



SERVICE LEVEL AGREEMENT FOR SPECIAL ASSISTANCE

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 26th 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.

For Pre-Booked Departing Customers

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

- 80% of customers should wait no longer that 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.

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:



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

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

- 80% of customers should wait no longer than 15 minutes.
- 90% should wait no longer than 20 minutes.
- 100% should wait no longer than 25 minutes.

Arriving passengers

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

- 80% of customers within 5 minutes of aircraft arrival on stand (on chocks).
- 90% of customers within 10 minutes of aircraft arrival on stand (on chocks).
- 100% of customers within 15 minutes of aircraft arrival on stand (on chocks).

'On chocks' is the point at which the aircraft comes to a complete stop, is secured in position and the pilot turns off the aircraft engine.