

Service Level Agreements for Special Assistance

Departing passengers

For pre-booked departing customers upon arrival at the airport, once they have made themselves known:

- 90% should wait no longer than 10 minutes
- 100% should wait no longer than 15 minutes

For non-pre-booked departing passengers, upon arrival at the airport, once they have made themselves known:

- 90% should wait no longer than 15 minutes
- 100% should wait no longer than 20 minutes

100% of departing passengers should reach their aircraft in time to enable timely pre-boarding and departure (dependent on traveller reporting time). This also applies to connecting passengers (subject to flights arriving and departure according to schedule).

Arriving passengers

For pre-booked arriving customers, assistance should be available at the gate-room/aircraft side for:

- 90% of customers within 10 minutes of “on chocks”
- 100% within 15 minutes

For non-pre-booked arriving customers, assistance should be available at the gate-room/aircraft side for:

- 90% of customers within 20 minutes of “on chocks”
- 100% within 25 minutes