

Commitment to the quality of assistance offered to people with disabilities and reduced mobility.

Assistance on Departure

- Departing passengers who reserved their requirement for assistance with the airline or the tour operator at least 48 hours before the flight departure time. After notification of arrival on the platform, the Airport takes charge of passengers :
 - In less than 10 minutes for 99% of customers
 - In less than 20 minutes for 100% of customers
- Departing passengers who did not reserve their requirements for assistance with the airline or the tour operator at least 48 hours before the flight departure time. After having notified their arrival, the Airport takes charge of passengers:
 - In less than 45 minutes for departures between 5 a.m. and midnight
 - In less than 1 hour for departures between midnight and 5 a.m.

Assistance on Arrival

- Arriving passengers who reserved their requirement for assistance with the airline or the tour operator at least 48 hours before the flight departure time. The Airport takes charge of passengers after the arrival of the flight (in block) :
 - Immediately upon arrival for 99% of customers
 - In less than 5 minutes after the end of disembarkation of valid passengers for 100% of customers
- Arriving passengers who did not reserve their requirement for assistance with the airline or the tour operator at least 48 hours before the flight departure time or passengers on an unscheduled flight. The Airport takes charge of passengers after the arrival of the flight (in block) :
 - In less than 15 minutes for arrivals between 5 a.m. and midnight
 - In less than 1 hour for arrivals between midnight and 5 a.m. or for unscheduled flights