SkyFix

Your gateway to travel expertise.

Trusted partner in aviation support.

Helping airlines and airports deliver smoother operations, stronger passenger experiences and dependable support when it matters most.



Section 1

Introducing SkyFix

Supporting journeys. Strengthening operations.

In aviation, every journey matters. But with changing schedules, unexpected disruption and growing passenger expectations, delivering a consistently positive travel experience requires the right support at the right time.

For more than 30 years, SkyFix has supported airlines, airports and passengers with specialist aviation services that help operations run smoothly and keep travellers moving.

From ticketing and disruption management to passenger support services, lost property and digital customer service, our experienced teams work as an extension of your operation, delivering dependable support that adapts to your needs.

With an established presence at London Gatwick and London Heathrow, we combine face-to-face expertise with flexible digital and remote support, ensuring help is available through the channels that best suit your passengers and your operation.

Our approach is simple: understand the challenge, provide the right solution and make every journey as smooth as possible.



Why SkyFix

- Experienced aviation specialists with over 30 years of operational expertise
- Contracted for the provision of services at Heathrow & Gatwick Airports
- Airline and airport solutions
- Multi-channel support
- ISO 9001 Certified (Quality Management)
- Cyber Essentials Plus
- UK GDPR and PCI compliant
- ATOL & IATA licensed
- Registered with the Information Commissioner under the Data Protection Act 2018

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Section 2

Our partnership approach

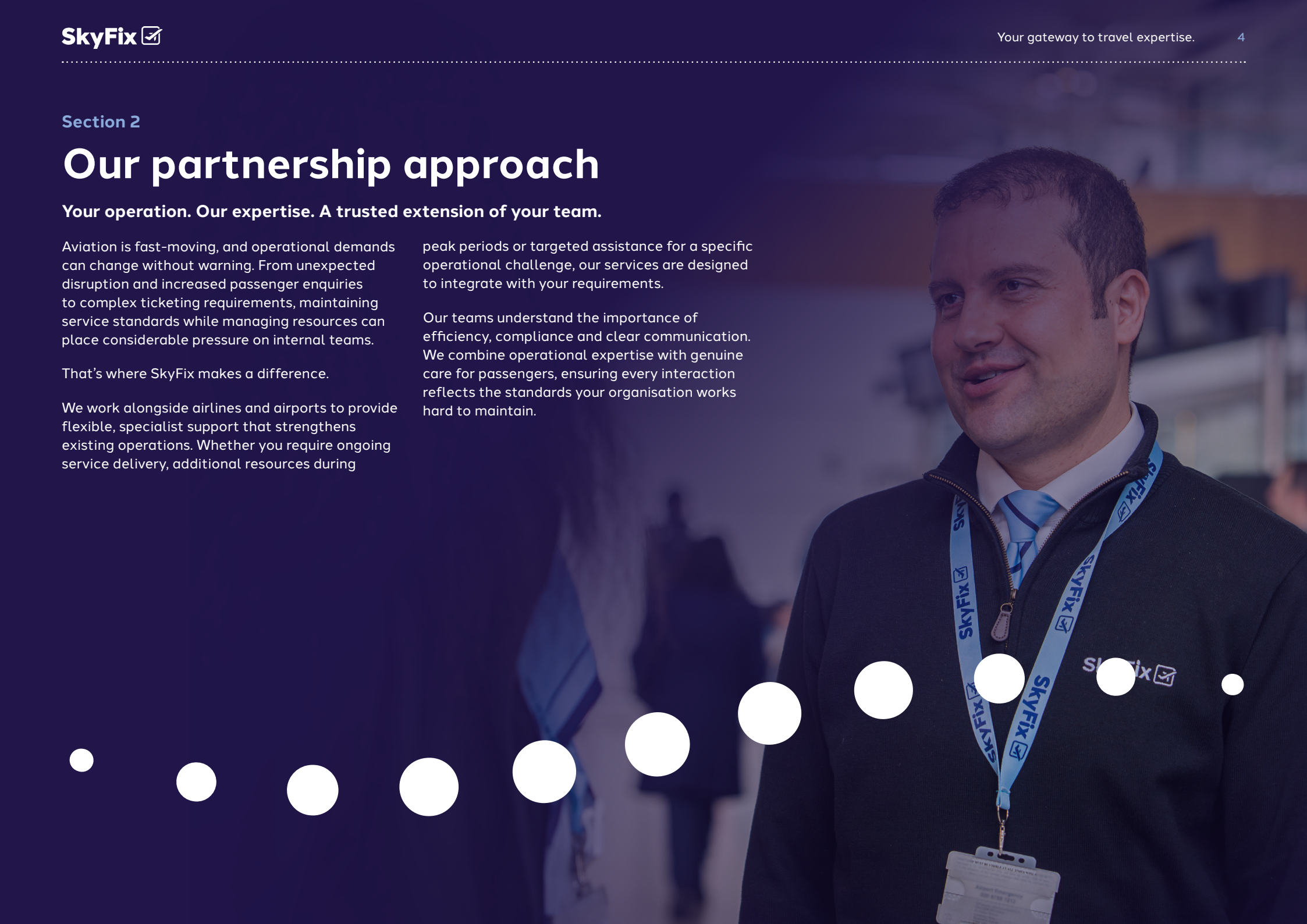
Your operation. Our expertise. A trusted extension of your team.

Aviation is fast-moving, and operational demands can change without warning. From unexpected disruption and increased passenger enquiries to complex ticketing requirements, maintaining service standards while managing resources can place considerable pressure on internal teams.

That's where SkyFix makes a difference.

We work alongside airlines and airports to provide flexible, specialist support that strengthens existing operations. Whether you require ongoing service delivery, additional resources during peak periods or targeted assistance for a specific operational challenge, our services are designed to integrate with your requirements.

Our teams understand the importance of efficiency, compliance and clear communication. We combine operational expertise with genuine care for passengers, ensuring every interaction reflects the standards your organisation works hard to maintain.



SkyFix

Partnership built around your priorities



★★★★★ **Airline Partner Testimonial**

SkyFix x AirEuropa

“Over the years, SkyFix has become a trusted and valued partner to our operation. Aviation can be an unpredictable environment, particularly during periods of disruption, and the SkyFix team has consistently provided calm, professional, and dependable support when it matters most."

"What stands out most is their personal approach and genuine commitment to both the airline and the passenger experience. Their team is responsive, flexible, and easy to work with, always willing to go the extra mile to help resolve issues and support our customers during challenging situations."

"Whether assisting passengers during delays and missed connections, providing airport support, or helping improve the overall customer journey, SkyFix has continually demonstrated professionalism, empathy, and a strong understanding of operational needs. We greatly value the relationship we have built with them over the years and appreciate the support they continue to provide.”

Colin J Stewart
Air Europa, Director, UK & Ireland

We don’t simply provide a service. We become part of your operation, helping you deliver the experience your passengers expect while allowing your teams to focus on what they do best.

Operational efficiency

Reduce pressure on internal teams by placing specialist passenger-facing and administrative responsibilities in experienced hands.

Flexible support

Access tailored services that can adapt to changing operational demands, from day-to-day assistance to additional capacity during disruption.

Passenger confidence

Provide clear information, practical solutions and reassuring support throughout the journey, particularly when travel plans change.

Commercial opportunities

Support revenue generation and protection through specialist ticketing, flight sales, upgrades and ancillary collections.

Consistent service standards

Maintain professional, brand-aligned passenger communications and reliable service delivery across physical and digital touchpoints.

Section 3

Supporting airline operations

Helping airlines navigate complexity with confidence.

SkyFix provides a comprehensive, cost-effective portfolio of airline services designed to reduce operational pressure, maintain service standards and support commercial performance and passenger satisfaction. When schedules change, demand increases or unexpected challenges arise, having access to experienced, reliable support can make a significant difference.

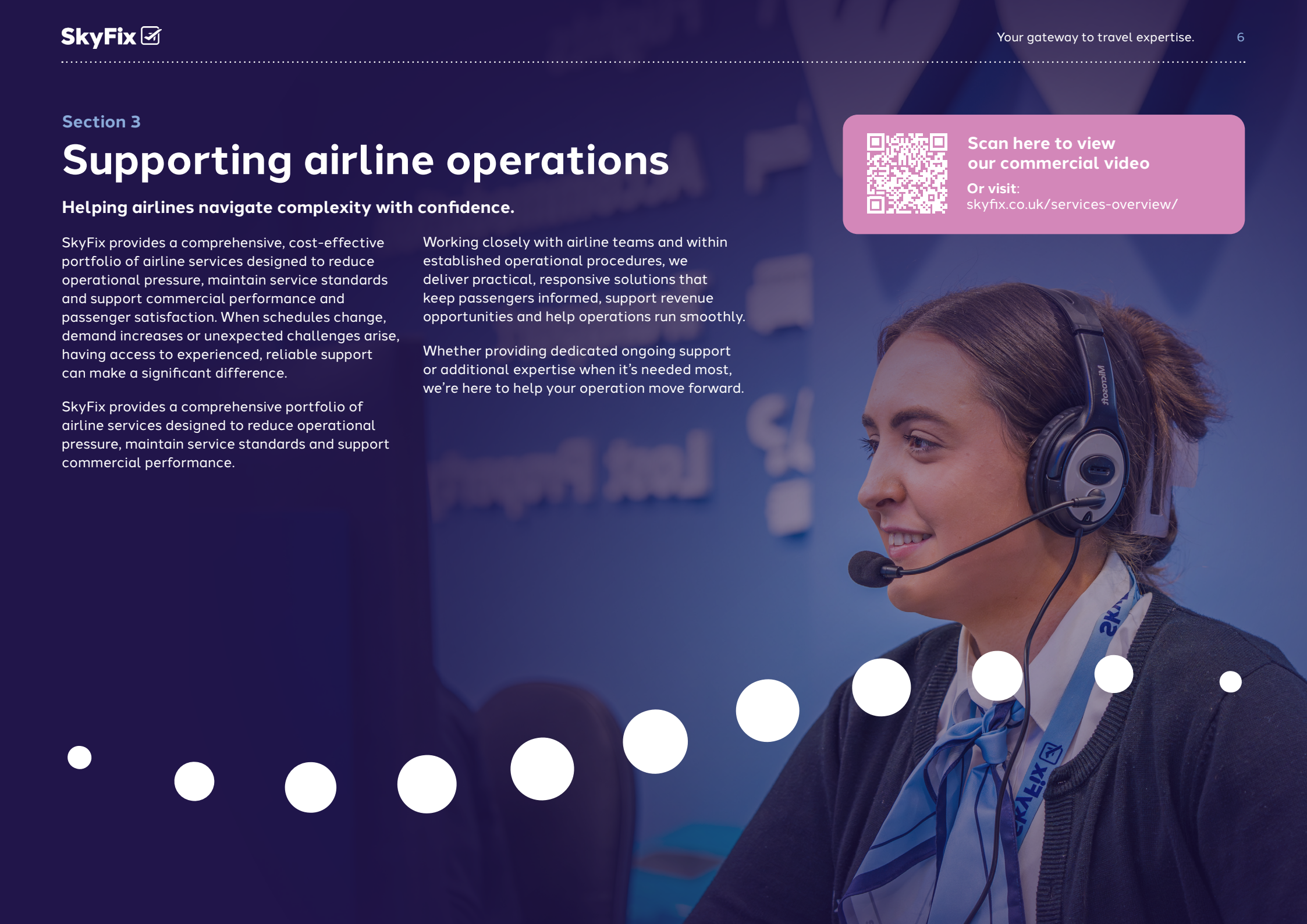
SkyFix provides a comprehensive portfolio of airline services designed to reduce operational pressure, maintain service standards and support commercial performance.

Working closely with airline teams and within established operational procedures, we deliver practical, responsive solutions that keep passengers informed, support revenue opportunities and help operations run smoothly.

Whether providing dedicated ongoing support or additional expertise when it's needed most, we're here to help your operation move forward.

Scan here to view our commercial video

Or visit:
skyfix.co.uk/services-overview/



Revenue and Commercial Services

Turning last-minute opportunities into commercial value.

Last-minute passenger demand creates valuable revenue opportunities, but capturing bookings, upgrades and ancillary sales in a fast-moving airport environment requires dedicated expertise and rapid response.

SkyFix helps airlines maximise revenue opportunities throughout the passenger journey by combining specialist sales support with ancillary revenue collection. Our experienced teams facilitate last-minute bookings, forward sales, upgrades and passenger payments, including excess baggage, seat changes and other chargeable services, using approved airline systems and payment methods.

Supported by robust financial controls, reconciliation and reporting, we help airlines improve seat utilisation, increase ancillary revenue, reduce queue pressure and respond quickly to demand without adding pressure to existing operational teams.



How we support your operation:

- Last-minute and forward flight sales
- Maximising revenue and seat utilisation
- Passenger service charges, including baggage, upgrades and ticket changes
- Flexible payment collection, including card, cash, Apple Pay, Google Pay and BNPL
- Transaction reporting, reconciliation and clear audit trails

The commercial benefit

Increased revenue capture through last-minute sales, upgrades and ancillary purchases, supported by secure payment processing, and robust financial accountability.

Ticketing Services

Specialist ticketing support. Accurate, compliant and responsive.

Last-minute ticket changes, re-bookings and disruption often require immediate action. Taking ownership of these time-critical situations is essential to efficiently resolve ticketing issues, protect revenue and deliver a positive passenger experience.

SkyFix provides specialist ticketing support for both voluntary and involuntary changes, including reissues, rerouting, upgrades and disruption-related amendments. Working within airline fare rules and approved policies, our experienced teams manage complex ticketing requirements and PNR updates accurately and efficiently.

By taking on these specialist responsibilities, we help airlines reduce queues, improve operational efficiency and provide passengers with clear guidance on their available options.



How we support your operation:

- Voluntary and involuntary ticket changes
- Ticket reissues, revalidation and rerouting
- Fare upgrades and additional charge collections
- Schedule changes and cancellation support
- Complex PNR management
- Fare rule interpretation and ADM-compliant handling
- Time-critical ticketing assistance during disruption

The operational benefit

Accurate, compliant ticketing that protects airline revenue, supports faster passenger resolution and enables frontline teams to focus on core operational priorities.

Disruption Management

When plans change, dependable support makes the difference.

Flight delays, cancellations and irregular operations place significant pressure on airline teams and passenger services. Effective disruption management requires clear communication, coordinated action and the flexibility to respond quickly as situations evolve.

SkyFix provides scalable disruption management support, handling flight rebookings, alternative travel arrangements, accommodation, ground transport and passenger welfare requirements. Working closely with airline teams, we ensure passengers receive consistent information and practical recovery solutions.

From individual cases to large-scale disruption events, we help airlines maintain service continuity, reduce operational pressure and improve the passenger experience.



★★★★★ **Airline Partner Testimonial**

SkyFix x norwegian

"Norwegian Air and SkyFix have been partners for many years, and we as an airline continue to be impressed by the professionalism and reliability that SkyFix delivers. Our disrupted customers are consistently served in a professional manner, and their service-minded staff provides dependable and crucial assistance when it is needed most."

Thor Phillip Holm,
Norwegian Air, Director Passenger Operations

How we support your operation:

- Flight rebooking and alternative travel arrangements
- Individual and large-scale disruption handling
- Hotel accommodation and passenger welfare
- Ground transport coordination
- Denied boarding assistance
- Passenger communications and updates
- Coordination with airline and ground handling teams

The operational benefit

Faster recovery from operational disruption through coordinated passenger support, improved resource management and clear communication during irregular operations.

Lost Property Management

Every item matters. Every passenger deserves reassurance.

Lost property can create a significant administrative burden for airline teams while causing stress and uncertainty for passengers.

SkyFix provides a dedicated, end-to-end lost property management service that supports both airlines and their passengers, taking responsibility for the process from collection through to return.

Through a digital reporting platform, passengers can submit enquiries and receive case updates, while recovered items can be returned via collection, worldwide shipping or trusted courier services. By managing the process proactively, we help airlines reduce workload while delivering a reassuring, customer-focused experience.



★★★★★ **Airline Partner Testimonial**

SkyFix x ICELANDAIR

“Over the past 10 years, SkyFix has been a reliable and valued partner to Icelandair. Their team consistently demonstrates professionalism, operational expertise, and a genuine commitment to supporting both our operation and our passengers. From missed passenger support and ticketing to disruption handling and lost property management, they deliver every service with flexibility, efficiency, and excellent customer care. Their consistently high standards make them a partner we trust and highly value.”

Angie Condon,
Icelandair, Regional Airport Manager UK/Ireland and Southern Europe

How we support your operation:

- Specialist handling of items recovered onboard
- Reduced workload
- Secure storage and item management
- Digital lost property reporting
- Passenger enquiry and communication management
- Responsible disposal where required

The service benefit

Efficient administrative process, secure and accountable item management, and a more reassuring experience for passengers.

Section 4

Enhancing the airport experience

Supporting your passengers. Strengthening your airport.

Airports bring together thousands of individual journeys, each with different requirements, expectations and challenges. From missed flights and onward travel arrangements to general enquiries and unexpected disruption, passengers rely on clear information and accessible support.

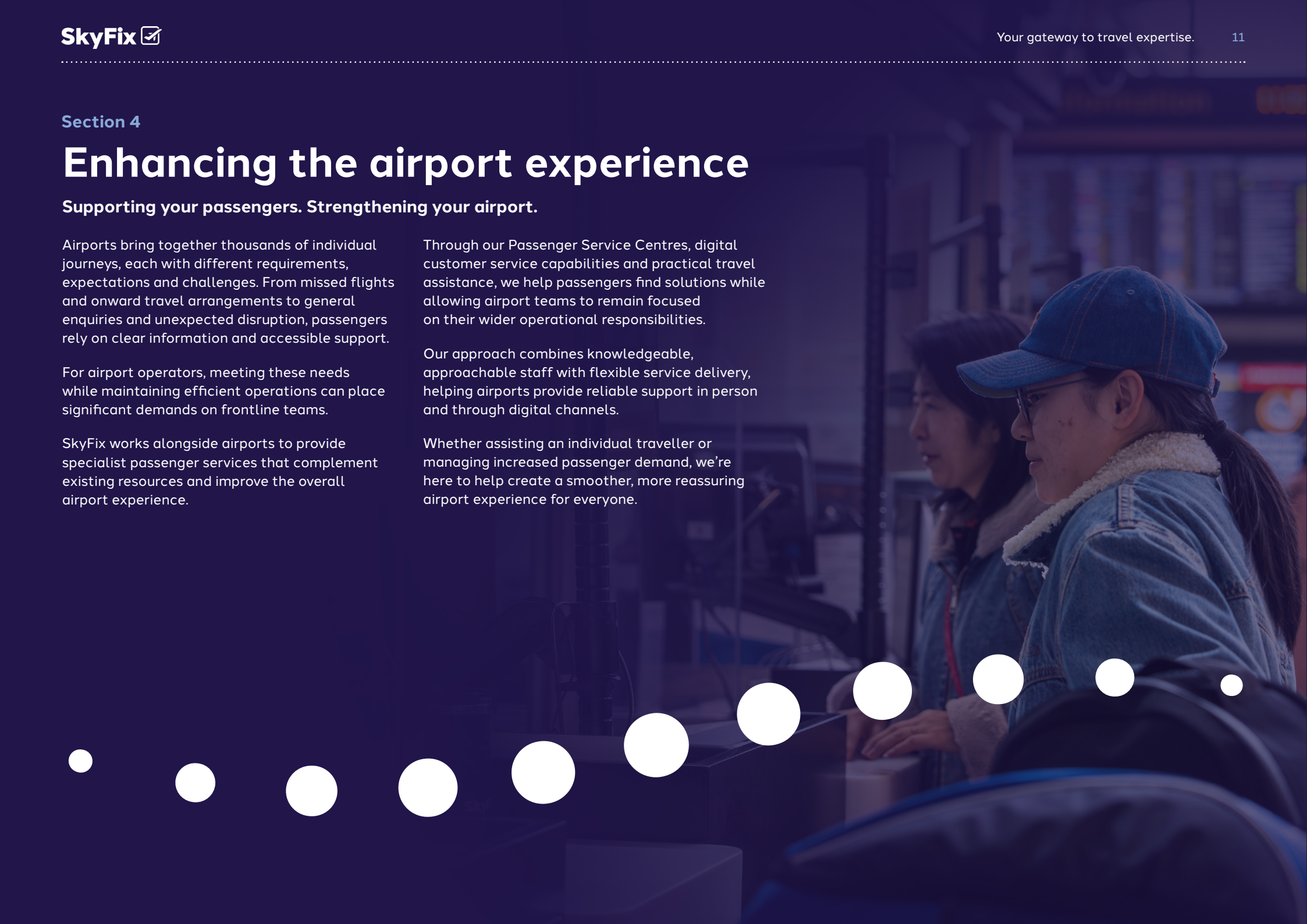
For airport operators, meeting these needs while maintaining efficient operations can place significant demands on frontline teams.

SkyFix works alongside airports to provide specialist passenger services that complement existing resources and improve the overall airport experience.

Through our Passenger Service Centres, digital customer service capabilities and practical travel assistance, we help passengers find solutions while allowing airport teams to remain focused on their wider operational responsibilities.

Our approach combines knowledgeable, approachable staff with flexible service delivery, helping airports provide reliable support in person and through digital channels.

Whether assisting an individual traveller or managing increased passenger demand, we're here to help create a smoother, more reassuring airport experience for everyone.



Passenger Support and Customer Service Solutions

Expert passenger support across every channel

Passengers expect fast, reliable assistance whenever and however they choose to make contact. Whether seeking help in the airport, online or through customer service channels, timely support is essential to maintaining a positive travel experience and reducing pressure on operational teams.

SkyFix delivers flexible passenger support through dedicated Passenger Service Centres, digital channels and contact centre operations. Available on-airport or remotely, our experienced teams provide a single, integrated service that helps passengers resolve issues, access information and continue their journeys with confidence.

Working as an extension of your customer service operation, we provide consistent, brand-aligned support across face-to-face, phone, email, webchat and social media channels. From routine enquiries to complex travel challenges, our teams adapt to changing demand, providing additional capacity when and where it is needed most.



How we support your operation:

- Multi-channel support into Passenger Service Centres
- Extension-of-hours and overflow customer service
- Missed flight and alternative travel assistance
- Airport information and passenger enquiries
- Real-time monitoring and management of digital channels
- Brand-aligned customer communications
- Flexible resource deployment during peak demand and disruption
- Integration with existing customer service processes

The service benefit

A scalable, multi-channel passenger support solution that improves customer service responsiveness, reduces pressure on airport and airline customer service teams, extends support coverage, and delivers a consistent, high-quality passenger experience across every touchpoint.

Missed Flight Assistance

Helping passengers find their next way forward.

Missing a flight can be a stressful and disruptive experience for passengers, often requiring specialist support that airport and airline teams may struggle to provide alongside operational responsibilities.

SkyFix offers dedicated missed flight assistance, helping passengers understand their options and identify the most suitable way to continue their journey. Our experienced travel specialists can arrange alternative flights, ground transport, accommodation and other travel solutions, considering the wider journey rather than just the next available flight.

By providing clear guidance and practical support, we help passengers move forward with confidence while reducing pressure on airport and airline teams.



How we support your operation:

- Personalised support based on individual travel requirements
- Advice on alternative flight, routing and missed connection solutions
- Assistance with rebooking and onward journey planning
- Exploration of alternative airports and travel options
- Arrangement of transport and accommodation where appropriate
- Clear communication and guidance throughout the recovery process

The customer benefit

Faster access to specialist travel assistance, reduced pressure on airport teams and greater reassurance for passengers experiencing unexpected disruption.

Travel Recovery and Accommodation Support

Keeping passengers moving when travel plans change.

When disruption affects a passenger's journey, securing an alternative flight is often only part of the solution. Passengers may also require onward transport, airport transfers or overnight accommodation to continue their journey with confidence.

SkyFix provides comprehensive travel recovery and accommodation support, helping passengers access practical solutions with minimal disruption. Through established transport and hotel partnerships, our experienced teams can arrange alternative travel routes, airport transfers, taxi and coach services, overnight accommodation and other onward travel requirements.

By taking a holistic approach to journey recovery, we help passengers understand their options, coordinate travel arrangements and reduce uncertainty, while easing the administrative burden on airport and airline teams.



How we support your operation:

- Coordinated travel, accommodation and recovery solutions
- Airport transfers and inter-airport transport
- Taxi, coach and other ground transport bookings
- Airport and nearby hotel accommodation
- Overnight stays during delays, cancellations and schedule changes
- Support for airline-arranged accommodation

The partnership benefit

Coordinated travel recovery solutions that simplify complex journeys, improve passenger outcomes and efficiently manage accommodation and onward transport requirements.

Our Locations

London Gatwick:

- South Terminal, check-in zone J, opposite zones J to K
- North Terminal, in the atrium opposite check-in zone D

London Heathrow:

- Terminal 2, Departures, Level 5
- Terminal 4, Departures, Level 2

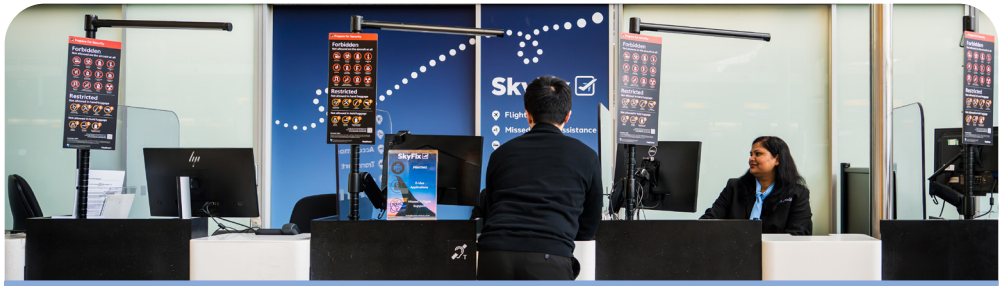


★★★★★ **Airport Partner Testimonial**

SkyFix x LONDON GATWICK

"SkyFix is a valuable partner for London Gatwick, consistently delivering great service to our passengers. Their dedication to support us to achieve our goals is evident in everything they do. From efficient handling of travel enquiries, to delivering personalised services, SkyFix's team goes above and beyond to ensure our passengers feel supported and cared for. Their professionalism and commitment has made them a trusted partner in our vision, to be the airport for everyone, whatever your journey. We are proud to work alongside SkyFix"

London Gatwick



★★★★★ **Airport Partner Testimonial**

SkyFix x Heathrow

"Heathrow is a well-oiled machine that relies on its partners and stakeholders to provide the best service to its passengers.
A part of that machine is SkyFix, a reputable service and solution provider whose prime focus is our customer. Their services range from ticketing, ESTA/Visa applications, to missed flight assistance. Their high level of customer service and engagement not only in person but also via digital communication channels offers support as well as the reassurance that is so important when travelling through one of the busiest airports in the world."

London Heathrow

Trusted partnerships. Proven experience.

Built on collaboration, strengthened by trust.

Strong aviation partnerships are built on more than service delivery. They depend on understanding operational priorities, responding to changing demands and consistently delivering the standards passengers expect.

At SkyFix, we're proud to work alongside a diverse range of airline and airport partners, building relationships founded on reliability, flexibility and a shared commitment to passenger care.

Many of our partnerships have developed over years of collaboration, allowing us to gain a detailed understanding of individual operations and provide support tailored to their specific requirements.

From day-to-day passenger services to complex operational challenges, our teams are trusted to deliver professional, dependable assistance that reflects the expectations of the organisations we represent.

Our partnerships demonstrate the value of combining specialist aviation expertise with a genuinely personal approach. Supporting your operation. Representing your standards. Caring for your passengers.

Our Partners

London Gatwick
Heathrow
AEGEAN
AirArabia العربية للطيران
AirEuropa
Air Peace ...your peace, our goal
aurigny
Ethiopian
Eurowings
ICELANDAIR
NORSE
norwegian
Qatar Airways القطرية
RYANAIR
royal air maroc الخطوط الملكية المغربية
SWISS
TAP AIR PORTUGAL
Uganda Airlines Fly the Crane to the Pearl of Africa
Wizz

Let’s keep your operation moving.

Every airline and airport operates differently. That’s why we believe effective partnerships begin with understanding your priorities, identifying opportunities and creating solutions that work for your operation.

Whether you’re looking to strengthen passenger support, manage disruption more effectively, improve operational efficiency or explore additional commercial opportunities, SkyFix has the expertise and flexibility to help.

With over 30 years of aviation experience, a dedicated team of travel specialists and a commitment to dependable service, we’re ready to become a trusted extension of your operation.

Let’s explore how SkyFix can support your business and the passengers who rely on you.

Get in touch

Your challenges. Our expertise. Smoother journeys for everyone.

Visit **skyfix.co.uk** to discuss your requirements and discover how we can help.

