



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

Highlands and Islands Airports Limited is accountable for the service provided to 'People of Reduced Mobility and Disabled Persons' under EC Regulation 1107/2006.

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.

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/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/aircraft side for:

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

