



2023/24 Core Service Standards Rebate Payments

Gatwick pays rebates to airlines when it fails to achieve any of its monthly Core Service Standards. The rebate is paid in full if the airlines achieve their monthly Airline Service Standards; if these are not achieved, the rebate is reduced. Details of the monthly rebates paid during 2023/24 are as follows.

In accordance with Gatwick Airport's Conditions of Use, the rebates paid during 2023/24 have been calculated based on a forecast of Core Services Charges revenue for the relevant year, by terminal. To the extent that actual revenues differ from forecast revenues, rebates will be recalculated and under- or over- payments will be reconciled and paid or invoiced (as appropriate) following the end of the 2023/24 charging year.

Month	Terminal	Core Service Standard failed	Maximum rebate exposure	Rebate paid
May 2023	South	Outbound Baggage - Daily	£ 74,939	£ 45,600
August 2023	South	Runway Availability	£ 22,392	£ 5,157
	North		£ 27,608	£ 379
October 2023	South	QSM - Cleanliness	£ 85,644	£ 40,827
	North		£ 96,847	£ 4,463
November 2023	South	QSM - Cleanliness	£ 85,644	£ 50,001
	North		£ 96,847	£ 87,111
December 2023	South	Runway Availability	£ 213,692	£ 140,080
	North		£ 236,308	£ 217,572
North Terminal			£ 457,610	£ 309,524
South Terminal			£ 482,311	£ 281,664
Total			£ 939,921	£ 591,189