

SPECIAL ASSISTANCE SERVICE STANDARDS

Service to be provided	For passengers who have pre-booked assistance	Target % to be achieved	For passengers who have not pre-booked assistance	Target % to be achieved
Departures				
Collect passenger from a designated point land side	Customers should wait no longer than:- 10 minutes 15 minutes 20 minutes	80% 90% 100%	Customers should wait no longer than:- 15 minutes 20 minutes 30 minutes	80% 90% 100%
Transfer passenger from designated point of arrival to check in queue	Within:- 10 minutes	100%	Within:- 10 minutes	100%
Deliver passenger to their aircraft seat to enable an on-schedule aircraft departure		100%		100%
Store the passenger's hand baggage onboard the aircraft		100%		100%
Arrivals				
Meet and assist passenger to disembark from the aircraft, including the retrieval of the passenger's hand baggage	Assistance should be available at the aircraft side within:- 5 minutes "on chocks" * 10 minutes "on chocks" 20 minutes "on chocks "	80% 90% 100%	Assistance should be available at the aircraft side within:- 10 minutes 15 minutes 20 minutes	80% 90% 100%
Transfer from aircraft to Arrivals Hall and assist with passport control procedures, if required	To arrive in the Baggage, reclaim hall within:- 20 minutes 25 minutes 30 minutes of "on chocks" arrival	80% 90% 100%	To arrive in the Baggage, reclaim hall within:- 25 minutes 30 minutes 35 minutes of "on chocks" arrival	80% 90% 100%
If required, assist with the retrieval of passenger's hold baggage and any personal mobility equipment. Provide temporary replacement equipment if the passenger's is either damaged or lost	Note: the equipment provided will not be on a "like for like" basis	100%		100%
Transfer from Baggage reclaim to a designated point of departure (subject to delays by control authorities)	To arrive within:- 15 Minutes		To arrive within:- 15 minutes	
General				
Respond to complaints received via :- <ul style="list-style-type: none"> ▪ Post ▪ e-mail ▪ Bournemouth Airport comment card system 	Within 3 working days Within 3 working days Within 3 days of receipt of complaint being received	100% 100% 100%	Not applicable	
Disability Awareness Training				
As part of the induction process for all new staff		100%	Not applicable	
Annual refresher training for all staff	A minimum of 8 hours every 12 months	100%	Not applicable	

*On chocks – this is the point when the aircraft comes to a complete stop and the pilot turns off the aircraft engine.