



## 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
- 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.

Subject to pre-notification, 100% of departing customers who are at the designated departure point within the stipulated time should reach their aircraft in time to enable timely pre-boarding and departure.



## 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.

Subject to minimum connection times, all passengers who have pre-notified at least 48 hours prior to travel should reach their connecting aircraft to enable timely pre-boarding and departure. For those that have not pre-notified, we will make all reasonable efforts to ensure that the passenger reaches the gate on time. Arriving passengers can expect to start the continuous journey within an additional 10 minutes for each of the above categories.