

Quality Standards for Assistance at Berlin Schönefeld Airport

The following quality standards apply in accordance with EU Regulation No. 1107/2006 for all pre-registered passengers who require assistance on departure from or arrival at Berlin Schönefeld Airport. It is recommended to book with the airline or travel agency concerned at least 48 hours before the published flight departure time. The assistance requested can only be provided on time if this is the case.

Departure from Berlin Schönefeld Airport:

Upon arrival at Berlin Schönefeld Airport, as soon as the passenger with reduced mobility has checked in at one of the pick-up points, assistance should be available within the following waiting times:

- 80% of guests must not wait longer than 10 minutes
- 90% of guests must not wait longer than 20 minutes
- 100% of guests must not wait longer than 30 minutes

Arrival at Berlin Schönefeld Airport:

Upon arrival at Berlin Schönefeld Airport, assistance should be available within the following waiting times after reaching the aircraft door:

- 80% of guests must not wait longer than 5 minutes
- 90% of guests must not wait longer than 10 minutes
- 100% of guests must not wait longer than 20 minutes

Passengers who have not correctly pre-registered with their airline or travel agency in advance of their journey will also receive the assistance they require if they register at short notice, but will have to expect longer waiting times before the airline or travel agency assist them.

Departure from and arrival at Berlin Schönefeld Airport:

Upon departure and arrival at Berlin Schönefeld Airport, assistance should be available at the pick-up point or at the aircraft door within the following waiting times:

- 80% of guests must not wait longer than 25 minutes
- 90% of guests must not wait longer than 35 minutes
- 100% of guests must not wait longer than 45 minutes