

Service Level Agreements for Special Assistance

Departing Passengers

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

- 90% of passengers should wait no longer than 10 minutes.
- 100% should wait no longer than 15 minutes.

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

- 90% of passengers should wait no longer than 15 minutes.
- 100% should wait no longer than 20 minutes.

100% of departing passengers should reach their aircraft in time to enable timely pre-boarding and departure (dependent on passenger reporting time).

Arriving Passengers

For pre-booked arriving passengers, assistance should be available at the gate-room/aircraft side for:

- 90% of passengers within 10 minutes of “on chocks”.
- 100% within 15 minutes.

For non pre-booked arriving passengers, assistance should be available at the gate-room/aircraft side for:

- 90% of passengers within 20 minutes of “on chocks”.
- 100% within 25 minutes.