

SERVICE LEVEL AGREEMENT

For passengers of reduced mobility and disabled persons

Gatwick Airport Limited became accountable for the service for 'People of Reduced Mobility and Disabled Persons at Gatwick' with effect from 1 April 2008 to address the implementation of EC Regulation 1107/2006 effective from 26 July 2008

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

For Pre-Booked Departing Customers

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

- 80% of customers should wait no longer than 10 minutes for assistance
- 90% should wait for no longer than 20 minutes
- 100% should wait for no longer than 30 minutes.

For Non Pre-Booked Departing Customers

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

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

Gatwick Airport Limited has chosen to adopt an enhanced service for our passengers requiring assistance with their journey through the following service levels:

Departing passengers

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

Landside

- 100% should wait no longer than 5 minutes from request of service at Check-in within the Terminal
- 100% should wait no longer than 10 minutes from request of service at Help Points within car parks, entrance buildings and forecourts on the periphery of the Terminal

Airside

- 100% of Passengers should be delivered to the gate room no later than 10 minutes before the aircraft passenger boarding time

Overall Departures Journey

- 100% of Passengers should receive service assurance (including flight information, details of next stage of journey, and any welfare requirements) from the PRM provider at 15 minute intervals throughout the departing journey
- Departing passengers overall experience (collated by GAL market research) is assessed each month at 4.0 or above (where 1.0 is extremely poor and 5.0 is excellent)



YOUR LONDON AIRPORT

Gatwick

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.

Arriving Passengers

For Pre-Booked Arriving Customers

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.

For non Pre-Booked Arriving Customers

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.

Gatwick Airport Limited has chosen to adopt an enhanced service for our passengers requiring assistance with their journey through the following service levels:

Arriving passengers

For pre-notified and non pre-notified arriving PRM passengers, the PRM provider will be available with appropriate equipment and resource 100% of the time at ‘On chocks’ and ‘Aircraft Doors Open’ to disembark PRM passengers as follows:

Airside

- Quick Turnarounds (up to 35 minutes)
 - 100% within 8 minutes of on chocks
- Long Haul/ High Passenger Number Turnarounds
 - 100% within 20 minutes of on chocks
- Unless otherwise requested by airlines
 - 100% within 15 minutes of on chocks

- 80% of PRMs shall be delivered to the Reclaim Hall within 30 minutes, 90% within 40 minutes and 100% within 50 minutes of “on chocks” to be reconciled with their baggage

Overall Arrivals Journey

- 100% of Passengers should receive service assurance (including flight information, details of next stage of journey, and any welfare) from the PRM provider at 15 minute intervals throughout the arriving journey
- Departing passengers overall experience (collated by GAL market research) is assessed each month at 4.0 or above (where 1.0 is extremely poor and 5.0 is excellent)

Performance is measured from the ‘on-chocks’ time supplied by the airline handling agent which relates to the time an aircraft arrives on stand and is secured.



Our Service for Reduced Mobility and Disabled Passengers