

By e-mail

DATE: 16 December 2020

Subject: Heathrow Other Regulated Charges: Check-in and Automation

Dear Customers,

The Covid-19 pandemic has resulted in significant and unforeseen impacts on the aviation industry. With respect to Check in and Automation Charges under Heathrow's Other Regulated Charges (ORC), as discussed in consultation, the current charging mechanism based on login times/use times needs to be amended.

Heathrow has been in consultation with the Other Regulated Charges Group (ORCG) since 11 May 2020, working to find an alternative mechanism by which to apply the Check-in and Automation charge.

The consultation has now concluded, and the pricing mechanic will be amended. Login times/use times will no longer factor into the calculation of the charge and instead a single charge per departing passenger will apply. This new charging mechanic will be applied retrospectively from 1 April 2020 and will continue into 2021 to best mitigate the effect of the passenger decline this year.

The charge will be 55p per departing passenger and includes use of all Check-In facilities including vMuse, self-service bag drops, self-service boarding gates, CUSS and all other check-in automation. This price will apply until 31 December 2021 unless otherwise notified in a new General Notice or other price publication.

Where charging adjustments are required back to 1 April 2020, the relevant credit notes and updated invoices will shortly be issued based on passenger volumes to date.

Yours sincerely,



Fiona Carleton
Aviation Director