



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.

At the Facilitation and Customer Services Committee, the work is structured under four Strategic Themes: Passenger Experience, Efficient Operations, Technology & Innovation and Regulatory.

There are currently 6 Task Forces working within the Committee:

- The Task Force on the Passenger Experience
- Task Force on Baggage Handling
- The Task Force on Data Exchange
- The Task Force on Border Control
- Task Force on NEXTT
- 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.