

## Quality Standards- Special Assistance

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### **Our Customers are provided with the following services:**

- Assistance and arrangements necessary to communicate their arrival at the Airport and their request for assistance at the designated points inside and outside of the terminal building
- Assistance from the point of set down at the Airport to the check in desk
- Assistance with check in and baggage registration
- Assistance from check in to the boarding gate, including with the Immigration, customs and security procedures
- Assistance in proceeding from the boarding gate to the aircraft and with boarding and disembarking, including the provision of a suitable service for passengers who require special access to/ from the aircraft
- Assistance from the aircraft door to their seat and from their seat to the aircraft door.
- Assistance in the storage and retrieval of hand baggage on the aircraft
- Assistance with proceeding from the aircraft to the baggage hall and retrieval of baggage, including completion of the immigration and customs procedures.
- Assistance with proceeding from the baggage hall to the first point of onward travel.
- Assistance from / to connecting flights both landside and airside
- Assistance to move to the toilet facilities if required.
- Enable the customer to use the Airport facilities as requested, subject to sufficient time.
- Provide a wheelchair only service (non assisted) as requested by customers
- Adequate assistance in the event of delays or cancellation of flights
- Where a Customer is assisted by an accompanying person, this person, is, if requested, allowed to provide the necessary assistance in the Airport and with embarking/ disembarking.
- Ground handling of all necessary mobility equipment, including equipment such as electric wheelchairs (subject to 48 hours notice and to possible limitations of space on board the aircraft, and subject to application of relevant legislation concerning dangerous goods);
- Provide temporary replacement for damaged or lost mobility equipment, recognising this may not be on a like for like basis.

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- Ground handling of recognised assistance dogs, in line with the Pet Travel Scheme
- Communication of information needed to take flights in accessible formats.

### Customer Feedback

We invite all feedback from our Passengers and Customers, this is an essential part to improving the service we provide. We can be contacted via the contact us page on this website or via [PRM@lba.co.uk](mailto:PRM@lba.co.uk)

The Civil Aviation Authority, in co-operation with UK airports, also collects feedback on the quality of the assistance provided to passengers with reduced mobility. If you have used our service, to give your valued feedback click here [www.surveymonkey.com/s/PRMUK](http://www.surveymonkey.com/s/PRMUK)

### Quality Assurance Programme

Performance is measured against the criteria in the table below.

<b>Service Delivery</b>			
<i>100% of pre-booked departing PRM passengers are to arrive at their gate in time for boarding (subject to arriving at airport on time)</i>			
<b>Departing</b> Customer Waiting Times	<b>Pre Booked</b> 48 hours in advance	< 10 mins	80%
		< 20 mins	90%
		< 30 mins	100%
	<b>Non Pre Booked</b> Less than 48 hours in advance	< 25 mins	80%
		< 35 mins	90%
		< 45 mins	100%
<b>Arriving</b> Customer Waiting Times	<b>Pre Booked</b> 48 hours in advance	On chocks	
		< 5 mins	80%
		< 10 mins	90%
	<b>Non Pre Booked</b> Less than 48 hours in advance	< 20 mins	100%
		< 25 mins	80%
		< 35 mins	90%
		< 45 mins	100%