

Service Level Agreements

Special Assistance

Departing passengers

Pre-booked (36 hours in advance)

- 97% of all departing passengers with reduced mobility are not kept waiting any longer than 10 minutes from request from customer service.
- 99% of all departing passengers with reduced mobility are not kept waiting any longer than 17 minutes from request from customer service.

Not pre-booked (less than 12 hours in advance)

- 97% of all departing passengers with reduced mobility are not kept waiting any longer than 15 minutes from request for customer service.
- 99% of all departing passengers with reduced mobility are not kept waiting any longer than 20 minutes from request for customer service.

Arriving passengers

Pre-booked (36 hours in advance)

- 96%: Attend pre-notified departing passengers with reduced mobility within five minutes with first agent from request for customer service.
- 99%: Attend all subsequent departing passengers with reduced mobility within 15 minutes for request for customer service.

Not pre-booked (less than 12 hours in advance)

- 96%: Attend pre-notified departing passengers with reduced mobility within twenty minutes with first agent from request for customer service.
- 99%: Attend pre-notified departing passengers with reduced mobility within thirty minutes with first agent from request for customer service.

Hi-lift

Pre-booked (36 hours in advance)

- 95%: To attend request within 15 minutes from request for customer service.

Not pre-booked (less than 12 hours in advance)

- 95%: To attend request within 40 minutes from request for customer service.