



Facilitation and Customer Services Committee

Facilitation involves a series of procedures, measures and material resources aimed at optimising passenger processes from the early stages of the booking until boarding and from de-boarding until leaving the airport premises. It includes therefore a very wide range of subjects including access to airports, passenger rights, check-in, flow monitoring, baggage services, passenger information, wayfinding, border control, bio-risk, passenger satisfaction and service quality and new technologies to mention only a few.

There are currently 4 Task Forces working within the Committee:

- The Task Force on the Passenger Experience
- The Task Force on Data Exchange (between airport managing bodies and air carriers)
- The Task Force on Border Control
- The Task Force on Bio-risk

The ACI EUROPE Committee on Facilitation and Customer Services follows the ACI EUROPE's Committee rules, where further information on its functioning can be found.