

Our service levels for reduced mobility and disabled passengers

We are committed to easing our customer's journey therefore creating a unique and positive experience. Manchester Airport are the responsible airport managing body for the service provision for customers with reduced mobility and disabilities in line with EC Regulation 1107/2006. Here at Manchester Airport we have outsourced this service to OCS (Outsourced Client Solutions).



Departures

For pre-booked departing customers

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

- 80% of customers should wait no longer than 10 minutes
- 90% should wait for no longer than 20 minutes
- 100% should wait for no longer than 30 minutes.

For non pre-booked departing customers

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

- 80% of customers should wait no longer than 25 minutes
- 90% should wait no longer than 35 minutes
- 100% should wait no longer than 45 minutes.

Subject to pre-notification, 100% of departing customers who are at the designated departure point within the stipulated time should reach their aircraft in time to enable timely pre-boarding and departure.



Arrivals

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

Subject to minimum connection times, all passengers who have pre-notified at least 48 hours prior to travel should reach their connecting aircraft to enable timely pre-boarding and departure. For those that have not pre-notified, we will make all reasonable efforts to ensure that the passenger reaches the gate on time. Arriving passengers can expect to start the continuous journey within an additional 10 minutes for each of the above categories.