

Service levels for the assistance to Passengers with Reduced Mobility

The following time specifications are based on the *Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air*. They are decisive for the managing body of the airport and for the service provider careport in the assistance to passengers with reduced mobility at Zurich Airport.

Departure

For **departing** passengers that have announced their need of assistance on time and that either **report at the pick-up-point two hours in advance to the scheduled departure time of their flight** or that **report at the check-in counter one hour in advance to the scheduled departure time and after checking in their luggage**, the following waiting time specifications apply:

- 80% of the passengers shall not wait longer than 10 minutes for assistance,
- 90% of the passengers shall not wait longer than 20 minutes for assistance,
- 100% of the passengers shall not wait longer than 30 minutes for assistance.

A departing passenger is considered as announced on time if he has announced his need of assistance **at least 48 hours prior to the scheduled departure time** to his travel agency or to his airline and if his announcement has been forwarded to careport at least 36 hours prior to the scheduled departure time.

Departing passengers that are not announced on time or departing passengers that report late at the pick-up-point or at the check-in counter have to take the following waiting times into account:

- 80% of the passengers shall not wait longer than 25 minutes for assistance,
- 90% of the passengers shall not wait longer than 35 minutes for assistance,
- 100% of the passengers shall not wait longer than 45 minutes for assistance.

Arrival

For arriving passengers that have announced their need of assistance on time, the following waiting time specifications from the arrival of the aircraft apply. The aircraft is considered as arrived when it definitely stands still at its parking position:

- 80% of the passengers shall not wait longer than 5 minutes for assistance,
- 90% of the passengers shall not wait longer than 10 minutes for assistance,
- 100% of the passengers shall not wait longer than 20 minutes for assistance.

An arriving passenger is considered as announced on time if he has announced his need of assistance **at least 48 hours prior to the scheduled departure time** of his flight to his travel agency or to his airline and if this announcement has been forwarded to careport at least 36 hours prior to the scheduled departure time.

Arriving passengers that are not announced on time have to take the following waiting times into account:

- 80% of the passengers shall not wait longer than 25 minutes for assistance,
- 90% of the passengers shall not wait longer than 35 minutes for assistance,
- 100% of the passengers shall not wait longer than 45 minutes for assistance.

