

# YOUR LONDON AIRPORT

## Gatwick

### 2022/23 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 2022/23 are as follows.

In accordance with Gatwick Airport's Conditions of Use, the rebates paid during 2022/23 have been recalculated using Actual Core Service Charges, following the end of the 2022/23 reporting year. Additional rebates have been issued to airlines as a result of this reconciliation (highlighted below). Where there is a reduction in rebate payable, this will be held to offset against future rebates due.

Month	Terminal	Core Service Standard failed	Maximum rebate exposure	Rebate paid
April 2022	North	Runway Availability	£ 56,144	£ 2,077
		Central Passenger Search < 30 Minutes	£ 42,520	£ 1,573
	South	Runway Availability	£ 43,856	£ 17,577
June 2022	North	Central Passenger Search < 30 Minutes	£ 106,300	£ 2,999
	South	Central Passenger Search < 30 Minutes	£ 31,402	£ 2,542
July 2022	North	QSM - Cleanliness	£ 85,040	£ 2,133
		Central Passenger Search < 30 Minutes	£ 21,260	£ 533
		Flight Information Display Screens	£ 42,520	£ 1,067
	South	Central Passenger Search < 30 Minutes	£ 78,506	£ 2,096
		Flight Information Display Screens	£ 31,402	£ 838
August 2022	North	QSM - Cleanliness	£ 85,040	£ 2,142
		Central Passenger Search < 30 Minutes	£ 21,260	£ 535
	South	QSM - Departure Lounge Seating	£ 62,805	£ 12,976
		QSM - Cleanliness	£ 62,805	£ 12,976
		Central Passenger Search < 30 Minutes	£ 15,701	£ 3,244
September 2022	North	QSM - Cleanliness	£ 85,040	£ 1,399
	South	QSM - Departure Lounge Seating	£ 62,805	£ 11,064
		QSM - Cleanliness	£ 62,805	£ 11,064
		Central Passenger Search < 30 Minutes	£ 15,701	£ 2,766
October 2022	North	QSM - Cleanliness	£ 85,040	£ 2,311
December 2022	North	Flight Information Display Screens	£ 42,520	£ 32,183
	South	Flight Information Display Screens	£ 31,402	£ 11,347
Annual Total	North	Unadjusted Total	£ 672,686	£ 48,953
	South	Unadjusted Total	£ 499,190	£ 88,489
Adjustment: Year-End Reconciliation	North	Year-End Adjustment	-£ 49,241	-£ 2,676
	South	Year-End Adjustment	£ 24,802	£ 15,292
Revised Annual Total	North	Adjusted Total	£ 623,445	£ 46,277
	South	Adjusted Total	£ 523,992	£ 103,781