



Doncaster Sheffield Airport Quality Standards

For Pre-Advised Departing Passengers

In this instance Pre-Advised means 36 hours prior notification

- 90% of passengers should wait no longer than 10 minutes
- 95% of passengers should wait no longer than 20 minutes
- 100% of passengers should wait no longer than 30 minutes

For Non Pre-Advised Departing Passengers

- 90% of passengers should wait no longer than 25 minutes
- 95% of passengers should wait no longer than 35 minutes
- 100% of passengers should wait no longer than 45 minutes

For Pre-Advised Arriving Passengers

- 90% of passengers will be met within 10 minutes of "on chocks"
- 95% of passengers will be met within 15 minutes of "on chocks"
- 100% of passengers will be met within 20 minutes of "on chocks"

For Non Pre-Advised Arriving Passengers

- 90% of passengers will be met within 25 minutes of "on chocks"
- 95% of passengers will be met within 35 minutes of "on chocks"
- 100% of passengers will be met within 45 minutes of "on chocks"