

## Service Level Agreements for Special Assistance

### 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

All 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 be 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".