Quality standards for special assistance at Berlin Brandenburg Airport

The following quality standards apply in accordance with EU Regulation No. 1107/2006 for all pre-notified passengers that require assistance upon departure or arrival at Berlin Branden- burg Airport. Prior notice of at least 48 hours before the scheduled flight departure time with the airline or travel agency concerned is recommended. It is only under this condition that the requested assistance can be provided in time.

Departures from Berlin Brandenburg Airport:

Assistance should be available upon arrival at Berlin Brandenburg Airport within the following waiting times as soon as the passenger with reduced mobility has appeared at one of the pick-up points:

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

Arrivals at Berlin Brandenburg Airport:

Assistance should be available upon arrival at Berlin Brandenburg Airport within the following waiting times at the aircraft door after reaching the parking position:

- 80% of customers should wait no longer than 5 minutes
- 90% should wait no longer than 10 minutes
- 100% should wait no longer than 20 minutes

Passengers who have not correctly notified with their airline or travel agency in advance of their trip will also receive the requested assistance if they register at short notice. However, they must expect longer waiting times until the assistance can be provided.

Departures from and arrival at Berlin Brandenburg Airport:

For departures and arrivals at Berlin Brandenburg Airport, assistance should be available within the following waiting times at the pick-up point or at the aircraft door:

- 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

Transfer passengers are considered as a combination of arriving and departing passengers and are looked after in accordance with their notification.