



GLASGOW  
AIRPORT

PROUD TO SERVE SCOTLAND

# OUR CUSTOMER CHARTER



## OUR CUSTOMER CHARTER COMMITMENTS

YOU WILL FEEL SAFE  
AND SECURE.

WE WILL BE FRIENDLY,  
HELPFUL AND  
KNOWLEDGEABLE.

YOUR AIRPORT  
EXPERIENCE WILL  
BE EFFICIENT.

OUR AIRPORT WILL BE  
CLEAN AND LITTER FREE.

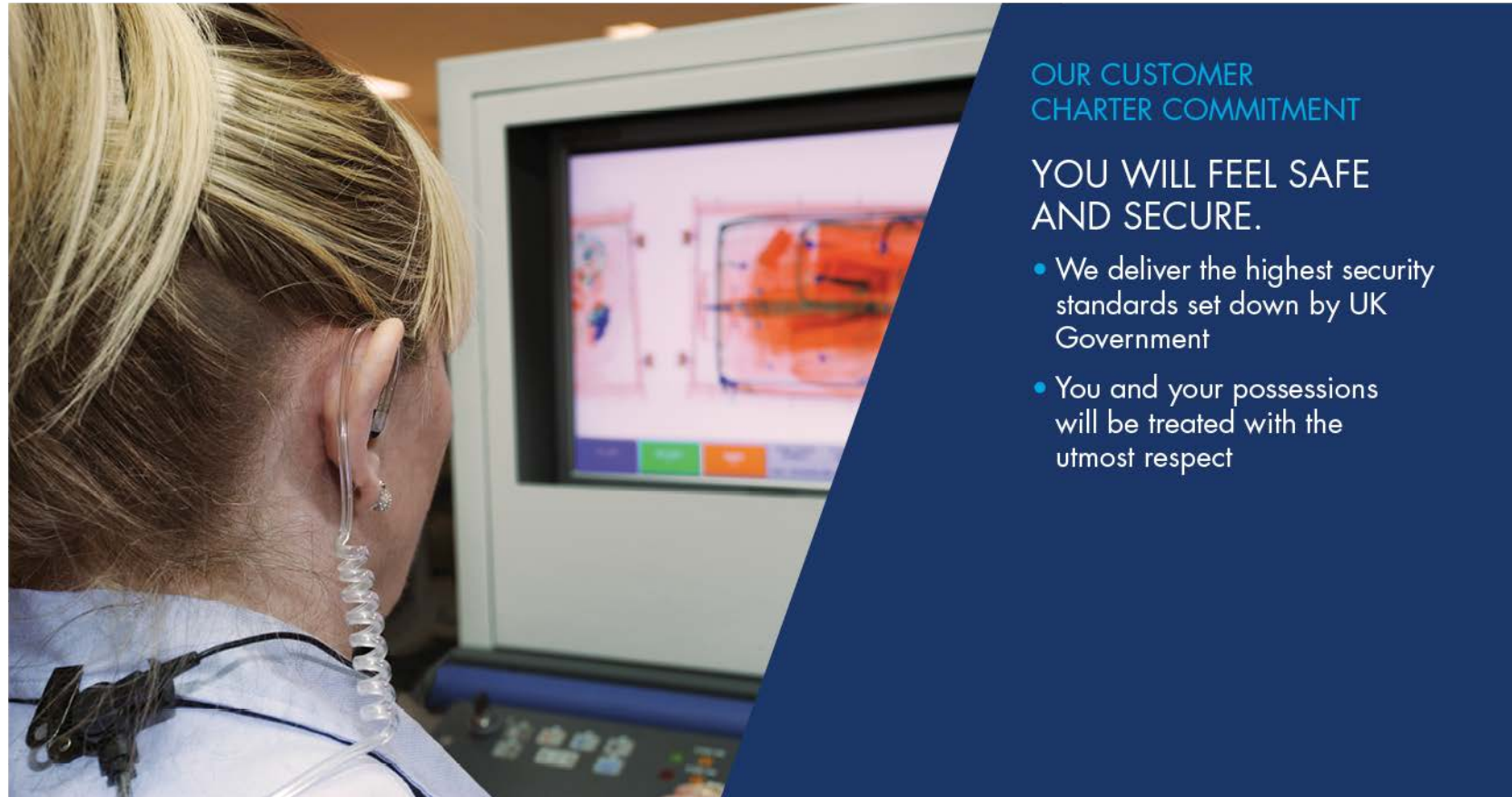
WE WILL KEEP YOU  
INFORMED.



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# OUR CUSTOMER CHARTER



## OUR CUSTOMER CHARTER COMMITMENT

### YOU WILL FEEL SAFE AND SECURE.

- We deliver the highest security standards set down by UK Government
- You and your possessions will be treated with the utmost respect



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## OUR CUSTOMER CHARTER COMMITMENT

YOUR AIRPORT  
EXPERIENCE  
WILL BE EFFICIENT.

- We will ensure our security service is the fastest in the UK
- We will work with your airline to ensure:
  - Efficient check-in
  - Efficient baggage reclaim
- Our pick up and drop off zones will be easily accessible and free of congestion



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## OUR CUSTOMER CHARTER COMMITMENT

WE WILL BE FRIENDLY,  
HELPFUL AND  
KNOWLEDGEABLE.

- We will employ a dedicated team of airport ambassadors to guide you through the airport
- Our team will always be on-hand to deal with your queries in a courteous and friendly manner
- Our team will have the knowledge and expertise to help you in whatever way necessary



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## OUR CUSTOMER CHARTER COMMITMENT

### OUR AIRPORT WILL BE CLEAN AND LITTER FREE.

- Facilities will be regularly checked and cleaned, with extra attention to baby change and toilet facilities
- We will work with our restaurants, cafes, bars and shops to ensure they are always clean and welcoming
- With your support we will have a litter free airport



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## OUR CUSTOMER CHARTER COMMITMENT

### WE WILL KEEP YOU INFORMED.

- Clear signage will guide you on your journey through the airport
- Gate information will be well displayed, timely and accurate allowing you to relax and enjoy your time at the airport
- In the event of delay or disruption we will work with your airline to ensure you are regularly updated