



Heathrow Airport Limited
The Compass Centre, Nelson Road,
Hounslow, Middlesex TW6 2GW
[W: heathrow.com](https://www.heathrow.com)

1st December 2025

Dear Stakeholders,

Thank you for your participation in the Terminal Drop-Off Charge (TDOC) reprice and maximum stay consultation.

Heathrow Airport Limited (Heathrow) is proposing to change the Heathrow Terminal Drop-Off Charge (TDOC) with effect from 1 January 2026. These changes form part of our commitment to sustainable surface access.

TDOC was introduced in 2021 to reduce congestion on terminal forecourts and encourage a shift from private car use to more sustainable modes of transport. Since its introduction, we have seen a positive modal shift, with public transport usage increasing from 41% pre-COVID to 46% in 2025 which accounts for approximately 1.7 million¹ fewer vehicle visits annually. Operationally, TDOC has exceeded expectations, with Automatic Number Plate Recognition (ANPR) detection rates above 98% and payment compliance over 95%, surpassing national enforcement standards.

In line with Condition F1.1(b) of the Licence, Heathrow issued a consultation proposal setting out a proposed increase in the TDOC price and implementation of 10-minute maximum stay (noting that we have consulted with other Relevant Parties on our proposed changes to the TDOC via other fora). A consultation on the proposed changes ran from the 15th Oct to 14th Nov and we are now sharing the outcome.

Heathrow proposed a £1 increase in the TDOC price and the introduction of a 10-minute maximum stay effective from 1 January 2026. The proposal aims to further encourage the adoption of public transport and ease congestion on the forecourts. TDOC, along with investment into public transport connectivity, is pivotal in delivering the surface access net zero ambitions.

Feedback

The proposal was well received by taxi, local community and accessibility forums. Airlines views on repricing TDOC and the 10-minute maximum stay were that:

Price Increase

- Evidence is required that TDOC price increase helps influence behaviour – *Heathrow is currently conducting market research to understand customer behaviours; however, implementing the increase will maintain pricing pressure, which is a key driver of modal shift toward public transport. Forecourt usage as a percentage of mode share has reduced by another 0.3% points since increasing the price to £6 in 2025.*

10-minute Maximum Stay

- Other UK airports operate using a tariff based drop off/pick up on their forecourts – *Heathrow's TDOC remains a drop-off transaction only, not a parking product, so tariff pricing will not be introduced. The maximum stay is intended to ease congestion and improve traffic flow. Data shows that 95% of TDOC visits are under 10 minutes, so most passengers will not be affected. CCTV and TDOC footage indicate that transactions exceeding 10 minutes are typically vehicles waiting to pick up passengers, which should occur in the MSCPs under Heathrow bylaws. Pick-ups are forbidden on the forecourts due to security concerns and the risks of unattended vehicles. A first-time warning will be issued before any parking charge notice.*
- Clearly differentiate our Parking Charge Notice from a Penalty Charge Notice – *Heathrow will clearly differentiate Parking Charge Notices from Penalty Charge Notices, in line with the Single Code of Practice issued by the British Parking Association (BPA) and International Parking Community (IPC)*

TDOC Staff Exemption

- Happy that the staff exemption has been extended.

Decision

Heathrow will implement the proposed changes. Any future TDOC pricing will be reviewed annually alongside car park pricing, and further consultation will be undertaken where required.

Yours sincerely

On behalf of

Heathrow Airport Limited