

# Who should I inform? (Version 2 – 27/04/21)

We want to make sure your service at Heathrow can operate safely and also receive the promotion that it deserves. There are also formalities that need to be completed in some circumstances. We therefore require bus and coach service providers to make contact with Heathrow as follows:

Type of contact	Desired notification period*	Email addresses
<b>NEW operator - Brand new service</b>	11 weeks	Please email us to arrange a meeting to discuss your proposal. We will normally arrange a date within 4 days of your communication.  Following the meeting you will need to complete an <b>“Application to Operate or Amend”</b> form along with your service details (e.g. timetable). <a href="mailto:marcus.carpenter@heathrow.com">marcus.carpenter@heathrow.com</a> <a href="mailto:matthew.wooll@heathrow.com">matthew.wooll@heathrow.com</a>
<b>Existing operator - Brand new service</b>	10 weeks	Please submit a completed <b>“Application to Operate or Amend”</b> form along with your service details (e.g. timetable). <a href="mailto:marcus.carpenter@heathrow.com">marcus.carpenter@heathrow.com</a> <a href="mailto:matthew.wooll@heathrow.com">matthew.wooll@heathrow.com</a>
<b>Permanent change to route and/or timetable</b>	6 weeks	Please submit a completed <b>“Application to Operate or Amend”</b> form along with your service details (e.g. timetable). <a href="mailto:cbs.ops@heathrow.com">cbs.ops@heathrow.com</a> <a href="mailto:cbs.ops@transdevairportservices.com">cbs.ops@transdevairportservices.com</a> <a href="mailto:matthew.wooll@heathrow.com">matthew.wooll@heathrow.com</a>
<b>Temporary change to route and/or timetable</b>	3 weeks	For temporary changes (e.g. due to a road closure, Covid-19 restrictions or summer/winter timetable variations). <a href="mailto:cbs.ops@heathrow.com">cbs.ops@heathrow.com</a> <a href="mailto:cbs.ops@transdevairportservices.com">cbs.ops@transdevairportservices.com</a> <a href="mailto:matthew.wooll@heathrow.com">matthew.wooll@heathrow.com</a>
<b>On-the-day changes</b>	N/A	For on-the-day changes (e.g. due to an unforeseen road closure or a vehicle breakdown). <a href="mailto:cbs.ops@heathrow.com">cbs.ops@heathrow.com</a> <a href="mailto:cbs.ops@transdevairportservices.com">cbs.ops@transdevairportservices.com</a>  ***Please also call <b>07768 507357</b> (24hr duty number at CBS)***
<b>Timetable for display in CBS or terminal bus stop cases</b>	1 week	Please send the timetable in A4 portrait format, preferably as a PDF. <a href="mailto:parvin.dawoodbhai@transdevairportservices.com">parvin.dawoodbhai@transdevairportservices.com</a> <a href="mailto:matthew.wooll@heathrow.com">matthew.wooll@heathrow.com</a>

\* Shorter notification periods due to unforeseen circumstances will normally be acceptable, but we cannot guarantee that information at the airport will be updated in time for the start date.