

LONDON CITY AIRPORT

**VOLUNTARY COMMITMENT
ON AIR PASSENGER RIGHTS**

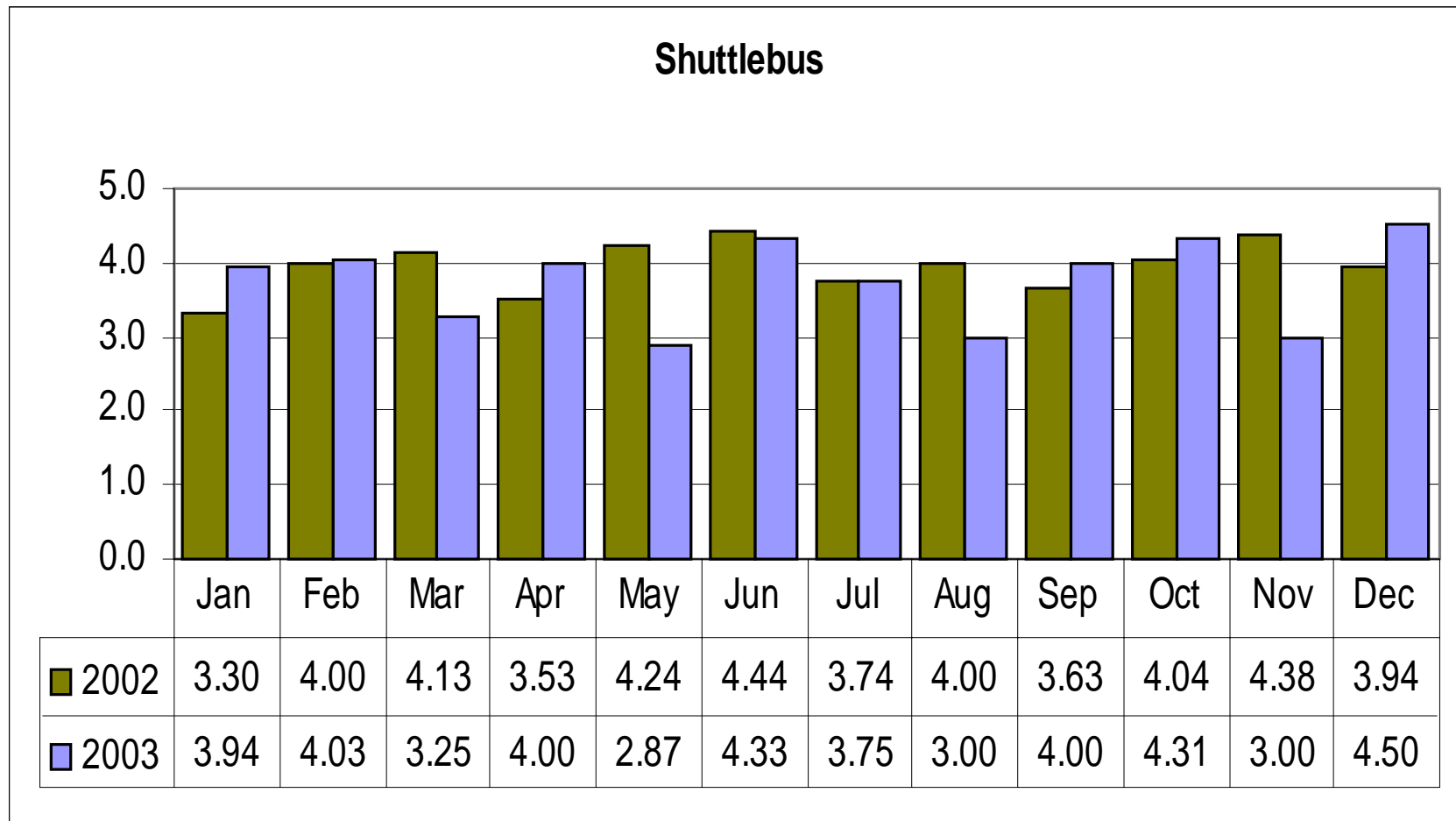
SPECIAL PROTOCOL TO MEET THE NEEDS OF PEOPLE WITH REDUCED MOBILITY



ASSISTANCE DURING PERIODS OF SIGNIFICANT DELAYS OR DISRUPTION



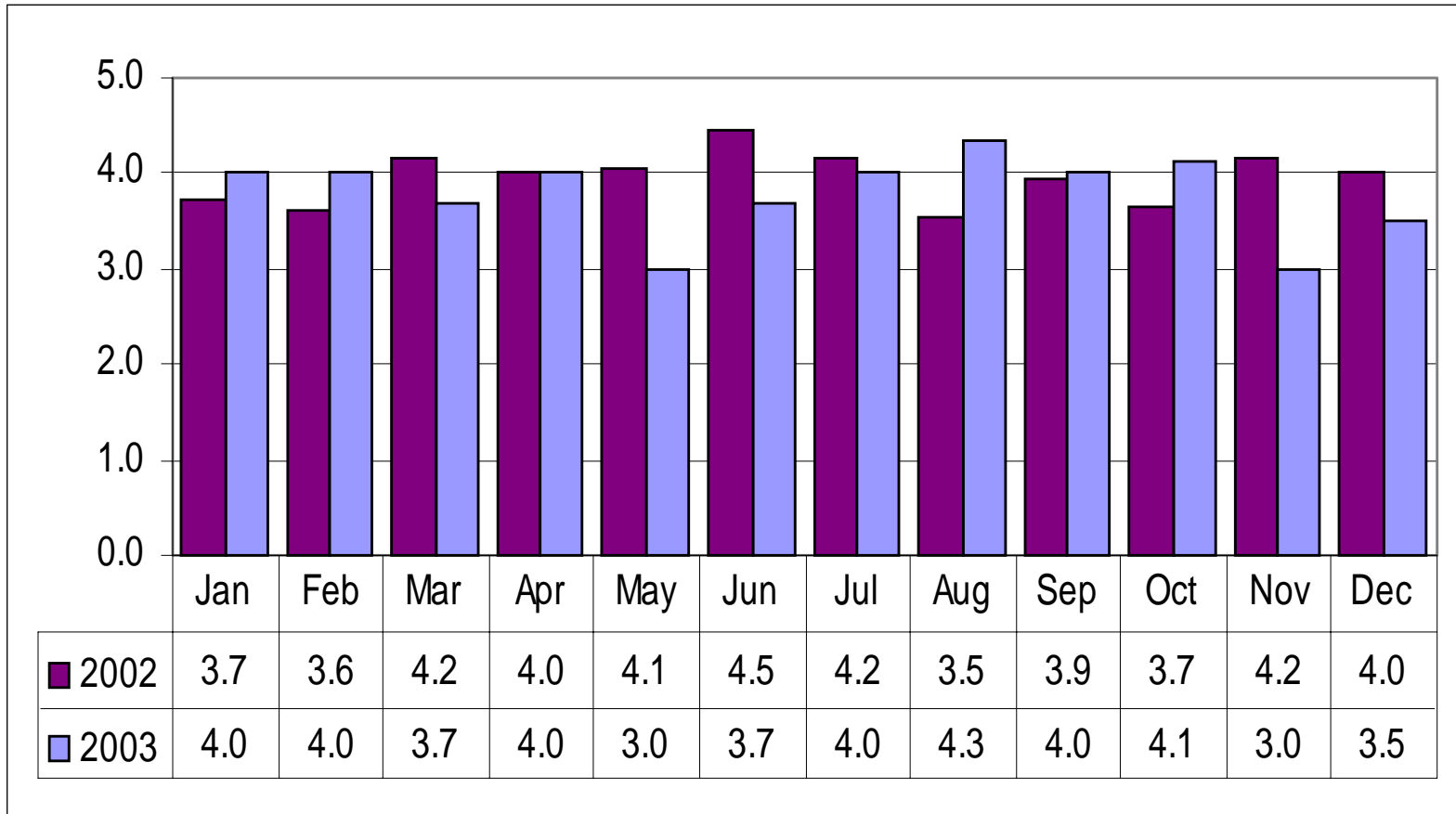
AIRPORT ACCESS AND GROUND TRANSPORTATION



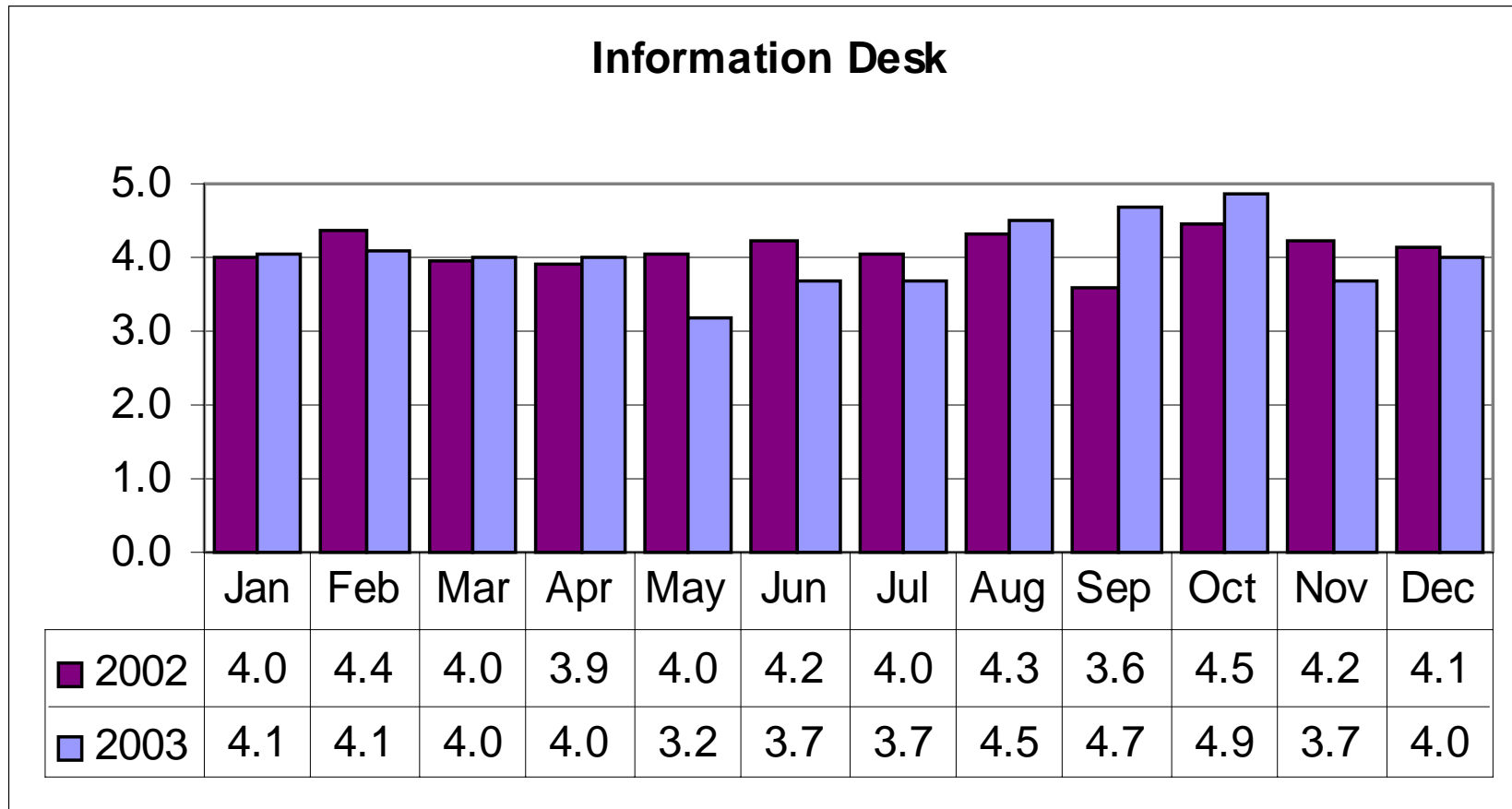
PROVISION OF INFRASTRUCTURE FOR CHECK-IN, BAGGAGE AND SECURITY



TROLLEY MANAGEMENT

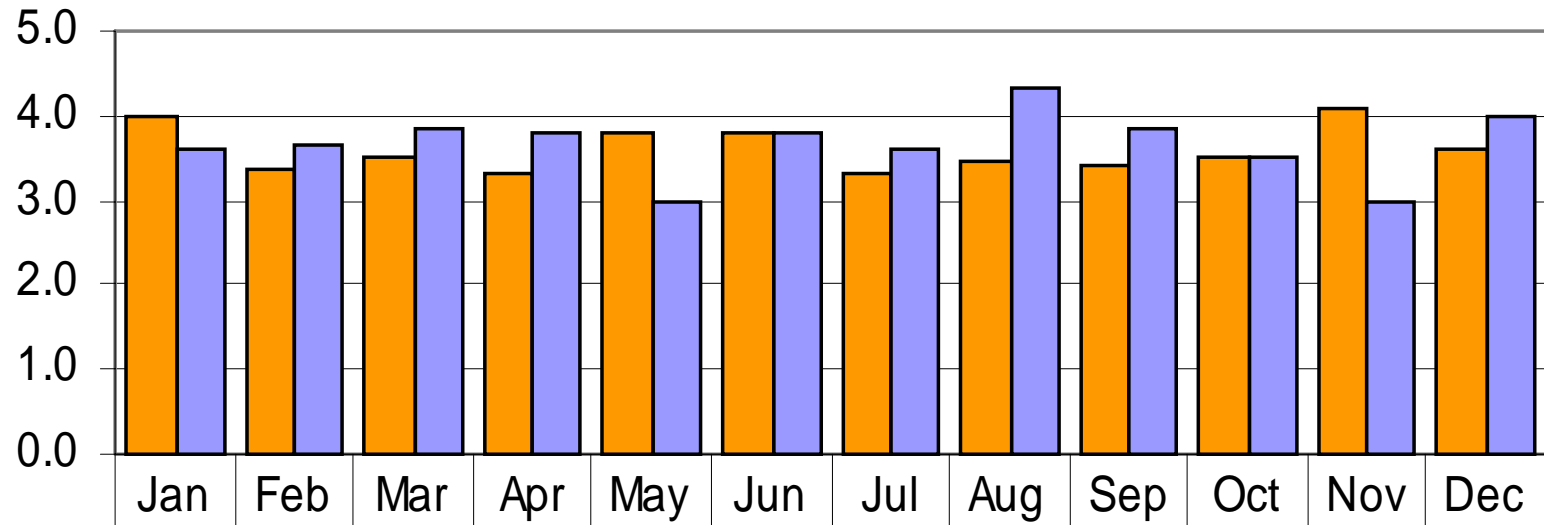


WAY-FINDING AND INFORMATION DESKS



CLEANLINESS

Toilets



2002	4.0	3.4	3.5	3.3	3.8	3.8	3.3	3.5	3.4	3.5	4.1	3.6
2003	3.6	3.6	3.9	3.8	3.0	3.8	3.6	4.3	3.9	3.5	3.0	4.0

PROVISION OF INFRASTRUCTURE

Each airport will ensure that its infrastructure is compatible with the needs of people with reduced mobility and that this part of the service is provided in an efficient manner.

This will include:

- Access to landside and airside ground transport;
- Parking, pick-up, drop-off and transfer arrangements;
- Information provided both audibly and visually.

Any Questions?

