

WELCOME TO

Our Customer Service Charter

More than 1.33 million passengers pass through our doors every year. This charter outlines our commitment to you the passenger – how Launceston Airport and our service providers, partners and agencies will work as one team, to make your airport experience a memorable one and make Launceston airport.....

“the Port of Choice and Tourism Gateway to Tasmania”



OUR PROMISE

Safety

That our number one priority is to deliver a safe and secure airport.

Journey

To ensure your airport experience is as informed, easy, comfortable and relaxed as possible.

Facilities

To provide facilities that are functional, clean and are well presented.

Service

To provide a service that is personal, welcoming, friendly and responsive.

OUR APPROACH

One airport - one team

To adopt a “one airport - one team” approach to service delivery, through alignment of all service providers and agencies, in the delivery of our service promise.

A memorable experience

We value our customers and will strive to ensure every customer interaction is a positive experience.

Feedback

We will welcome feedback and use it as an opportunity to improve our service.

OUR ACCOUNTABILITY

Our People

Are friendly, courteous presentable and helpful. They will assist you through your airport experience.

How we monitor performance

We will use customer feedback to monitor satisfaction with your personal airport experience, taking accountability to consistently deliver on our charter.

Response

We will respond quickly and effectively if our service does not meet our aspiration to be “The Port of Choice and Tourism Gateway to Tasmania”.