

Special Assistance Service Performance Standards

Aberdeen International Airport is committed to delivering a service to Special Assistance passengers that as a minimum meets the standards set by the European Civil Aviation Conference (ECAC).

The ECAC standards are based on waiting times and are detailed below:

Departing Passengers	Standard : Waiting time once Passenger has made themselves known	Target	
Pre-booked (48 hours in advance)	10 mins	80%	100% of passengers should reach their flight in time for pre-boarding (if required) and to ensure on time departure (Passenger report time dependant).
	20 mins	90%	
	30 mins	100%	
Non pre-booked (Less than 48 hours in advance)	25 mins	80%	
	35 mins	90%	
	45 mins	100%	

Arriving Passengers	Standard Time assistance available at gate from arrival on chocks*	Target
Pre-booked (48 hours in advance)	5 mins	80%
	10 mins	90%
	20 mins	100%
Non pre-booked (Less than 48 hours in advance)	25 mins	80%
	35 mins	90%
	45 mins	100%

*"On chocks" is when the aircraft has come to a complete stop and it is safe to start disembarkation.