

Service Level Agreement for Special Assistance Stansted Airport

We are committed to providing the highest level of service in a timely manner, please find details of our service level agreement below.

Departing Passengers

For pre-booked departing passengers upon arrival at the airport (car park/terminal forecourt), once they have made themselves known to the special assistance provider via the help point phones provided:

- 100% should wait no longer than 20 minutes.

For non pre-booked departing passengers upon arrival at the airport (car park/terminal forecourt), once they have made themselves known to the special assistance provider via the help point phones provided:

- 100% should wait no longer than 30 minutes.

100% of departing passengers should reach their aircraft in time to enable timely boarding (dependent upon traveller reporting time).

Arriving Passengers

For pre-booked arriving passengers, assistance should be available at the aircraft side for:

- 85% of passengers within 0 minutes of 'on chocks';
- 100% of passengers within 10 minutes of 'on chocks'.

For non pre-booked arriving passengers, assistance should be available at the aircraft side for:

- 85% of passengers within 5 minutes of 'on chocks';
- 100% within 10 minutes of 'on chocks'.