

Service Level Agreement - For passengers with reduced mobility and disabled persons

Newcastle International Airport is accountable for the service for 'People of Reduced Mobility and Disabled Persons' under EC Regulation 1107/2006 effective from 26 July 2006.

The EC Regulation 1107/2006 specifies the following minimum standard levels of service to be applied to the handling of people of Reduced Mobility and Disabled Persons. We are committed to ensuring that 100% of passengers of restricted mobility who notify us within the above timeframe will arrive at the gate in time for boarding, subject to their on-time arrival at the airport. This pledge extends to those pre-booked passengers who are connecting through the airport, subject to flights arriving and departure according to schedule.

Departing Passengers

For pre-booked departing customers

Upon arrival at the airport, once they have made themselves known:

- 80% of passengers wait no longer than 10 minutes for assistance
- 90% of passengers wait no longer than 20 minutes for assistance
- 100% of passengers wait no longer than 30 minutes for assistance

For non pre-booked departing customers

Upon arrival at the airport, once they have made themselves known:

- 80% of passengers wait no longer than 25 minutes for assistance
- 90% of passengers wait no longer than 35 minutes for assistance
- 100% of passengers wait no longer than 45 minutes for assistance

Arriving Passengers

For pre-booked arriving customers

Assistance should be available at the gate-room / aircraft side for:

- 80% of customers within 5 minutes of "on chocks"
- 90% within 10 minutes
- 100% within 20 minutes

For non pre-booked arriving customers

Assistance should be available at the gate-room / aircraft side for:

- 80% of customers within 25 minutes of "on chocks"
- 90% within 35 minutes
- 100% within 45 minutes

