

Service Quality Rebate Report
Bonus Element

Month	Jul-08
Month no.	4
Months Remaining	8

Measure	Target	Month			Year to Date	
		Performance For Month*	Failed this month y/n?	Rebate Incurred in Month	Cumulative No. of Months Passed	Rebate Incurred to Date
Pax Sensitive Equip. (general)	99% - 100%	99.14%	Y	£11,430	1	£11,430
Arrivals Reclaim	99% - 100%	99.38%	Y	£31,024	4	£151,855
Departure Lounge Seating	3.8 - 4.5	3.4	n	£0	0	£0
Way Finding	4.1 - 4.5	3.9	n	£0	0	£0
Cleanliness	4.0 - 4.5	4.0	n	£0	0	£0
Flight Info	4.2 - 4.5	4.2	n	£0	0	£0
Total Bonus				£42,454		£163,285

* Lowest performing terminal

To be recovered through aircraft charges in 2009/10