

Quality Standards according to EU Regulation

According to the EU Regulation No. 1107/2006, the following quality standards apply for pre-booked passengers. We recommend to register at least 48 hours prior to departure at your travel agency or airline as it is prescribed by the EU Regulation.

Pre-booked customers departing from Sofia Airport (SOF):

Upon arrival at the airport, once the passenger has made themselves known at the check-in counter of the airline or at the PRM info points:

- 80% of customers should wait no longer than 10 minutes for assistance.

- 90% should wait no longer than 20 minutes.

- 100% should wait no longer than 30 minutes.

Pre-booked customers arriving at Sofia Airport (SOF):

Assistance should be available at the gate-room/aircraft side:

- 80% of customers within 5 minutes of “on chocks”.

- 90% within 10 minutes.

- 100% within 20 minutes.

Please note:

The EU Regulation allows for longer waiting times for non pre-booked passengers. The following standard of quality according to the EU Regulation No. 1107/2006 applies for non pre-booked passengers:

Non Pre-booked passengers at Sofia Airport (SOF)

Upon departure from the airport and arrival at the airport, once the passenger has made themselves known at the check-in counter of the airline or at a PRM info point:

- 80% of customers should wait no longer than 25 minutes.

- 90% should wait no longer than 35 minutes.

- 100% should wait no longer than 45 minutes.