



## Welcome to our Charter

Dear Customer,

At Aberdeen International Airport, we want you to relax and enjoy the time you spend with us. As our guest, we want you to feel confident that you will always receive the same first-class service and the highest standards of safety irrespective of when you visit.

We believe that nobody will try harder for our customers, and, for that reason we are fully committed to providing you with a relaxing, safe and efficient journey through Aberdeen International Airport.

Our Charter is not simply a piece of paper or words on a wall as it has been written based on what you told us was important to you. It will let you know what to expect from us every time you visit. My promise to you is that my team and I will work hard to live up to our commitments and will strive to provide memorable services and experiences.

Our customers, local and from afar, are the lifeblood of our business and we see you as our absolute priority. I hope you find our Charter helpful and will continue to be a guest of Aberdeen International Airport for many years to come.

**Carol Benzie**  
Managing Director





## **Our Commitments to you**

1. We will never compromise on your safety
2. Friendly staff will always be on hand to help
3. We will make your airport experience an enjoyable one
4. We will keep you informed
5. We will treat you as our guests
6. We will welcome your comments and suggestions
7. We will always go the extra mile

## **We will never compromise on your safety**

- Your safety is and always will be our first priority
- You and your belongings will be treated with respect and dignity at all times
- Our security checks will be conducted in a consistent manner
- Our security staff will be friendly, helpful, patient and courteous at all times
- We will communicate any regulatory changes to you as effectively as we possibly can





## **Friendly staff will always be on hand to help**

- We will do everything possible to ensure that you have a relaxing airport experience
- Our team will conduct themselves in a friendly, polite and competent manner at all times
- To promote consistency, all our staff will receive regular and appropriate training
- Our airport ambassadors will always be available to help you with any query you may have

## **We will make your airport experience an enjoyable one**

- We will create a clean, comfortable and entertaining environment for you to enjoy
- We will ensure that the terminal, airport facilities and catering outlets are clean and in immaculate condition
- We know that cleanliness is key and therefore we will do our best to take immediate action to clean any spillages or accidents that occur
- We pledge to ensure that there are appropriate facilities available for families visiting the airport





## **We will keep you informed**

- We will always provide you with accurate and up-to-date information on your flight
- We will keep you fully informed with regards to any delays or disruptions
- We will provide clear signage that will direct you through the airport with ease
- We will use all forms of communication, including social media, as a means of sharing flight information and updates

## **We will treat you as our guest**

- From the moment you arrive at Aberdeen International Airport, we promise you a first-class customer experience
- We will do our best to always make you feel at home
- If things go wrong, we will do everything we can to improve the situation quickly
- We will work closely with our partners to ensure you have a calm and speedy journey through the airport





## We will welcome your comments and suggestions

- We want to know when we get it right and when could do better; it will help us to improve whilst ensuring that we don't change the things you like
- You can leave feedback using any of the following mediums:
  - Call our free dedicated customer feedback line on 0808 189 1181
  - Leave feedback online at
  - <http://www.aberdeenairport.com>
  - Follow us on twitter at @ABZ\_Airport
  - SMS - simply text 80800 and start your message with the word airport
  - Staff can also note your comments
  - Feedback cards are available on-site
- We will respond to feedback within 48 hours
- We will regularly undertake customer research to measure how we are doing





## **We will always go the extra mile**

### ***Our promise...***

- We will constantly seek the most appropriate flights, destinations and routes for our business and leisure customers
- We will carefully select retail and catering partners
- We will strengthen our Wi-Fi capabilities to enable you to communicate easily with colleagues, friends and family
- We will provide you with value for money
- We will constantly look for new and innovative ways of keeping you informed regarding flights, weather and any offers we may be promoting
- We will review our transport links, enabling you to get to and from the airport with the greatest of ease
- We will review our infrastructure and premises to make sure that we are the best in class and fit for purpose for the 21st Century customer

## **Thank you**

We would like to thank you for taking the time to read our Charter and for contributing to its content.

We hope that we succeed in making you feel at home at Aberdeen International Airport and that you continue to be a guest of ours for many years to come.

