère celebrated the opening of the SF Eats Food Hall on June 14, showcasing a lineup of Bay Area brands that includes Kitava, Napa Farms Market & Equator Coffee; Kona's craft cocktail bar; and Tony's Pizza Napoletana.

## ACI-NA honors airport excellence with 2025 concessions awards

The Airports Council International – North America (ACI-NA) Excellence in Airport Concessions Awards 2025, which recognize airports, concessionaires, and industry business partners for their work in elevating the passenger experience for all travelers, have honored **Fraport USA/Nashville International Airport (BNA)** with the **2025 Richard A. Griesbach Award of Excellence in Airport Concessions**, and **Chris Niergarth of the Calgary International Airport (YYC)** with the **2025 Concessions Person of the Year award**.

"I'm thrilled to celebrate the longstanding partnership between North America's airports and concessions industries, and the important role they play in elevating the travel experience for all passengers," said ACI-NA President and CEO Kevin M. Burke.

*The other concept awards went to:*

**Best New Food and Beverage (Full-Service Concept)** award winner is Oven and Shaker at **Portland International Airport (PDX)**, operated by SSP America.

**Best New Food and Beverage (Quick-Service Concept)** award -

- ThroughGood Bistro & Bar at **William P. Hobby Airport (HOU)**, operated by **Areas USA**.

**Best New Local Concept** award - ChiBoys at **Chicago O'Hare International Airport (ORD)**, operated by **WHSmith North America**.

**Best New National Brand Concept** - Peet's at Night at **Boston Logan International Airport (BOS)**, operated by **SSP America**.

**Best New News & Gift Concept** - PGA Tour Fan Shop at **Phoenix Sky Harbor International Airport (PHX)**, operated by **Paradies Lagardère**.

**Best New Retail Concept** - Moose Knuckles at **Toronto Pearson International Airport (YYZ)**, operated by **Avolta**.

**Best New Passenger Experience Concept** - The Club SFO at **San Francisco International Airport (SFO)**, operated by **Airport Dimensions**.

**Best New Non-Terminal Revenue Innovation Concept** - the Strategic Partnership Program at **Minneapolis-St. Paul International Airport (MSP)**, operated by **The Metropolitan Airports Commission**.

## Fraport adds to Music City vibe with 8 new retail and F&B concepts at BNA

Fraport Nashville, the developer and manager of the Nashville International Airport (BNA) concessions program, has opened eight new dining and shopping venues in the expanded Concourse D extension.

These new venues celebrate the spirit of Music City and enhance the already impressive selection of options at one of the nation's fastest-growing airports, says Fraport.

The eight new concessions are now open for business as part of BNA's New Horizon growth and expansion plan.

The new retail outlets in the Concourse D Extension include 3rd & Broadway, carrying locally and regionally made products, apparel and gifts; Nashville Tracks, celebrating the city's musical legacy and history of producing craft spirits; and country music fashion brand Daniel Diamond, offering rhinestone products and signature fringe jackets, known for its iconic Nashville look.

The new Food & Beverage options include Sandella's Flatbreads; The Castle; New Heights Cantina & Taqueria; Flytes Virtual Dining Hall (with Pizza Kitchen and Earl of Sandwich) and Martini.

Fraport USA and Nashville International Airport (BNA) were awarded the 2025 Richard A. Griesbach Award of Excellence from ACI-North America, for bringing the rich culture of Nashville to the airport, with a wide range of local restaurants and retail establishments.

## Paradies Lagardère's opens 14 new dining options in five U.S. airports in Q2 2025

Paradies Lagardère reports that it opened 14 high-quality dining options at major U.S. airports during the second quarter of 2025.

Paradies Lagardère says that the new restaurants in Asheville, North Carolina; Detroit, Michigan; Sarasota, Florida; and Palm Springs and San Francisco, California, reflect the company's strategic focus on delivering innovative dining options that enhance the traveler experience while celebrating both national brands and local flavors.

"This dynamic lineup of new restaurants is tailored to the tastes of both local communities and global travelers," said Claude Guillaume, Paradies Lagardère's SVP of restaurant operations. "From iconic national brands to beloved local favorites, we're proud to help shape and elevate the culinary identity of each airport we serve."

## AIRPORTS/LOUNGES/SERVICES

**JFKIAT opens flagship Capital One Lounge at JFK T4**

*The new Capital One Lounge at JFK Terminal 4 features New York City flavors and culture.*

JFK Terminal 4 operator JFKIAT, in partnership with Capital One and TAV Operation Services, last month opened the Capital One Lounge in JFK T4. This is Capital One's largest airport lounge to date.

The Capital One Lounge – JFK T4's third credit card membership lounge and Capital One's flagship lounge location – joins the premium lounge collection which already includes the Delta One Lounge, Delta Sky Club, the Chase Sapphire Lounge by The Club with Etihad Airways, Emirates Lounge, the Air India Maharaja Lounge, and Virgin Atlantic Clubhouse.

“Designed to meet the needs of modern travelers, the opening of the Capital One Lounge echoes our deep commitment to elevating offerings for our airline partners’ premium passengers and enhancing Terminal 4’s overall experience,” said **Roel Huinink, Chief Executive Officer of JFKIAT**. “From the locally-inspired food and beverage options to the beautifully curated design that captures the essence of New York City, every detail was carefully evaluated to provide guests with convenience, comfort, and a true

sense of place. We're proud to partner with Capital One and TAV Operation Services to offer this exceptional new space that elevates hospitality at T4 and delivers the seamless, world-class travel experience our passengers deserve.”

Located on Level 3 of T4's Retail Hall near the B Gates, the Capital One Lounge features New York City flavors and culture through local partners, including Ess-a-Bagel, Murray's Cheese, Bean & Bean Coffee Roasters, TALEJA Beer Co., Death & Co., and more.

The lounge also includes more than 40 original artworks from New York-based artists.

The new lounge is one of the latest additions to T4's commercial program as the terminal continues to transform under JFKIAT's North Star initiative. The initiative includes redefining its commercial offerings, enhancing and aligning its hospitality culture across the entire terminal, elevating the terminal ambiance with elements of design, launching new elements of the terminal's Arts & Culture program, among others.

**MIA breaks ground on luxury private terminal in restored Pan Am headquarters set to open as PS MIA in spring 2026**

Miami International Airport this week broke ground on a first-of-its-kind private terminal for commercial travelers in the U.S., which is scheduled to open its doors in spring 2026.

PS MIA will restore and redesign the historic former Pan American Airways (Pan Am) headquarters at 4900 N.W. 36<sup>th</sup> Street into a private terminal that will include five private suites, two salons with dining options, a central outdoor courtyard, and a day spa with beauty treatments and massages.

The Pan Am building has been a

designated historic since 2014. PS MIA will preserve the building's iconic mid-century brutalist architecture and will seamlessly integrate finishes and furniture that reference important aspects of the period.

Iconic features, such as the Pan Am logos, gold paneling, and original reflecting pools, will be restored, while the design takes inspiration from Miami's lively culture and Palm Beach glamour, incorporating terrazzo, marble, smoked glass, and luxurious patterns reminiscent of Lilly Pulitzer and Marimekko.

*See rendering at right.*



*Harvey Milk Terminal 1, SFO*

**SFO Lounge earns top prize in ACI-NA 2025 awards; SFO also garners design and community awards**

Airports Council International – North America (ACI-NA) has awarded San Francisco International Airport the award for Best New Passenger Experience for its lounge in Harvey Milk Terminal 1. The Club at SFO is operated by Airport Dimensions.

ACI-NA also awarded SFO for engaging Small & Disadvantaged Business Enterprises, with its Large Hub Inclusion Champion Award.

SFO hosts an extensive Disadvantaged Business Enterprise (DBE) program, aimed at expanding access to contracting opportunities for DBEs. The program helps provide DBEs with the resources and tools they need to effectively do business at the airport.

SFO particularly focuses on the small business aspect of the program, and in 2024, awarded 18.71% of funds to Small Business Enterprises, demonstrating a commitment to diverse businesses. The airport also formed a task force of both internal and external stakeholders, with the goal of increasing the utilization of DBEs in airport operations.

SFO was also honored as one of the World's Most Beautiful Airports by Prix Versailles, a series of international awards to recognize outstanding achievements in architectural and interior design. The awards are presented annually with the United Nations Educational, Scientific and Cultural Organization (UNESCO) in Paris.

“This facility was designed to be extraordinary in every way... as a place of relaxation, a place of sustainable design and operation, a place of inspiring artwork and museum exhibits, and a place to share the story of pioneering civil rights leader Harvey Milk. Being named among the World's Most Beautiful Airports by Prix Versailles is the ultimate validation of our efforts, and we are truly grateful for this honor,” said Airport Director Mike Nakornkhet.





# ACI releases final busiest airports rankings derived from largest dataset ever

Airports Council International (ACI) World has released the **2025 Edition of its World Airport Traffic Dataset**, for global airport rankings. The new data confirms the **world’s busiest airports in 2024** across three major categories: **passenger traffic, air cargo volumes, and aircraft movements**.

Built from over **2,800 airports across 185+ countries and territories**, the dataset provides a

comprehensive snapshot of global air transport demand and activity over the past year.

**Passenger Traffic Highlights**

Global passenger traffic hit a new high in 2024, surpassing **9.4 billion travelers** — up **8.4% from 2023** and **2.7% above pre-pandemic levels (2019)**.

The **top 20 airports** alone processed **1.54 billion passengers**, capturing **16% of global traffic**.

Among notable shifts:

The **United States** contributed **six airports** to the top 20, mostly dominated by domestic traffic—except for **JFK**, where international passengers made up **56%**.

**Shanghai Pudong (PVG)** climbed 11 positions to rank 10th globally.

**Guangzhou Baiyun (CAN)** sustained its comeback, holding 12th place after ranking **57th in 2022**.

**Aircraft Movement Highlights**

Aircraft movements topped **100.6 million** globally in 2024—up **3.9% year-over-year**, reaching **96.8% of 2019 levels**.

The **top 20 airports** saw **11.08 million movements**, up **5.4% year-over-year**.

The **United States** had 11 airports, more than half, of the top 20 aircraft movements.

**Shanghai Pudong (PVG)** rose **10 places** to become **#8**.

TOTAL PASSENGERS*							
2024	2023	2019	AIRPORT	2024	% CHANGE VS 2023	% CHANGE VS 2019	
1	1	1	ATLANTA, USA (ATL)	108 067 766	3.3	-2.2	
2	2	4	DUBAI, UAE (DXB)	92 331 506	6.1	6.9	
3	3	10	DALLAS/FORT WORTH, USA (DFW)	87 817 864	7.4	17.0	
4	5	5	TOKYO, JAPAN (HND)	85 900 617	9.1	0.5	
5	4	7	LONDON, UK (LHR)	83 884 572	5.9	3.7	
6	6	16	DENVER, USA (DEN)	82 358 744	5.8	19.3	
7	7	28	ISTANBUL, TURKEY (IST)	80 073 252	5.3	53.4	
8	9	6	CHICAGO, USA (ORD)	80 043 050	8.3	-5.4	
9	10	17	NEW DELHI, INDIA (DEL)	77 820 834	7.8	13.6	
10	21	8	SHANGHAI, CHINA (PVG)	76 787 039	41.0	0.8	
11	8	3	LOS ANGELES, USA (LAX)	76 588 028	2.1	-13.0	
12	12	11	GUANGZHOU, CHINA (CAN)	76 385 092	20.9	4.0	
13	20	14	INCHEON, KOREA (ICN)	71 212 515	26.6	0.0	
14	11	9	PARIS, FRANCE (CDG)	70 290 260	4.3	-7.7	
15	17	18	SINGAPORE, SINGAPORE (SIN)	67 650 000	14.8	-0.9	
16	23	2	BEIJING, CHINA (PEK)	67 367 428	27.4	-32.6	
17	14	12	AMSTERDAM, NETHERLANDS (AMS)	66 828 759	8.0	-6.8	
18	15	22	MADRID, SPAIN (MAD)	66 148 340	9.9	7.2	
19	13	20	NEW YORK, USA (JFK)	63 265 984	1.9	1.1	
20	26	19	BANGKOK, THAILAND (BKK)	62 234 693	20.4	-4.9	

\*TOTAL PASSENGERS ENPLANED AND DEPLANED, PASSENGERS IN TRANSIT COUNTED ONCE.

AIRCRAFT MOVEMENTS*							
2024	2023	2019	AIRPORT	2024	% CHANGE VS 2023	% CHANGE VS 2019	
1	1	2	ATLANTA, USA (ATL)	796 224	2.6	-12.0	
2	2	1	CHICAGO, USA (ORD)	776 036	7.7	-15.6	
3	3	3	DALLAS/FORT WORTH, USA (DFW)	743 203	7.8	3.2	
4	4	5	DENVER, USA (DEN)	689 388	4.9	9.1	
5	5	8	LAS VEGAS, USA (LAS)	613 973	0.4	11.0	
6	7	7	CHARLOTTE, USA (CLT)	596 583	10.7	3.2	
7	6	4	LOS ANGELES, USA (LAX)	581 779	1.2	-15.8	
8	18	11	SHANGHAI, CHINA (PVG)	528 074	21.7	3.2	
9	8	54	ISTANBUL, TURKEY (IST)	517 284	2.2	56.8	
10	14	12	GUANGZHOU, CHINA (CAN)	511 972	12.3	4.2	
11	11	9	AMSTERDAM, NETHERLANDS (AMS)	495 007	6.5	-4.0	
12	16	25	PHOENIX, USA (PHX)	485 745	6.8	10.7	
13	12	30	MIAMI, USA (MIA)	485 448	5.1	16.5	
14	10	19	TOKYO, JAPAN (HND)	480 022	3.3	4.7	
15	17	16	NEW DELHI, INDIA (DEL)	477 509	5.3	2.4	
16	13	15	LONDON, UK (LHR)	476 275	4.3	-0.4	
17	9	21	NEW YORK, USA (JFK)	468 567	-2.2	2.7	
18	15	13	PARIS, FRANCE (CDG)	466 543	2.6	-7.6	
19	22	14	HOUSTON, USA (IAH)	447 092	6.0	-6.5	
20	19	10	FRANKFURT, GERMANY (FRA)	440 853	2.4	-14.2	

\*MOVEMENTS: LANDINGS AND TAKEOFFS