Les flâneuses

PROAVIA member use case

# MAKE AIRPORT JOURNEYS EASIER FOR EVERYONE?

France·Marseille Provence Airport – 2026

## 01 THE CHALLENGE

Long walking distances and limited access to seating can make a terminal tiring and stressful. Families with young children, pregnant women, older travellers and anyone experiencing fatigue may lose autonomy and perceive the airport journey as demanding.

## 02 THE SOLUTION

Marseille Provence Airport tested 20 Flâneuses at Terminal 1: compact, nestable mobility carts designed and made in France. Each unit can be used as a seat, a stroller for up to two children, a walking aid or a carrier for hand luggage.

A tray and two-position brakes support safe, flexible use. The patented product combines design and care expertise and is certified as a European Class I medical device.

## 03 THE RESULT

After one year, 99% of users said the service improved their airport experience, 89% explored more shops and almost all intended to use it again. The pilot showed that inclusive mobility also supports dwell time, commercial discovery and smoother passenger flows.

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