

Service Level Agreements

The EC Regulation 1107/2006 specifies the following minimum standard levels of service to be applied to the handling of People of Reduced Mobility and Disabled Persons.

Departing Passengers

Pre-booked (36 hours in advance)

Upon arrival at the airport, once they made themselves known:

- 80% of passengers should wait no longer than 10 minutes
- 90% should wait no longer than 20 minutes
- 100% should wait no longer than 30 minutes

Not Pre-booked (36 hours in advance)

Upon arrival at the airport, once they made themselves known:

- 80% of passengers should wait no longer than 25 minutes
- 90% should wait no longer than 35 minutes
- 100% should wait no longer than 45 minutes

Subject to pre-notification, 100% of departing customers who are at the designated departure point within the stipulated time should reach their aircraft in time to enable timely pre-boarding and departure.

Arriving Passengers

Pre-booked (36 hours in advance)

Assistance should be available at the gate-room / aircraft side for:

- 80% of customers within 5 minutes of "on chocks"
- 90% within 10 minutes
- 100% within 20 minutes
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Not Pre-booked (36 hours in advance)

Assistance should be available at the gate-room / aircraft side for:

- 80% of customers within 25 minutes of "on chocks"
- 90% within 35 minutes
- 100% within 45 minutes

Subject to minimum connection times, all passengers who have pre-notified at least 48 hours prior to travel should reach their connecting aircraft to enable timely pre-boarding and departure. For those that have not pre-notified, we will make all reasonable efforts