

PRM Service Standards

Bristol Airport Ltd (BAL) is committed to providing a seamless service to its PRM customers. BAL understands that passengers with reduced mobility have different individual requirements.. BALs standards and services have been prepared to comply with the EC Regulation No 1107/2006 concerning the rights of disabled persons with reduced mobility when travelling by air.

BAL will continue to work closely with its service provider (OCS Ltd) to ensure that 100% of our pre – booked PRM customers board their aircraft to meet an on time departure. For those PRM customers that have not pre-booked, BAL will make its best endeavours to deliver the same on time performance, provided that the PRM has arrived at the Airport on time.

BAL will continue to strive to provide a service which exceeds the requirements set out in the PRM regulation. Specifically but not limited to those listed within Annex 1:

Bristol Airport will facilitate assistance and arrangements necessary to enable PRM passengers to;

- Communicate their arrival at the airport and their request for assistance at the designated Help & Call Points inside and outside the Terminal building.
- Move from designated point to the check-in counter
- Check-in and register baggage
- Proceed from check-in counter to the aircraft , with completion of emigration, customs and security procedures
- Board the aircraft , with the provision of lifts , wheelchairs or other assistance needed as appropriate
- Proceed from the aircraft door to their seats
- Store and retrieve baggage on the aircraft
- Proceed from their seats to the aircraft door on arrival
- Disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate
- Proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures
- Proceed from the baggage hall to a designated point
- Reach connecting flights when in transit, with assistance on the air and land side and within and between terminals as needed.
- Move to the toilet facilities if required

Where a disabled person or person with reduced mobility is assisted by an accompanying person, this person must, if requested, be allowed to provide the necessary assistance in Bristol Airport and with the embarking and disembarking.

Ground handling of all necessary mobility equipment, including equipment such as electric wheelchairs subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods.

Temporary replacement of damaged or lost mobility equipment, albeit not necessarily on a like-for-like basis

Ground handling of recognised assistance dogs, when relevant

Communication of information needed to take flights in accessible formats

Pre-booked PRMs:

(at least 48 hours notice)

Departures		
Collect passenger from designated point/s land side once they have made themselves known	Passenger should wait no longer than:	
	Within 10 minutes	85%
	Within 15 minutes	95%
	Within 20 minutes	100%

Arrivals		
Meet and assist passenger to disembark from aircraft including the retrieval of the passenger's hand baggage	Assistance should be available at the aircraft side within:	
	Within 5 minutes	85%
	Within 10 minutes	95%
	Within 20 minutes	100%
	Of "on chocks" time	
Provide temporary replacement PRM equipment if the passenger's is either lost or damaged	n/a	100%

Non Pre-booked PRMs:

Departures		
Collect passenger from designated point/s land side once they have made themselves known	Passenger should wait no longer than:	
	Within 15 minutes	85%
	Within 20 minutes	95%
	Within 30 minutes	100%

Arrivals		
Meet and assist passenger to disembark from aircraft including the retrieval of the	Assistance should be available at an aircraft side within:	

passengers hand baggage	Within 10 minutes Within 15 minutes Within 20 minutes Of "on chocks" time	85% 95% 100%
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General		
Respond to complaints received via:		
Post	Within 5 working days	100%
E-mail	Within 3 working days	100%
Via BAL Comment	Within 5 working days of the complaint being received	100%
Disability awareness training:		
As part of the induction process for all new staff		100%
Annual refresher training for all staff	Minimum of 8 hours every 12 months	100%