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Gatwick Airport Consultative Committee

If calling ask for
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Dear Sir/Madam,

CAA consultation on Gatwick Airport Limited's proposal to extend the current commitments.

Thank you for providing GATCOM with the opportunity to comment on the CAAs assessment of GAL's proposal to extend the commitments it makes to airlines on charges, investment and service quality, by four years from 1 April 2025 to 31 March 2029.

As stated in our response to your consultation on this in June 2023, from the perspective of GATCOM's PAG, the contracts and commitments style licence regime has worked well over the last 7 years. The development of GAL's commitments has been a key consideration for PAG in helping to ensure the passenger experience and perspective is fully embraced, particularly in respect of setting core service standards for passenger facing facilities.

PAG continues to input into GAL's review of service standards to ensure they remain fit for the future reflecting the needs of passengers and other users of the airport.

In respect of the current consultation that sets out proposals for GAL to implement should the extension for the current pricing commitments be agreed, GATCOM notes those around quality of service and special assistance and seeking clarification of what would happen to the commitments should the Northern Runway project not proceed. GATCOM's PAG is supportive of these additional proposals by the CAA.

We hope these comments are helpful.

Yours faithfully,

Monique Smart

GATCOM Secretariat

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