

Service level agreement notification, flight notification and passenger flow

Introduction:

Imam Khomeini airport is obliged to provide stakeholders with the identified service of information, flight notification and passenger flow as a provider of aviation and airport ancillary services at Imam Khomeini International Airport.

Scopes:

The scope of this agreement is to emphasize the appropriate level of service, flight notification and passenger flow in order to facilitate and manage the passenger flow provided at the airport, for the guidance of passengers or users.

Responsibility:

Imam Khomeini Airport City is obliged to inform the public, executive bodies, users and air transport providers about the specifications of passenger flights and announce the status of flights according to the company's statutes and international rules of ICAO. This service is through the company portal (www.ikac.ir/flight-status) telephone system 096330 and 021-5100118 & 021-5100111 or SMS: 10009633 and flight information display systems (FIDS) installed at the airport terminal are provided.

Mutual obligations of the service recipient and the executive body:

Imam Khomeini Airport City is committed to providing this service in the best possible way for the welfare of passengers and citizens. If the flight information system is out of service, Imam Khomeini Airport City is obliged to take action by repeating voice notifications and deploying passenger guidance to guide passengers about their flight.

* This agreement is valid until it is amended or replaced.

To communicate and report a complaint, you can contact the complaints section and follow up complaints through the link <https://www.ikac.ir/complaints>.