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The Airports Council International (ACI) has confirmed the excellent level of quality of the services provided at Milan Bergamo Airport

The periodical survey of the level of satisfaction among airport users, which forms part of the ASQ programme run by the Airports Council International (ACI) World and involving 300 of the most important airports in the world, has confirmed - on the basis of data from the 1st quarter of 2022 - the excellent reviews provided by passengers at Milan Bergamo Airports, which have contributed to the obtaining in 2021 of recognition as the best European airport in the 5-to-15-million-passengers-per-year category.

Passengers at Milan Bergamo Airport have expressed satisfaction and consider as examples of national excellence the business services, the ease of reaching the airport, ease of access to the terminal and the various areas, the clarity of information displays with flight information updated in real time, and the quality of the shops, both in terms of the range offered and value for money.

The utmost appreciation was also expressed for the politeness and the proactive attitude of staff from all areas, the minimal waiting times (at check-in and passport control in particular), the cleanliness of areas, the availability of toilets and services dedicated to mothers and children.

Lastly, particular appreciation was expressed for the new gate for Schengen flights, which was inaugurated at the end of 2021, with a focus on the rational layout, the comfort and the increased availability of seating. In terms of numbers, the satisfaction index for business passengers at Milan Bergamo Airport is **4.4** compared to a world and European average of **4.3** and a national average of **4.0**.

Also of note is the level of satisfaction of tourist passengers travelling from Bergamo, which stands at **4.3**, in line with the world and European averages of **4.3**, while the Italian average is **4.1**.

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