

## **Service Level Agreements for Special Assistance Southampton Airport**

### **Departing passengers**

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

- 95% of customers should wait no longer than 5 minutes for assistance.
- 100% of customers should wait no longer than 10 minutes.

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

- 95% of customers should wait no longer than 10 minutes.
- 100% of customers should wait no longer than 15 minutes

100% of departing passengers should reach their aircraft in time to enable timely pre boarding and departure (dependant on traveller reporting time)

### **Arriving passengers**

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

- 100% of arriving customers within 5 minutes " on chocks".

For non pre booked arriving customers, assistance should eb made available at the gate room/aircraft side

- 95% of customers within 5 minutes of "on chocks".
- 100% of customers within 10 minutes of " on chocks".