

Heathrow Airport Limited

Conditions of Use including Airport Charges from 1 January 2020

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HEATHROW AIRPORT CONDITIONS OF USE

This edition replaces the 1 January 2019 edition and is effective from 1 January 2020.

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1 These Conditions

- 1.1 These are the terms and conditions under which you use our Facilities and Services at the Airport (the “Conditions”). If you use our Facilities and Services in any way (including taking off and landing) you agree to be bound by these Conditions. A copy of these Conditions was provided to you following consultation and/or is made available on our website.
- 1.2 These Conditions do not apply to Passengers.
- 1.3 These Conditions take effect from the date of these Conditions and supersede all previous conditions.
- 1.4 Subject to any contrary requirement under Legislation, we may change, replace or waive any of these Conditions provided that we have consulted with you before we change or replace any conditions.

2 Information we require before you use our Facilities and Services

- 2.1 Before using our Facilities and Services at the Airport for the first time or if you have not used the Airport in the previous 12 months you must give us:
 - (a) your name, address and contact details;
 - (b) evidence that you have obtained a slot or slots from ACL;
 - (c) evidence that you have a security programme that meets the requirements of our security arrangements and any relevant requirements of the Aviation Security Act 1982 (as amended by the Policing and Crime Act 2009);
 - (d) evidence that you have in place adequate (in our reasonable opinion) emergency procedures in connection with all potential threats to passengers, cargo and our Facilities and Services at the Airport at least to the standard required to comply with our Airport emergency procedures;
 - (e) the names, addresses, telephone numbers, facsimile numbers, email addresses and all other contact details of your key personnel (including the name of your nominated manager) that we can contact at any time about emergencies, security, operational or financial matters in connection with your use of our Facilities and Services at the Airport;
 - (f) evidence that you have in place adequate (in our reasonable opinion) arrangements to (i) facilitate passengers to contact you on a 24/7 basis; and (ii) provide up-to-date information on your website;
 - (g) summary details of your groundhandling arrangements for passengers and cargo;
 - (h) confirmation that you have a contingency plan in respect of the loss of your primary nominated groundhandler;
 - (i) summary details of your arrangements for refuelling;
 - (j) confirmation that you have a contingency plan in respect of the loss of your nominated refuelling company;
 - (k) summary details of the contractual arrangements for the de-icing of your aircraft with an approved supplier;
 - (l) summary details of arrangements for the removal and/or recovery of stationary and/or disabled aircraft and any other vehicles;

- (m) confirmation that you have a Safety Management System in place;
 - (n) details of the type, registration and MTOW of each aircraft which you intend to use at the Airport (see Schedule 3);
 - (o) completed Credit Application form (see Schedule 2);
 - (p) a completed Notification of Aircraft Details form (see Schedule 3) for all your General or Business Aviation and other non-regular public transport operations aircraft which are likely to be using our Facilities and Services at the Airport; and
 - (q) summary details of the insurances you have in place in relation to aircraft operated by you.
- 2.2 You must provide us with the details of any changes to the information described in condition 2.1 within 30 days of such change and if requested by us provide us with an update of any information described in condition 2.1. For the avoidance of doubt, information you provide under this condition 2 must be received in full and may be verified by us before any adjustments are applied.
- 3 Provision of information in relation to charges**
- 3.1 This condition 3 applies where we require information from you for the purpose of calculating charges payable by you for your use of our Facilities and Services at the Airport.
- 3.2 If you use Facilities and Services that are subject to charges based on passenger numbers and aircraft movement under Schedule 5 of these Conditions, you must use your best endeavours to provide or make available to us at the end of each day on which you use those Facilities and Services the following:
- (a) the number of Embarking Passengers on your aircraft operating at the Airport on that day;
 - (b) the number of Disembarking Passengers who are Transfer Passengers or Transit Passengers from your aircraft operating at the Airport on that day; and
 - (c) any further information and/or disaggregation of passenger numbers we reasonably require to determine charges payable by you under Schedule 5 including the information listed in Schedule 1.
- 3.3 Within 24 hours of each use of our Facilities and Services you must provide the information required under condition 3.2 if you have not already done so unless there is a reasonable and unforeseeable reason for not providing the information in which case you must provide such information as soon as it becomes available.
- 3.4 If you have provided to us information under condition 3.2 and you detect an error in that information, then you must provide to us the correct information. You must, at the same time, provide to us an explanation of why the original information was incorrect. We will accept the later information as being correct unless we are not satisfied with the explanation provided to support the change.
- 3.5 It is your responsibility to notify us of any changes to the configuration of any aircraft that you operate at the Airport when they occur for the purposes of determining the charges to be paid according to Schedule 5.
- (a) If we have not been previously provided the configuration details in respect of an aircraft you operate at the Airport (without prejudice to our other rights) we reserve

the right to calculate, and require payment of, charges on the basis that the aircraft was classified in the Chapter 3 Noise Category.

- (b) If we have not been provided with details of a change of configuration in respect of an aircraft you operate at the Airport (without prejudice to our other rights) we reserve the right to calculate, and require payment of, charges on the basis of any previously notified configuration, and will not provide any refund of charges for the period before notification is received and actioned by us, irrespective of when the change in configuration occurred.
- 3.6 For the purposes of condition 3.5, “change of configuration” means a change in any or all of the following: (i) number of seats; (ii) engine type; (iii) Certified Noise Levels or certification; and (iv) Engine NOx Emission.
- 3.7 You acknowledge that we will use the information you provide to us under conditions 3.2 and 3.3 for the purpose of calculating the charges payable by you for using our Facilities and Services at the Airport and that we may also use this information for the reasons set out in condition 4.
- 3.8 If you do not comply with conditions 3.2 and 3.3 in relation to the use of our Facilities and Services on a particular day, then you agree that we may charge you for use of our Facilities and Services on that day on the basis that each seat on the aircraft operated by you on that day was in fact occupied by a Passenger (other than a Transit Passenger or Transfer Passenger).
- 3.9 You acknowledge that we may verify from time to time information you have provided to us by any means including:
- (a) reference to data collected by the CAA and HM Revenue and Customs; and
 - (b) directly counting passengers embarking or disembarking aircraft operated by you.
- 3.10 You will use your best endeavours to assist us to identify the reason for any differences between the information provided by you under conditions 3.2 and 3.3 and the information collected by us under this condition 3.
- 3.11 If, after the end of a Season, we ask you to do so, you must give us certified statements from your then regularly-engaged independent auditors verifying, for the Season just expired, the accuracy of the information you have previously given to us under this condition 3. You must give us the certified statements within 90 days of the date of our request. Your independent auditors who give us the certified statements must be members of or affiliated with an internationally-recognised, independent accounting firm.
- 3.12 For the purposes of this condition 3, ‘Season’ means, in each year:
- (a) for the Summer season, the period commencing on the last Sunday in March and ending on the last Saturday in October;
 - (b) for the Winter season, the period commencing on the last Sunday in October and ending on the last Saturday in March.
- 3.13 You must permit us (or our agents or accountants), on reasonable notice and at reasonable times, to audit, at our expense, your records and systems which relate to the information you must give us under this condition 3 or have given us under any previous conditions governing the relationship between you and us.
- 3.14 If:

- (a) the certified statements provided under condition 3.11 disclose any error in the information you have given us under conditions 3.2 and 3.3;
- (b) an audit by us under condition 3.13 discloses any error in the information you have given us under conditions 3.2 and 3.3, or
- (c) we agree that the information you have given us under conditions 3.2 and 3.3 was in error after we verify under condition 3.9,

we will invoice you for the difference between the charges actually paid to us and the charges which you should have paid to us but for the error (together with Higher Interest accrued on such unpaid amount, calculated on a daily basis from the date when such amount should have been paid until the date of payment (both dates inclusive)). We will issue our invoice, and you must Pay it, in accordance with condition 11.

- 3.15 If the extent of the error is such that the charges payable to us under condition 3.14 in respect of a particular Season are more than five per cent (5%) of the charges actually paid to us for that Season, then you must reimburse us for the cost of our audit under condition 3.13.

4 Confidentiality

- 4.1 We/you undertake to keep confidential any Confidential Information which we/you obtain under these Conditions, not to disclose such Confidential Information to any other person and not to use such Confidential Information, other than for the purposes set out in these Conditions.
- 4.2 Condition 4.1 shall not apply to the disclosure of Confidential Information if and to the extent:
- (a) required by law; or
 - (b) required by any competent regulatory authority, court, law enforcement agency or recognised stock exchange; or
 - (c) that it is permitted pursuant to the terms of this Agreement; or
 - (d) that such information is in the public domain other than through breach of condition 4.1

provided that any Confidential Information shall only be disclosed pursuant to conditions (a) or (b) by us/you after notification to you/us to which the information relates if such notification is practicable in the circumstances.

- 4.3 You acknowledge and agree that we will use the information you provide to us under these Conditions, and in particular but not limited to, Schedule 1 of these Conditions, for the purpose of keeping passengers informed of the status of Regular Public Transport Operations, Business and General Aviation using the Airport and carrying out operational, non-commercial and/or regulatory activities or for the purpose of the delivery of the Facilities and Services.
- 4.4 You acknowledge and agree that we may use such information with relevant third parties who have a need to know in connection of such purposes as are set out in condition 4.3 or elsewhere in these Conditions, provided that if such information is disclosed it is done so on terms which preserve confidentiality to the same extent as set out in conditions 4.1 and 4.2.

5 Information generally

- 5.1 Unless otherwise agreed with us in writing, any information which you are required to provide under these Conditions must be supplied in electronic format. To find out how to give us this information, see Schedule 4.
- 5.2 You must let us know as soon as practicable if there is any material change to the information you have given us which includes a change that impacts on the application, processing or recovery of charges or impacts on the operation of the Airport.
- 5.3 You must have in place a system for electronic data exchange of SITA messages (or other approved electronic method) between your Departure Control Systems (DCS) and us and:
- (a) take all reasonable steps to ensure that accurate data is contained within your central systems (including any websites) and the DCS at all times;
 - (b) ensure that in the event of flight cancellation, your DCS and website is updated and a valid SITA message (or other approved electronic method) is sent electronically to ACL as soon as reasonably possible after the cancellation is identified; and
 - (c) where you make any change to or replacement of your DCS that has a risk of impacting the wider airport community, you must notify us and the Heathrow Airline Operators Committee in advance.
- 5.4 If you ask us, in writing, and subject to any express or implied confidentiality arrangements we may have with third parties (including the HM Government) or other need for confidentiality, we will give you details of:
- (a) our Airport Security Programme and other security arrangements that may apply from time to time;
 - (b) Airport emergency procedures;
 - (c) Airport insurance policies; and
 - (d) which of our Facilities and Services at the Airport are available for you to use.
- 5.5 We may charge reasonable costs for the supply of copies of the documents, policies, manuals and publications and for multiple copies of any other publications or information requested by you under these Conditions.

6 Using our Facilities and Services

- 6.1 When using our Facilities and Services at the Airport you must comply with:
- (a) all Legislation including but not limited to the Heathrow Airport London Byelaws (as amended from time to time);
 - (b) our Aerodrome Manual;
 - (c) our Airport Security Programme and the rules applicable to the Heathrow ID Scheme;
 - (d) these Conditions;
 - (e) all payment requirements;
 - (f) all obligations required of aircraft operators at the Airport as detailed within current and revised Operational Safety Instructions (OSIs);

- (g) other conditions, instructions, orders and directions necessary for the day to day operation of the Airport;
 - (h) any local rules or guidelines made by the Heathrow Co-ordination Committee;
 - (i) local flying restrictions and remarks as published from time to time in the AD section of the United Kingdom Aeronautical Information Publication (AIP);
 - (j) approved rules of conduct;
 - (k) industry codes of practice which aim at reducing the environmental impacts of aircraft ground operations, aircraft arrivals and aircraft departures; and
 - (l) directions on security from the Department for Transport.
- 6.2 In the interests of passenger welfare when using our Facilities and Services at the Airport you agree to use your best endeavours to comply with the Airline Welfare Protocol in Schedule 8.
- 6.3 You accept that:
- (a) you must not do anything which puts us in breach of any Legislation, and you must reasonably co-operate with us in our provision of the Facilities and Services (including complying with our reasonable directions arising out of the use of our Facilities and Services);
 - (b) you must not operate to or from the Airport without first obtaining a slot from ACL or ACL's agent for the relevant period of operation. In circumstances where a NOTAM has been issued and after DvC and/or HADACAB procedures have been instigated, should we communicate to you that Airport capacity is not available for the operation of that slot, you must not operate that slot;
 - (c) access to our Facilities and Services is subject to the demands of other users of the Airport and other external events or circumstances such as adverse weather or environmental conditions, industrial action or security threats; and
 - (d) use of the Airport is constrained by Legislation including that dealing with slot allocation and curfews.
- 6.4 You agree that if in our opinion you regularly or intentionally fail to adhere to an allocated slot (either arrival or departure) for reasons which are not beyond your control, then having first given you an opportunity to make representations, we may adopt such measures as we deem appropriate to ensure that you adhere to your allocated slots. Such measures may include fining by ACL (under the Slot Sanctions Scheme – <https://www.acl-uk.org/slotsanctions/>). We may prohibit you or certain of your services from the Airport for a fixed period of time and ACL may apply a financial sanction under the Misuse of Slots Enforcement Code (see <https://www.acl-uk.org/> for details).
- 6.5 If you operate General or Business Aviation or whole plane cargo services at the Airport without our prior permission during periods of peak congestion (as have been notified by National Air Traffic Services in the United Kingdom AIP or a subsequent supplement, for the Airport) you may be prohibited by us from operating during such periods of peak congestion for a period that is proportionate to your use of the Airport in the previous 12 months, unless the aircraft was required to land at the Airport because of an emergency.
- 6.6 If in our opinion you fail to comply with any of the requirements for operation contained in AD 2.EGLL-1 LONDON HEATHROW, for reasons which are not beyond your control, then having first given you an opportunity to make representations, we may adopt such

measures as we deem appropriate. Such measures may include prohibiting you or certain of your services from the Airport for a fixed period of time.

- 6.7 You agree to use and promptly up-date your flight schedules through a direct interface to ACL's Score System or the associated web based online coordination system.

7 Groundhandling and Baggage

- 7.1 You agree that you will use reasonable endeavours to, at all times, have a reasonably appropriate level of primary Groundhandling Assistance in place, to allow for the minimum operation of your arriving or departing flights at the Airport. Further, you agree to use reasonable endeavours to ensure that your nominated Groundhandlers shall have sufficient equipment and resource to enable them to effectively and safely handle the type of aircraft you are operating to and from the Airport. In respect of de-icing in particular, you agree that you will have a reasonable contract in place for obtaining this service at the Airport.

- 7.2 You agree that you will use best endeavours to ensure that your primary Groundhandler:

- (a) holds IATA ISAGO accreditation, or if self-handling, the airline should have an IATA IOSA audit including section GRH 1.6.9. You accept that if your primary Groundhandler does not hold the relevant accreditation, they may have their Ground Operations Licence revoked. If requested by us:
 - (i) if a self-handling Groundhandler, you agree to provide evidence that you hold GRH 1.6.9 of your IATA IOSA audit(s);
 - (ii) you will procure that your primary Groundhandler provides us evidence that they hold the relevant IATA ISAGO audit(s).
- (b) complies with, or exceeds, the safety standards set out in the IATA IGOM. The IATA IGOM is industry recognised as the minimum safety standard for Groundhandling Assistance, and compliance with it is required for operations at Heathrow Airport.

- 7.3 You agree that you have appropriate arrangements in place with respect to your use of the Airport:

- (a) with your nominated Groundhandler to minimise the amount of Category 1 Waste entering our waste systems; and
- (b) for removal and clean-up of in-hold HAZCHEM spillages.

- 7.4 At the Airport all third party Groundhandlers (including airline self-handling Groundhandlers) are issued with a licence to operate and the licence contains mandatory performance standards to which the licence holder must adhere. At the Airport there is a groundhandling change approval process to which all Groundhandlers must adhere. Airlines and Groundhandlers need to provide at least 90 days' notice prior to the proposed operational start date at the Airport to allow for the full approval process to be accommodated. Further information on ground operations licences and the change approval process is available from us. You agree to procure that any Groundhandler which provides services to you at the Airport shall (in the performance of such services) obtain and comply with the terms of the ground operations licence (and the minimum standards of performance and rules of conduct contained therein) issued by the Airport from time to time.

- 7.5 You agree to implement procedures and policies which facilitate the prioritisation of time sensitive Transfer Passenger baggage at the Airport.

8 ID Scheme and Third Parties

- 8.1 You warrant that the companies which you put forward for the Heathrow ID Scheme or for a Ground Operations Licence are reputable and will exercise appropriate skill and care whilst operating at the Airport, and that you have performed appropriate and reasonable checks and due diligence on third party companies, including but not limited to in respect of security matters.

9 Sustainability and Environmental

- 9.1 You should note that if your aircraft departures infringe noise thresholds or if you fail to operate your aircraft in accordance with Airport Noise Preferential Routes (NPRs) both measured by the noise and track monitoring system operated by us you may be subject to the payment of noise supplements promulgated in directions published by us.
- 9.2 You agree that you will only operate aircraft at the Airport which are RNAV 1 compliant. In very limited circumstances, approval may be given by Heathrow to operate non-compliant aircraft but it must be sought in advance and in writing from the Airport Operations Manager – when doing so, sufficient and reasonable explanation must be provided to explain why this is necessary.
- 9.3 To help reduce ground-based emissions and fuel burn, we encourage all airlines to perform reduced or single engine taxi wherever operationally feasible. In this regard, your compliance with the associated reporting requirements under EGLL AD 2.20 section (i) of in the Heathrow UK AIP is required. You agree to use all reasonable endeavours to reduce on-stand emissions, which could include using alternatives to running APU such as using Fixed Electrical Ground Power and Pre-Conditioned Air.

10 Common Facilities

- 10.1 At the Airport, where a single, shared departures lounge (Common Departure Lounge) for domestic and international passengers is in use, we will operate a biometric enrolment and validation system for persons travelling on flights departing to Domestic Destinations. This is to mitigate any potential risk of persons entering the United Kingdom illegally.
- 10.2 You must, or you must procure that your handling agent, use(s) best efforts to inform your domestic passengers that they will be required to enrol and validate their identity using such approved methods as are prescribed by us and notified to airlines in order to proceed beyond the ticket presentation point and subsequently to board their flight. Passengers who refuse to enrol and validate their identity will be refused entry beyond the ticket presentation point and will be unable to board their flight from the applicable terminal.
- 10.3 If you wish to participate in our Positive Boarding programme you agree to obtain all relevant prior consents and authorisations from your Passengers in accordance with applicable Legislation before participating programme and each and every time you use Positive Boarding. As a minimum, you must state these conditions on your website, and/or notify passengers at ticket points of sale within your control.
- 10.4 You agree to take reasonable steps to inform us in advance of IT systems or IT infrastructure changes within your organisation which you judge will have an impact on our operational IT systems.
- 10.5 You agree, subject to requirements under Legislation, not to unreasonably limit or prohibit Embarking Passengers from carrying duty free and/or other items purchased at the Airport on to your aircraft. This condition 10.5 shall not be interpreted to limit your discretion to require such items to be stored in the baggage hold of an aircraft.

11 Charges and payment

- 11.1 You must Pay us charges for using our Facilities and Services at the Airport. You must also Pay for any supplies, services or facilities provided to you or to your aircraft at the Airport by or on behalf of the Airport at the charges determined by us.
- 11.2 The amount of charges you must Pay is set out in and/or calculated in accordance with Schedule 5.
- 11.3 All charges shall accrue on a daily basis and shall become due on the day that they were incurred and shall be payable to us on demand and in any event before the aircraft departs from the Airport unless:
- (a) otherwise agreed by us (which agreement may be withdrawn at any time at our discretion); or
 - (b) provided in the terms for payment included in the invoice for such charges.
- 11.4 Payments shall be made without set-off or deductions (including taxes or charges). If the applicable law requires any tax or charge to be deducted before payment the amount shall be increased so that the payment made will equal the amount due to us as if no such tax or charge had been imposed. It is your responsibility to provide full remittance details of payments made to us. All remittances should be emailed to: remittances@heathrow.com
- 11.5 All sums payable to us are exclusive of VAT which shall, where applicable, be paid in addition at the rate in force at the relevant tax point.
- 11.6 You agree that if we cannot satisfy ourselves about your financial standing or you do not adhere to the payment terms or you are a new airline to the Airport, then upon request, you will supply us with a cash deposit or an unconditional bank guarantee in a form reasonably acceptable to us. This deposit or bank guarantee may be for an amount equal to our reasonable estimate of the airport charges you are likely to incur over a 3 month period and must be provided within 5 Business Days of the date of our written request. In addition, the following provisions apply:
- (a) If requested by us, any bank guarantee must be renewed each year throughout the period of your operation at the Airport.
 - (b) Any deposit paid pursuant to this condition 11.6 may be returned to you if (i) you cease operations at the Airport, provided that all debts owed to us are settled in full; or (ii) if we can satisfy ourselves about your financial standing.
- Deposits or guarantees provided to us can at any time be applied to any debts owed by you to us including but not limited to, any charges that are overdue for payment under these Conditions, or under any other agreement between you and us.
- 11.7 If you fail to comply with the Airline Welfare Protocol and due to that default we (after making reasonable attempts to contact you) provide assistance to your Passengers directly, all costs (internal and external) reasonably incurred by us shall be fully rechargeable to you and shall be payable by you on demand.
- 11.8 If we need to arrange and/incur any costs for the provision of (1) any last minute or emergency ground handling support for you and/or (2) any emergency response services for you, the cost of this shall be fully rechargeable to you and shall be payable on demand.

12 Varying charges

- 12.1 We may vary any of the charges or the application of them at any time by giving you notice in writing before the variation becomes effective. We will consult with you in accordance with Legislation before giving such notice.

13 Payment default

- 13.1 All sums due which are not paid on the due date shall bear Interest, calculated on a daily basis from the date when such sums were due until the date of payment (both dates inclusive).
- 13.2 If you fail to adhere to the payment terms on more than one occasion or your deposit/guarantee is exhausted then we may require you to Pay your charges weekly, fortnightly, or monthly in advance. Any variation to the payment requirements shall be communicated to you in writing (by email or by letter) and, where there is a difference, shall supersede and take precedence over any terms or payments dates that may be set out in an invoice or otherwise.
- 13.3 Under the Civil Aviation Act 1982, we have the power to detain aircraft where default is made in the payment of airport charges. The power relates to aircraft in respect of which the charges were incurred (whether or not they were incurred by the person who is the operator of the aircraft at the time the detention begins) or to any other aircraft of which the person in default is the operator at the time the detention begins.
- 13.4 You shall not without our express written consent be entitled in respect of any dispute or claim you may have against us or otherwise to make any set-off against or deduction from the charges provided for in these Conditions. You must pay such charges in full pending resolution of any such dispute or claim.
- 13.5 Subject to condition 13.4, any queries relating to invoices should be logged with the Heathrow Business Support Centre within 30 days of the invoice date. Contact numbers for the Heathrow Business Support Centre are shown in Schedule 4 and on our invoices and statements.
- 13.6 Where payment has not been made for any specific service, we reserve the right to withdraw your access to, or cease providing, the service which has not been paid for.

14 If you do not comply with these Conditions

- 14.1 Nothing in these Conditions shall be taken to confer a right for you to use the Airport without our consent and we reserve the right to withdraw such consent where you have breached these Conditions.

15 Moving aircraft

- 15.1 We may (subject to air traffic clearances and any operational guidelines issued by us for the use of our Facilities and Services) order you to:
- (a) move an aircraft to another position at the Airport; or
 - (b) remove an aircraft from the Airport
- at your cost and within a specified time, being a period that we consider, in all the circumstances, to be reasonable.
- 15.2 If you do not comply with the order referred to in condition 15.1 within the specified time, you will be liable to a special charge, equivalent to eight times the standard parking charges set out in Schedule 5 ignoring any applicable free periods, for every hour or part of an hour during which the aircraft remains in position after the period specified in the order has

expired. As a measure of last resort, we may move or remove the aircraft in accordance with the procedures at Schedule 6 and:

- (a) you must Pay our reasonable costs of having the aircraft moved or removed and any costs incurred by us as a result of having the aircraft moved or removed; and
- (b) you are liable for and indemnify us, our officers, employees and agents against any personal injury, death, loss or damage caused or contributed to by your failure to comply with the order referred to in condition 15.1.

16 Services we do not provide

16.1 We do not provide:

- (a) border control services;
- (b) en-route services;
- (c) meteorological services;
- (d) quarantine waste disposal; or
- (e) apron and groundhandling services other than:
 - (i) aircraft marshalling;
 - (ii) remote coaching;
 - (iii) concierge services;
 - (iv) Royal/VIP Suites;
 - (v) storage/management of ULDs (i.e. stillage); and
 - (vi) provision of office space.

16.2 Our charges do not include fees for these services or fees for anything we provide outside the scope of these Conditions.

17 Liability and insurance

17.1 For the purposes of this condition, "liability" means any liability, whether pursuant to a claim for contribution or under statute, tort (including but not limited to liability for negligence), contract or otherwise (save that any exclusions or limitations of liability shall not apply in respect of fraud), and "liable" shall be construed accordingly.

17.2 Subject to condition 17.3, to the extent permitted by law neither we nor our employees, servants, agents or Affiliates shall have any liability to you or be obliged to indemnify you in respect of:

- (a) indirect loss;
- (b) consequential losses;
- (c) loss of profits;
- (d) loss of revenue;
- (e) loss of goodwill;
- (f) loss of opportunity;

- (g) loss of business;
- (h) increased costs or expenses;
- (i) wasted expenditure; or
- (j) any other injury, loss, damage, claim, cost or expense

caused (or to the extent caused) by any act, omission, neglect or default of ours or our employees, servants, agents or Affiliates even if such loss was reasonably foreseeable or we had been advised of the possibility of you incurring the loss.

- 17.3 Nothing in this condition 17 or condition 22 shall be construed as excluding or limiting liability for (i) death or personal injury arising from the negligence of us, our employees, servants, agents or Affiliates; (ii) fraud; or (iii) aircraft damage resulting from our or our employees, servants, agents or Affiliates' act or omission done either with intent to cause damage or recklessly and with knowledge that damage would probably result.
- 17.4 You agree to hold current and adequate insurance at all times when you use our Facilities and Service at the Airport to cover any and all liability excluded or limited under this condition 17. Nothing in this condition 17.4 shall preclude you from fulfilling your insurance obligations through self-insurance.
- 17.5 Without prejudice to the generality of condition 17.4, you agree to hold at all times passenger, baggage, cargo and third party liability insurance in respect of any aircraft used or operated at the Airport by you at a level which shall at no time be less than the minimum levels of insurance set out in Regulation (EC) No 785/2004 (as amended, re-enacted or replaced from time to time). The minimum levels of such passenger, baggage, cargo and third party liability insurance shall apply in respect of any one occurrence (or series of occurrences arising out of one event) but shall be without overall limit for the insured period in the event of more than one claim, notwithstanding any limits agreed in respect of individual events.

18 Severability

- 18.1 Each condition (including a sub-condition or part thereof) of these Conditions shall be construed as a separate and severable contract term, and if one or more parts is held to be invalid, unlawful or otherwise unenforceable, the remaining parts shall remain in full force and effect.

19 Disputes

- 19.1 **Invoice disputes:** Without prejudice to our rights under (i) these Conditions; and (ii) law, if there is a genuine dispute between us concerning an invoice, then:
- (a) you must write to us, by email, within 30 days of the matter arising;
 - (b) in your email you must provide, at minimum, the following information in order for us to accept a dispute:
 - (i) the invoice number;
 - (ii) the total amount of the invoice;
 - (iii) the total amount of the invoice in dispute;
 - (iv) the specific reasons for the dispute; and
 - (v) supporting evidence;

- (c) we will deal with 95 per cent of all disputes within 25 working days of receipt of a valid email raising the invoice dispute

All emails raising disputes under this condition 19.1 should be submitted to:

BSC-Disputes-Management@heathrow.com

If a dispute concerning an invoice is not resolved within 25 working days of receipt of all required information, the dispute should be submitted to:

airline_relations@heathrow.com

19.2 Non-invoice disputes: Without prejudice to our rights under (i) these Conditions; and (ii) law, if there is a genuine dispute between us (other than an invoice dispute), then:

- (a) you must write to us by email within 30 days of the matter arising providing particulars of the reasons for the dispute together with supporting evidence; and
- (b) within 30 days of receipt of your email raising the dispute, we will discuss the matter with you and attempt to resolve the dispute.

All emails raising disputes under this condition 19.2 should be submitted to:

airline_relations@heathrow.com

19.3 If the information required in conditions 19.1(b) or 19.2(a) is incomplete, you will be made aware that your dispute has not been accepted and the dispute will be treated with the same processes as any other undisputed unpaid invoice or undisputed matter.

19.4 In the event that you fail to comply with these Conditions, we shall be entitled to take and seek any and all available actions and remedies against you, which may include but not be limited to:

- (a) requiring you to provide a deposit or pay your charges in advance, in accordance with condition 13.2;
- (b) applying and seeking payment of Interest (and where applicable Higher Interest) in accordance with conditions 3 and 13;
- (c) detaining your aircraft in accordance with condition 13.3;
- (d) suspending or withdrawing your access to the particular service(s) for which payment is overdue or to which your failure to comply relates;
- (e) withdrawing your access to the Airport under condition 14.1;
- (f) issuing or commencing a claim (for interim relief or otherwise) in a court of competent jurisdiction.

20 Entire agreement and waiver

20.1 These Conditions (together with the documents referred to herein):

- (a) constitute the entire agreement between the parties as to their subject matter; and
- (b) in relation to that subject matter, supersede any prior understanding or agreement between the parties and, without prejudice to the generality of the foregoing, exclude any prior condition, warranty, indemnity, commitment, representation imposed, given or made by a party, or other undertaking implied at law or by custom, usage or course of dealing, other than as expressly set out in these Conditions.

- 20.2 You have not relied upon any representation, warranty, assurance, covenant, indemnity, undertaking or commitment which is not expressly set out in these Conditions.
- 20.3 Without prejudice to any liability for fraudulent misrepresentation or fraudulent misstatement, and subject to condition 17, the only rights or remedies you have in relation to any representation, warranty, assurance, covenant, indemnity, undertaking or commitment given or action taken in relation to these Conditions are pursuant to these Conditions.
- 20.4 If we do not exercise, or if we delay in exercising, a right, power or remedy provided by these Conditions or by law, this shall not constitute a waiver of that right, power or remedy. If we waive a breach of any of these Conditions this shall not operate as a waiver of a subsequent breach of that condition or as a waiver of a breach of any other condition.

21 Notices and jurisdiction

- 21.1 Where you are resident outside of England and Wales, you shall provide us with the name and address of an agent resident in England or Wales authorised to accept service of documents, including legal process, on your behalf before commencing operations at the Airport. A notification of an agent under this condition 21 shall be irrevocable unless replaced by another agent resident in England and Wales and notified to us in writing. You will immediately appoint, and notify us of, a replacement agent in circumstances where an appointed agent is no longer able to act or is no longer resident in the jurisdiction.
- 21.2 We shall communicate with you with respect to these Conditions in writing and send communications to the address in England and Wales provided under condition 21.1, or to your registered office where you are resident in England and Wales, by pre-paid first class post or registered mail or facsimile transmission or email. Any notice shall be deemed to have been served:
- (a) if delivered by hand, at the time and date of delivery;
 - (b) if sent by first class post, 48 hours from the date of posting;
 - (c) if sent by registered mail, on such date as evidenced by postal receipt;
 - (d) if sent by e-mail, if the e-mail is sent on a Business Day before 14:30, on that day; or in any other case, on the next Business Day after the day on which it was sent.
- 21.3 Nothing in these Conditions shall affect the right to serve process in any other manner permitted by law.
- 21.4 Whatever your nationality or domicile, these Conditions shall be deemed to have been accepted in England in accordance with the law of England and shall in all respects be construed and interpreted in accordance with the law of England and you and we hereby submit to the exclusive jurisdiction of the Courts of England to determine any dispute or claim arising out of or in connection with these Conditions or their subject matter (including non-contractual disputes or claims).
- 21.5 Heathrow Airport Limited and each relevant holder of an Air Operator's certificate (as defined in condition 23.1 below by reference to "you or your") acknowledge that the United Kingdom's intended exit from the European Union may result in change affecting Heathrow Airport Limited and airlines operating from the Airport. Heathrow Airport Limited and each relevant holder of an Air Operator's certificate commit to working together in good faith to ensure, in so far as reasonably practicable, that any required changes to these Conditions as a result of the United Kingdom's intended exit from the European Union are expeditiously resolved.

22 General

22.1 Subject to condition 17, in respect of any decisions, acts or omissions of any third parties (except to the extent they are under our direct control and solely acting in accordance with our instructions), including but not limited to: ACL, NATS, NERL and EUROCONTROL, you acknowledge that we do not owe any duty to you nor do we bear any responsibility or liability.

23 Meaning of words and interpretation

23.1 In these Conditions the following words shall mean:

ACL means Airport Coordination Limited.

Aerodrome Manual means our manual, required under the Civil Aviation Act 1982 and the Air Navigation Order 2009 (as amended) and our Aerodrome Licence, about operating aircraft and facilities at the Airport, as amended from time to time.

Affiliate means in relation to any company, a company which is a subsidiary or holding company (including the ultimate holding company) of such company and any company which is a subsidiary of a holding company of which such company is also a subsidiary (the terms subsidiary and holding company having the meanings set out in Section 1159 of the Companies Act 2006).

Aircraft's Ascertained NOx Emission means the product of the Engine NOx Emission as set out in the Emission Database and based on the number of engines on the aircraft.

Airline Provided Passenger means all Passengers on flights into and out of the Airport operated by the Operating Airline with aircraft owned or leased (including on wet lease) by the Operating Airline and in respect of whom airport charges have been paid to HAL (provided that it is acknowledged and agreed by the Parties that in respect of codeshare flights no Passenger shall be counted as an Airline Provided Passenger for more than one Operating Airline).

Airline Welfare Protocol means the rules of conduct set out in Schedule 8 which confirms our expectations of the assistance and welfare that airlines using the Airport will provide to their passengers during times of disruption, as amended from time to time.

Airport means Heathrow Airport, the aerodrome 12 NM west of London (Charing Cross) and includes the area inside the boundary on the plan in Schedule 9.

Airport Security Programme means our programme, required under the Aviation Security Act 1982 (as amended by the Policing and Crime Act 2009), that describes issues such as security responsibilities, procedures, contingency plans and standards at the Airport, as amended from time to time.

Air Operator's Certificate means the certificate of that name issued under Part 2 of the Air Navigation Order 2009 (as amended).

Business Day means any day which is not a Saturday, Sunday or public holiday in England or any day (excluding Saturday) on which banks generally are open for the transaction of normal banking business.

CAA means the Civil Aviation Authority of the United Kingdom.

Category 1 Waste means Category 1 material waste as defined in EC Regulation 1069/2009 (as amended or replaced from time to time) and includes but is not limited to international catering waste, and specified animal by-product material.

Certificate of Registration means for an aircraft the certificate of registration issued by the CAA under the Air Navigation Order 2009 (as amended).

Certificated Noise Levels for an aircraft means the noise levels provided in the noise certification documentation issued for an aircraft in accordance with ICAO Annex 16 Vol 1, Attachment G. Guidelines for the Administration of Noise Certification Documentation.

Confidential Information means all information of a confidential nature relating to yours and our business and/or operations (whether such information is disclosed in writing, by delivery of items, orally, by visual presentation, by means of providing access to such information (when, for example, the information is contained on a database) or otherwise) including but not limited to any such information which is commercially sensitive or price sensitive.

Data Protection Legislation means all laws that relate to data protection, privacy, the use of information relating to individuals, and or the information rights of individuals including, without limitation, the Data Protection Act 1998, and the General Data Protection Regulation (EU) 2016/679 (once in force) and any applicable, equivalent or replacement legislation in England and Wales.

Disembarking Passengers means all passengers on board an arriving aircraft. This includes Transit Passengers, Transfer Passengers, Infants, Domestic-On-Carriage and Positioning Crew, but excludes Operating Crew.

Domestic Destination means England, Wales, Scotland, Northern Ireland, the Isle of Man, Guernsey and Jersey.

EASA means the European Aviation Safety Agency.

Embarking Passengers means all passengers on board a departing aircraft. This includes Transit Passengers, Transfer Passengers, Infants and Positioning Crew, but excludes Operating Crew.

Emission Database means the database maintained by HAL of Engine NOx Emission of aircraft operating at the Airport as based on your notification under condition 2.1(p).

Engine NOx Emission means the figure expressed in kilograms for emissions of Oxides of Nitrogen for the relevant engine derived from ERLIG recommended sources and which in the case of Jet aircraft engines of 26.7n thrust or more are based on the standardised ICAO landing and take-off cycle as set out in ICAO Annex 16 Volume II published in Document 9646 AN1943 (1995) as amended.

European Destinations means Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and Domestic Destinations.

Facilities and Services means the aircraft movement, passenger processing and other general facilities and services provided by us to you except to the extent that those facilities and services are provided to you under a separate contract, lease, licence or other authority from us.

Fixed Rebate means the fixed rebate described in paragraph 9 of Schedule 5

General or Business Aviation means any air traffic not falling into any of the following categories:

- (a) any traffic engaged on the Queen's flight or on flights operated primarily for the purpose of the transport of Government Ministers or visiting Heads of State or dignitaries from abroad;
- (b) non-scheduled air transport operations for hire or reward in the case of passenger air transport operations where the seating capacity of the aircraft used exceeds 10;
or
- (c) Regular Public Transport Operations.

Groundhandler means either (i) a person who provides Groundhandling Assistance to an airline, or (ii) a self-handling airline who provides its own Groundhandling Assistance.

Groundhandling Assistance means a service provided to an airline or by a self-handling airline, as set out in Annex A of EC Council Directive 96/67/EC on access to the groundhandling market at Community airports.

HAL means Heathrow Airport Limited (Company No. 01991017).

HAZCHEM means hazardous goods or chemical which require and/or carry a HazChem sign, mark or indication.

Heathrow Co-ordination Committee means the committee representing airlines' interests in slot coordination matters including capacity assessment, monitoring and slot allocation.

Higher Interest means Interest plus 2%.

IATA means the International Air Transport Association.

IATA IGOM means the IATA Ground Operations Manual.

Infant means a child less than two years of age who has not paid to occupy a seat on an aircraft.

Interest means a rate of interest per annum which is 3% higher than the Bank of England base rate, or 8% per annum, whichever is higher.

IOSA means IATA's Operational Safety Audit

ISAGO means IATA's Safety Audit for Ground Operations.

Legislation means all Acts of Parliament, regulations, rules, orders, byelaws, ordinances and any other orders or directions of any government or statutory body relevant generally or specifically to the Airport or aircraft using it.

Maximum Take Off Weight or MTOW is the maximum take-off mass associated with the Certificated Noise Levels of the aircraft and will be contained within the noise certification documentation for the aircraft (Item 9).

Night Period means the period between 23h00 and 07h00 local time as defined in Legislation, for the time being in the Directive 2002/49 EC relating to the assessment and management of environmental noise, as amended or replaced from time to time.

Night Quota Period means the period between 23h30 and 06h00 local time or as otherwise set in Legislation or by the Department for Transport, from time to time.

Noise Category means noise charging categories set out in Schedule 5 which are based on a combination of the cumulative noise reduction from ICAO Chapter 3 standards and the ACI noise index categories.

NOTAM means an airport-issued notice to airmen.

Operating Airline means any airline which carries Passengers on flights into and/or out of Heathrow Airport during the calendar year 2019, 2020 or 2021 as applicable.

Operating Crew means personnel operating as flight or cabin crew on an arriving or departing aircraft.

Passenger means an occupant of an aircraft of any age, not being Operating Crew or Positioning Crew, and travelling through one of Terminals 2, 3, 4 or 5 at the Airport in respect of whom airport charges have been paid or are payable to HAL.

Passenger Terminal Area means stand numbers 101 to 596 inclusive.

Pay means deposit cleared funds into our bank account nominated from time to time by us.

Positioning Crew means your flight and cabin crew, other than Operating Crew, arriving into, or departing from, the Airport on company duty travel for the purpose of positioning for, or returning from, crewing duties.

Positive Boarding means our positive boarding programme which aims to streamline the passenger journey through the Airport and provide you with improved passenger boarding information.

Regular Public Transport Operations or RPT means air service operations where, for a fee, the aircraft is operated according to fixed schedules over specific routes and is available to the general public on a regular basis.

Relevant Industry Bodies means a body listed or described in Schedule 7.

RNAV 1 means procedures requiring system performance currently met by GPS or DME/DME/IRU RNAV systems under which the aircraft's track-keeping accuracy remain bounded by ± 1 NM for 95% of the total flight time.

Safety Management System means a systematic approach to managing safety, including the necessary organisational structures, accountabilities, policies and procedures which airport users must have under ICAO requirements.

Transfer Passenger means a passenger arriving at and departing from the Airport on a different aircraft or on the same aircraft under a different flight number, whose main purpose for using the airport is to effect a transfer on a single ticket within 24 hours.

Transit Passenger means a passenger arriving at the Airport on a through flight and subsequently leaving the airport on the same aircraft or on a replacement aircraft (used following a breakdown of the former) within 24 hours on a single ticket.

we or us or our means Heathrow Airport Limited (Company No. 01991017) and includes our Affiliates, successors and assigns.

you or your means, in the case of RPT aircraft, the holder of the Air Operator's Certificate at the time our Facilities and Services at the Airport are used or in the case of General or Business Aviation and other non-regular public transport operations aircraft, the person who is identified as "Owner" in the Notification of Aircraft Details form or, if no one is so identified, the holder of the Certificate of Registration at the time our Facilities and Services at the Airport are used, and includes your executors, administrators, successors and assigns.

23.2 The singular includes the plural and the plural includes the singular.

- 23.3 If you consist of more than one person or company, then each person or company is jointly and severally liable under these Conditions with each of the others.
- 23.4 Any phrase introduced by the expressions “including”, “include”, “in particular” or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.
- 23.5 If any condition (or part thereof) of these Conditions is found by any court or administrative body of competent jurisdiction to be invalid, unenforceable or illegal, the other provisions of these Conditions will remain in force. If any invalid, unenforceable or illegal provision would be valid, enforceable or legal if some part of it were deleted, the provision will apply with whatever modification is necessary to make it valid, enforceable or legal.
- 23.6 Headings in these Conditions are for convenience only and shall not affect the interpretation of these Conditions.
- 23.7 A reference to a particular law is a reference to it as it is in force from time to time taking account of any amendment, extension, or re-enactment and includes any subordinate legislation from time to time made under it.
- 23.8 The Schedules form part of these Conditions and shall have effect as if set out in full in the body of these Conditions. Any reference to these Conditions includes the Schedules.

SCHEDULE 1 – Information Requirements**1 Data requirements**

1.1 If you are subject to charges under Schedule 5, you must provide the following complete and accurate information pursuant to conditions 3.2 and/or 3.3 of these Conditions:

- (a) the number of all Embarking Passengers (including children and Infants) on your aircraft operating at the Airport on each flight, with Transit Passengers, Transfer Passengers, Infants and Positioning Crew shown separately;
- (b) the number of all Disembarking Passengers (including children and Infants) on your aircraft operating at the Airport on each flight, with Transit Passengers, Transfer Passengers, Infants and Positioning Crew shown separately;
- (c) the total number of Passengers, Transfer Passengers and Transit Passengers (including children and Infants) and the total weight of cargo and mail (expressed in kilograms) embarked and disembarked at the Airport;
- (d) fleet details including the MTOW in respect of each aircraft owned or operated by you;
- (e) details of the Engine NOx Emissions and engine specifications in respect of each aircraft owned or operated by you;
- (f) details of the noise certification values for sideline, flyover and approach in respect of each aircraft owned or operated by you;
- (g) details of cargo arriving and departing the airport on aircraft and road feeder services as provided in the Freight Flight Manifest (FFM);
- (h) your name and postal address, email address, phone and fax numbers, IATA/ICAO prefix and SITA address;
- (i) aircraft registration (including aircraft substitutions);
- (j) variations to schedule (including flight number, aircraft type, route and scheduled time of operation);
- (k) estimated times of operation;
- (l) scheduled time of operation (in UTC) of all flights from point of origin to the Airport with flight durations greater than 4 hours;
- (m) stand departure delays greater than 15 minutes;
- (n) flight plan call signs;
- (o) turnaround linked flight numbers and registrations (including changes); and
- (p) an Estimated Departure (ED) time to an accuracy of +/- 5 minutes.

1.2 The following data is also required:

- (a) advance passenger details – forward booking information;
- (b) baggage information messages (BIM's): BSM, BPM, BUM, BNS, BCM;
- (c) automated message confirming loading of baggage at its point of reconciliation;
- (d) misconnected baggage information – MSF world tracer report; and

(e) delay codes in accordance with IATA AHM 730.

1.3 The following standard IATA messages should be used:

MVT	AIRCRAFT MOVEMENT MESSAGE	IATA AHM	780 (NI, ED, AD, AA)
LDM	LOAD MESSAGE	IATA AHM	583
FFM/XFFM	FREIGHT FLIGHT MANIFEST	IATA AHM	
SLS	STATISTICAL LOAD SUMMARY	IATA AHM	588
DIV	AIRCRAFT DIVERSION MESSAGE	IATA AHM	781
ASM	ADHOC SCHEDULED MESSAGE PROC	IATA AHM	785 CHAPTER 5 (CNL)
PSM	PASSENGER SERVICE MESSAGE	IATA RP	1715
PTM	PASSENGER TRANSFER MESSAGE	IATA RP	1718
BIM	BAGGAGE INFORMATION MESSAGE	IATA RP	1745
MSF	WORLD TRACER FAULT STATION LOG		
PAL	PASSENGER ASSISTANCE LIST	IATA AHM	WCHR, WCHS, WCHC
CAL	CHANGE ASSISTANCE LIST	IATA AHM	

1.4 Our IT systems recognise and strictly apply the following IATA standards and any other codes will not be accepted:

Standard for MESSAGE FORMATS	IATA AHM	080
Standard for MESSAGE CORRECTIONS	IATA AHM	081
AIRPORT CODES	IATA AHM	010
DELAY INFORMATION CODES	IATA AHM	730
Form of INTERLINE BAGGAGE TAG	IATA RES	740

1.5 For the Airport, messages should be sent as follows:

Address LHRBAYA	MVT, LDM, SLS, DIV, ASM, FFM
Address LHRTP7X	PTM, MSE, PSM and forward booking information
SITA MDS (Message Distribution Service)	all Baggage Information Messages (BIM's)

1.6 We expect airlines to start to follow the messaging process as specified in IATA RP1800 where possible.

2 Airport Operations Plan (AOP)

2.1 AOP at the Airport is a joint initiative between aircraft operators, ground handlers, NATS and HAL. The key aim of the project – which is supported by EUROCONTROL – is to facilitate the sharing of operational data to allow better informed decisions to be made. In particular, it aims to optimise the turn round process to ensure the best possible

coordination of resources and carrying out operational activities for the purpose of the delivery of the Facilities and Services.

- 2.2 AOP specifically depends on timely, accurate and reliable updates to the Target Off Block Time (TOBT) which is the time an aircraft expects to be ready to leave the stand. Good quality TOBTs enable optimisation of airport infrastructure, runway throughput, resources. AOP dynamically advises the Network Manager (EUROCONTROL and NATS Swanwick) of the aircraft's target take-off time and trajectory through airspace blocks to aid over demand management. Predictable and stable ground operations is key to assisting reduce delays and optimise the use of airspace.
- 2.3 You must:
- (a) Update TOBTs for any change of +/- 5 minutes or greater either directly or via your appointed ground handling provider in a timely manner by sending a standard IATA departure message e.g. ED message.
 - (b) Avoid changes within the 10-minute period prior to TOBT, e.g. TOBT is 10:00 and it is changed after 09:50.
 - (c) Aim to provide at least 10 minutes' notice for any new TOBT value, e.g. current time is 10:00 and a TOBT of 10:20 is changed to 10:05.
 - (d) Pilots must report ready to start to Air Traffic Control in a window of TOBT +/- 5 minutes or request TOBT to be updated if not ready to start, either directly or via your appointed ground handling provider.
- 2.4 From 30 minutes before estimated departure, Air Traffic Control uses TOBT to assign a Target Start Approval Time (TSAT) to each flight. This is the time that an aircraft can expect to receive start up approval taking into account the TOBT value provided as well as the overall traffic situation. By considering all known operational inputs, TSATs provide an optimised pre-departure sequence. The TSAT is recalculated regularly and updated as revisions are made to TOBT.
- 2.5 For more details on AOP refer to our website at the following URL: www.heathrow.com/aop.

SCHEDULE 2 – Credit Application

Applicant Trading Name: _____
 Business Address: _____
 Postal Address: _____
 Telephone: _____ Fax: _____
 Registered Company Number: _____
 Type of business: _____ Years trading: _____
 Bank: _____ Branch: _____
 Contact Person: _____ Telephone: _____

If a sole trader: -
 Full Name: _____
 Date of birth: _____
 Residential address: _____

If a partnership: -
 Full names of all partners: _____
 Address: _____
 Date of birth: _____

If a limited partnership: -
 Name of partnership: _____
 Registered Partnership Number: _____ Date of registration: _____
 Residential Office Address: _____
 Full names of all directors: _____
 Address: _____
 Date of birth: _____

Trade references (minimum of 3 trading accounts):
 Name: _____ Telephone: _____

Credit limit required: £ _____

DATA PROTECTION ACT ACKNOWLEDGMENT AND CONSENTS

1 Acknowledgment

The applicant(s) acknowledge(s) that HAL has informed me/us in accordance with the Data Protection Legislation that certain items of personal information about me/us contained in this application or which may be subsequently obtained by HAL may be disclosed to a credit reporting agency. This information includes, among other things, particulars as to my/our identity, the fact

an application for credit was made and the amount of credit sought, details of current providers of credit at least 60 days overdue, discharges, cheques twice dishonoured and serious credit infringements.

2 Consent

I/we consent:

- (a) to HAL obtaining from a credit reporting agency a credit report containing personal information about me/us for the purpose of HAL:
 - (i) collecting overdue payments in respect of commercial credit provided to me/us;
 - (ii) assessing my/our application for commercial credit on an on-going basis; or
 - (iii) assessing my/our application for consumer credit;
- (b) to HAL's nominated trade insurer (if any) obtaining from a credit reporting agency a credit report containing personal information about me/us to assess the risk of providing insurance to HAL in relation to my/our application for commercial credit with HAL; and
- (c) to HAL giving and seeking from any credit provider named in this application for credit or in a credit report issued by a credit reporting agency information about my/our credit arrangements, including any information about my/our credit worthiness, credit standing, credit history or credit capacity that credit providers are allowed to give or receive from each other.

Signature _____

Printed name _____

Position _____

Date _____

SCHEDULE 3 – Notification of Aircraft Details

Aircraft Registration: _____
Aircraft Type: _____

Certificate of Registration Holder:
Name: _____
Address: _____
Contact number: _____

Owner: (if different to C of R holder)
Name: _____
Address: _____
Contact number: _____

Airline:
Name: _____
Address: _____
Contact number: _____

Effective Dates of Operation:
From: _____
To: _____

Certified Noise Levels (EPNdB):
Flyover _____
Lateral _____
Approach _____

Certified Maximum Take Off Weight (tonnes):
Engine _____
Number of Engines: _____

Percentage compliance CAEP Emission Standard
CAEP 4: _____
CAEP 6: _____

Signature of person completing the form

Please identify by circling whether you are the C of R Holder / Owner / Airline

SCHEDULE 4 – Contact Information

Email

Unless otherwise agreed in writing, all information required by these Conditions or requests pursuant to these Conditions should be supplied electronically.

The relevant email addresses for communications are as follows:

General matters:

lhaircraft_charges@heathrow.com

Payment and delivery information or questions:

lhaircraft_charges@heathrow.com

Disputes:

BSC-disputes-management@heathrow.com

Remittances

remittances@heathrow.com

Telephone

For all questions regarding these Conditions, please contact our Business Support Centre in the first instance on the following number:

+44 (0)141 585 6000

Post

Our address for service of notices is as follows:

Heathrow Airport Limited
The Compass Centre
Nelson Road
Hounslow
Middlesex
TW6 2GW
Attention: Commercial Director

The above address is also HAL's registered office.

SCHEDULE 5 – Charges effective from 1 January 2020

1 Movement Charges

This charge is based on the Maximum Take Off Weight and Engine NOx Emissions and noise certification values for sideline, flyover and approach for all flights.

1.1 Noise Charges charged on all movements (landing and take-off)

Noise Charging Categories						
Helicopters	£1,378.08					
Fixed wing aircraft not exceeding 16 metric tonnes	£2,726.70					
	Chapter 3	Chapter 4 High	Chapter 4 Base	Chapter 14 High	Chapter 14 Base	Chapter 14 Low
Fixed wing aircraft exceeding 16 metric tonnes – outside Night Quota Period	£5,737.66	£1,967.20	£1,475.40	£1,147.53	£819.67	£491.80
Fixed wing aircraft exceeding 16 metric tonnes – Night Quota Period	£28,688.30	£9,836.00	£7,377.00	£5,737.65	£4,098.35	£2,459.00

Qualification criteria for noise charges						
Criteria to be met concurrently	Chapter 3	Chapter 4 High	Chapter 4 Base	Chapter 14 High	Chapter 14 Base	Chapter 14 Low
Chapter 14 certification or equivalent	NO	NO	NO	YES	YES	YES
Cumulative EPNdB reduction from ICAO Chapter 3 standard of at least*:	Less than 10	Less than 15	Less than 17	Less than 20	Less than 23	23 or more

*This represents the sum of the differences between the certified noise values for a particular aircraft registration at the three monitoring points (sideline, flyover and approach) and the Chapter 3 limits at these points.

1.2 **Night Quota Period Charges:** For any arriving/landing movements that are unscheduled during the Night Quota Period (as defined in condition 23.1), Noise Charges are 5 times the normal charges. We may, at our sole discretion, waive these additional charges in exceptional circumstances.

1.3 If you operate aircraft departures which infringe noise thresholds or if you flagrantly or persistently fail to operate in accordance with Noise Preferential Routes (NPRs) prescribed

for the Airport, both as measured by the noise and track monitoring system operated by us, you may be subject to supplemental charges promulgated in directions published by us.

1.4 Emissions Charges

In addition to the Noise Charges, a NOx emission charge is payable on each landing by a fixed wing aircraft over 8,618kg. The charge per kg of NOx is calculated on the Aircraft's Ascertained NOx Emission.

Emissions charge per kg of NOx: £16.84

2 Departing Passenger Charges

2.1 Passengers departing, transferring or transiting to a European Destination shall be subject to a £10.00 load factor discount and in addition passengers departing, transferring or transiting to Domestic Destinations shall be subject to an additional £5.00 connectivity discount. See condition 23.1 for the meaning of European Destinations and Domestic Destinations. Destinations not designated as European Destinations will be subject to the Other Destinations charge.

2.2 All departing passenger charges, including minimum departure charges, shall be subject to the following seasonality:

Month	Season
January	Low
February	Low
March	Low
April	Shoulder
May	Low
June	High
July	High
August	High
September	Shoulder
October	Shoulder
November	Low
December	Shoulder

- 2.3 The charge per departing Passenger (other than Transfer Passengers or Transit Passengers) with the relevant passenger discount is:

Destination	Season	Charge
European charge with single discount (with EU load factor discount)	High	£23.06
	Shoulder	£19.83
	Low	£16.60
European charge with dual discount (with EU load factor and UK connectivity discount)	High	£18.06
	Shoulder	£15.53
	Low	£13.00
Other Destinations	High	£55.64
	Shoulder	£47.85
	Low	£40.06

- 2.4 The charge per departing Transfer Passenger or Transit Passenger with the relevant passenger discount is:

Destination	Season	Charge
European charge with single discount (with EU load factor discount)	High	£17.30
	Shoulder	£14.88
	Low	£12.46
European charge with dual discount (with EU load factor and UK connectivity discount)	High	£13.55
	Shoulder	£11.65
	Low	£9.76
Other Destinations	High	£41.73
	Shoulder	£35.89
	Low	£30.05

- 2.5 Remote stand rebate per Passenger is: £4.00

The remote stand rebate applies per Passenger for scheduled flights arriving or departing from a stand which has been designated as remote by us.

- 2.6 There is a minimum charge on departure for all flights leaving the Airport. The minimum charge for departure is:

Destination	Season	Minimum Departure Charge
UK	High	£938.60
	Shoulder	£807.04
	Low	£676.00
All other destinations	High	£1,705.70
	Shoulder	£1,466.68
	Low	£1,228.40

3 Parking Charges

3.1 The following charges for parking aircraft at the Airport:

(a) Wide Bodied Aircraft

- (i) There is no charge for the first 90 minutes;
- (ii) charge per 15 minutes or part thereof after the free period is:

£61.13

(b) Narrow Bodied Aircraft

- (i) There is no charge for the first 30 minutes;
- (ii) charge per 15 minutes or part thereof after the free period is:

£25.47

These charges will apply whilst the aircraft is parked on areas designated as Airport parking areas, whether the aircraft is secured to the ground or to a structure on the Airport or is left on the ground unsecured.

3.2 Parking is free between the hours of 2200 and 0559 UTC (GMT).

3.3 Parking on a stand within the Passenger Terminal Area is restricted to a maximum of 24 hours. You shall, if requested by us, remove your aircraft from the Passenger Terminal Area after an accumulated 24 hours, irrespective of any repositioning within the Passenger Terminal Area. Failure to do so will render you liable to a special charge, equivalent to eight times the standard parking charges ignoring any applicable free periods set out in this Schedule 5, for every 15 minutes or part thereof during which the aircraft occupies a stand within the Passenger Terminal Area after the accumulated 24 hours until it departs from the Airport.

3.4 Parking charges will be applied from Chocks On to Chocks Off.

3.5 In this paragraph 3 (Parking Charges):

- (a) Wide Bodied Aircraft shall include aircraft with the following classifications 332, 333, 343, 346, 358, 359, 351, 388, 744, 763, 764, 772, 74Y, 76B, 77A, 77W, 788, 789; and

- (b) Narrow Bodied Aircraft shall include aircraft with the following classifications 100, 318, 319, 320, 321, 733, 738, 73G, AT5, AT7, CR7, E90, E95, ER3, ER4, F70, M81, 75W, 752.

4 Policing

- 4.1 Where any flight imposes an additional policing requirement over and above the services normally provided at the Airport, you shall be required to Pay the costs reasonably and properly incurred by us.

5 Tariffs General Notice

- 5.1 At the Airport the relevant charges for electricity, fixed electrical ground power, water and sewerage, low temperature hot water, domestic hot water, chilled water, gas, staff ID cards and vehicle apron passes, staff car parking, baggage, check-in desks and common use self-service (CUSS), airside licences, airport waste services, pre- conditioned air, IT services and passengers with reduced mobility as set out in the most recent Tariffs General Notice are payable.

- 5.2 See for example:

[https://www.heathrow.com/content/dam/heathrow/web/common/documents/company/doing-business-with-heathrow/regulated-charges/General Notice 01-2 19 Tariffs with effect from 1 January 2020.pdf](https://www.heathrow.com/content/dam/heathrow/web/common/documents/company/doing-business-with-heathrow/regulated-charges/General%20Notice%2001-2%2019%20Tariffs%20with%20effect%20from%201%20January%202020.pdf)

6

Rebates

6.1

We have the discretion to grant up to a 100% rebate of the charge on landing of aircraft positioning empty of Passengers for RPT. This rebate will not be granted on flights resulting from a diversion because of bad weather. Prior written application for permission to make the flight and for the grant of the rebate must be made to us (via the email specified in Schedule 4) before a landing is to be made.

6.2

Our Commercial Director has the discretion to abate or waive any or all of landing, departing passenger or parking charges for any category of traffic they may specify from time to time.

7

7.1

Emergency Support

As set out in condition 11.8 above, should we need to arrange and/incur any costs for the provision of (1) any last minute or emergency ground handling support for you and/or (2) any emergency response services for you, the cost of this shall be fully rechargeable to you and shall be payable on demand.

8

8.1

Growth Incentive 2020

8.2

For 1 January – 31 December 2020, we are continuing the Growth Incentive Scheme which began in 2019, the terms of which are set out below.

Actual Total Passenger Number(s) means the Airline's total number of passengers (both arriving and departing) using the Airport during a calendar year. This number will exclude passengers travelling on flights which are incentivised under the Heathrow ATM Incentive Scheme.

Actual Total Departing Passenger Number(s) means the Airline's total number of departing passengers using the Airport during a calendar year. This number will exclude all departing passengers travelling on flights which are incentivised under the Heathrow ATM Incentive Scheme.

Airline means an aircraft operator holding a valid operating certificate and who carries passengers to and from the Airport in accordance with these Conditions.

Departing Passenger Growth means the difference between an Airline's Actual Total Departing Passenger Numbers travelling to or from Heathrow between 1 January 2019 – 31 December 2019 and 1 January 2020 – 31 December 2020, where that number is greater than zero;

Growth Incentive Credit means a credit of £10 for each departing passenger carried by an Airline forming part of the Departing Passenger Growth total for that Airline;

Historic Rights means a slot or group of slots over which an Airline has grandfather rights, in accordance with EC Regulation 95/93 (as amended or replaced from time to time).

Total Growth means the difference between an Airline's Actual Total Passenger Numbers travelling to or from Heathrow between 1 January 2019 – 31 December 2019 and 1 January 2020 – 31 December 2020, where that number is greater than zero;

- 8.3 An Airline which achieves Total Growth and Departing Passenger Growth in 2020 may qualify for Growth Incentive Credit.
- 8.4 No Airline may qualify for Growth Incentive Credit unless it has a complete calendar year of continuous operation using Historic Rights throughout 2019. For the avoidance of any doubt, ad-hoc operations will not qualify for this growth incentive. A full year of operations throughout 2019 will also be required so as to provide a full year of passenger numbers for the purpose of calculating growth.
- 8.5 We will confirm the 2019 Actual Total Passenger Number and 2019 Actual Total Departing Passenger Number in writing to Airlines, by 31 January 2020. These are the baselines against which any Total Growth and Departing Passenger Growth will be measured.
- 8.6 The Growth Incentive Credit will not be paid unless total passenger volumes at Heathrow in 2019 are greater than the total passenger volumes during 2019.
- 8.7 The maximum cumulative Growth Incentive Credit paid by us across all Airlines together will be £8 million GBP. In the event that the total Growth Incentive Credit would exceed £8 million GBP, the Growth Incentive Credit will be paid proportionally to all qualifying Airlines.
- 8.8 The Growth Incentive Credit will be implemented by way of a credit to each qualifying Airline's Heathrow airport charges account in the first quarter of 2021.
- 8.9 Heathrow shall be entitled, at its sole discretion, to amend the Actual Total Passengers Number and Actual Total Departing Passengers Number where there has been a material change in circumstances including, but not limited to, any impact from disruption or unforeseen conditions.
- 8.10 For the avoidance of any doubt, flights which are incentivised as part of Heathrow's Winter ATM Scheme shall not be included in the calculation of how much Total Growth or Departing Passenger Growth an Airline has achieved.

9 IH7: Payment of Fixed Rebate

- 9.1 This paragraph 9 shall apply to all Operating Airlines. To the extent that an Operating Airline has entered into a commercial agreement with HAL, which sets out the same provision for a fixed rebate, this paragraph 9 does not create any additional or separate rights or obligations on HAL.

- 9.2 HAL shall calculate and pay a Fixed Rebate in respect of each of the calendar years 2020 and 2021 respectively in accordance with this paragraph 9.
- 9.3 No later than twenty (20) Business Days after the end of each of the calendar years 2020 and 2021, HAL shall provide notice in writing to the Operating Airline of:
- (a) the total number of Passengers using the Airport, which figure shall be based upon the number of Passengers using the Airport routinely reported by Heathrow to the CAA; and
 - (b) the total number of Airline Provided Passengers, in respect of the calendar year which has most recently ended.
- 9.4 Within twenty (20) Business Days of receipt of HAL's notice pursuant to paragraph 9.3, the Operating Airline may notify HAL in writing that it does not agree with HAL's calculation of the total number of Airline Provided Passengers, provided that the Operating Airline shall provide written evidence supporting such notification. Where the Operating Airline does not so notify HAL, HAL's notice provided pursuant to paragraph 9.3 shall be deemed accepted by the Operating Airline.
- 9.5 If the Operating Airline provides a notification in accordance with paragraph 9.3, HAL shall, acting reasonably, consider such notification and, within twenty (20) Business Days of such notification, provide a further notice in writing to the Operating Airline of the total number of Passengers using the Airport during the year in question and the total number of Airline Provided Passengers in respect of the calendar year in question and the Operating Airline shall accept such notice.
- 9.6 In the event that an Operating Airline challenges HAL's calculation of its Passenger numbers in the relevant calendar year and such challenge results in an adjustment of total Passenger numbers at the Airport for the relevant calendar year, HAL shall, within twenty (20) Business Days of providing a notice to the other Operating Airline(s) pursuant to paragraph 9.5 above, provide to the Operating Airline(s) a further amended notice of the total number of Passengers using the Airport during the year in question.
- 9.7 Subject to paragraph 9.11, the amount of Fixed Rebate available for payment to all Operating Airlines in respect of the calendar years 2020 and 2021 is a sum equal to two hundred and sixty million pounds (£260,000,000) (the "**Total Fixed Rebate**") and HAL shall be under no obligation, in respect of the Fixed Rebate, pursuant to this Paragraph 9 or otherwise to pay a greater sum in aggregate to all Operating Airlines than the Total Fixed Rebate.
- 9.8 The Total Fixed Rebate will be payable as follows:
- (a) in respect of the 2020 calendar year, HAL shall pay the Operating Airline a proportion of one half (50%) of the Total Fixed Rebate based on the number of its Airline Provided Passengers in the 2020 calendar year divided by the total number of Passengers using the Airport in the 2020 calendar year (the "**Airline 2020 Fixed Rebate**"), as follows:

$$\text{Airline 2020 Fixed Rebate} = \frac{\text{total Airline Provided Passengers during the 2020 calendar year}}{\text{total Passengers using Heathrow Airport during the 2020 calendar year}} \times \text{Total Fixed Rebate} \times 0.5$$

- (b) in respect of the 2021 calendar year, HAL shall pay the Operating Airline a proportion of one half (50%) of the Total Fixed Rebate based on the number of its Airline Provided Passengers in the 2021 calendar year divided by the total number of Passengers using the Airport in the 2021 calendar year (the "**Airline 2021 Fixed Rebate**"), as follows:

$$\text{Airline 2021 Fixed Rebate} = \frac{\text{total Airline Provided Passengers during the 2021 calendar year}}{\text{total Passengers using Heathrow Airport during the 2021 calendar year}} \times \text{Total Fixed Rebate} \times 0.5$$

9.9 HAL shall pay the Operating Airline 2020 Fixed Rebate as follows:

- (a) the first twenty five per cent (25%) of the Airline 2020 Fixed Rebate shall be paid on 1 July 2021;
- (b) the second twenty five per cent (25%) of the Airline 2020 Fixed Rebate shall be paid on 1 July 2022;
- (c) the third twenty five per cent (25%) of the Airline 2020 Fixed Rebate shall be paid on 1 July 2023; and
- (d) the fourth twenty five per cent (25%) of the Airline 2020 Fixed Rebate shall be paid on 1 July 2024.

9.10 HAL shall pay the Operating Airline 2021 Fixed Rebate as follows:

- (a) the first twenty five per cent (25%) of the Airline 2021 Fixed Rebate shall be paid on 1 July 2022;
- (b) the second twenty five per cent (25%) of the Airline 2021 Fixed Rebate shall be paid on 1 July 2023;
- (c) the third twenty five per cent (25%) of the Airline 2021 Fixed Rebate shall be paid on 1 July 2024; and
- (d) the fourth twenty five per cent (25%) of the Airline 2021 Fixed Rebate shall be paid on 1 July 2025.

9.11 Reduced Airline 2020 Fixed Rebate and Airline 2021 Fixed Rebate

The amounts of the Airline 2020 Fixed Rebate and the Airline 2021 Fixed Rebate payable to the Airline in respect of each of the calendar years 2020 and 2021 shall reduce proportionately on a linear sliding scale from 100% to 0% in the event of reductions in Passenger numbers at the Airport, in accordance with the following sliding scales:

- (a) Where total Passenger numbers at the Airport in respect of the calendar year 2020 are:
 - (i) seventy four million five hundred thousand (74,500,000) Passengers or less, the amount of the Airline 2020 Fixed Rebate shall reduce by one hundred per cent (100%);
 - (ii) seventy nine million (79,000,000) Passengers or more, the amount of the Airline 2020 Fixed Rebate shall be payable in full; and

- (iii) between seventy nine million (79,000,000) and seventy four million five hundred thousand (74,500,000) Passengers, the Airline 2020 Fixed Rebate shall reduce in proportion with the difference between the total Passenger numbers at the Airport in respect of the calendar year 2020 and seventy nine million (79,000,000) Passengers as a proportion of four million five hundred thousand (4,500,000) Passengers expressed as a percentage, as follows:
- (b) Where total Passenger numbers at the Airport in respect of the calendar year 2021 are:
- (i) seventy six million (76,000,000) Passengers or less, the amount of the Airline 2021 Fixed Rebate shall reduce by one hundred per cent (100%);
- (ii) seventy nine million (79,000,000) Passengers or more, the amount of the Airline 2021 Fixed Rebate shall be payable in full; and
- (iii) between seventy six million (76,000,000) and seventy nine million (79,000,000) Passengers the Airline 2021 Fixed Rebate shall reduce in proportion with the difference between the total Passenger numbers at the Airport in respect of the calendar year 2021 and seventy nine million (79,000,000) Passengers as a proportion of three million (3,000,000) Passengers expressed as a percentage, as follows:

$$\text{reduction in Airline 2021 Fixed Rebate \%} = \frac{79,000,000 - \text{total Passenger numbers at Heathrow Airport in respect of the calendar year 2021}}{3,000,000} \times 100$$

SCHEDULE 6 – Procedure for moving/removing Aircraft by HAL

- 1 In the event that we are required to move/remove an aircraft as a result of a failure by you to comply with an order issued to you under these Conditions:
 - 1.1 We will, where applicable, follow the procedures for the recovery of disabled aircraft set out in our Aerodrome Manual and other relevant operational instructions.
 - 1.2 In other cases, we will provide you with as much notice as is, in all the circumstances, reasonably practicable:
 - (a) that we intend to move/remove the aircraft;
 - (b) of the proposed location to which the aircraft is to be relocated
 - (c) of the means by which we intend to move/remove the aircraft; and
 - (d) of any conditions which may apply to your recovery of the aircraft.
 - 1.3 In the event that the notice referred to in paragraph 1.2 is not practicable we will notify you, as soon as possible:
 - (a) that we have moved/removed the aircraft;
 - (b) of the location to which the aircraft has been moved; and
 - (c) of any conditions which may apply to your recovery of the aircraft.

SCHEDULE 7 – Relevant Industry Bodies

Industry bodies referred to in this document include:

- Heathrow Airline Operators Committee
- Heathrow Airport Users Committee
- International Air Transport Association
- Board of Airline Representatives in the United Kingdom (BARUK)
- British Air Transport Association (BATA)
- London Airports Consultative Committee (LACC)
- Heathrow Coordination Committee

and any other organisation that we agree, in writing, is to be considered an industry body for the purposes of these Conditions.

SCHEDULE 8 – Airline Welfare Protocol**Rules of Conduct****SUMMARY**

This document outlines the standards required from airlines operating at Heathrow in the event of significant disruption, which affects their passengers.

In the interests of passenger welfare when using our Facilities and Services at the Airport Airlines agree to use their best endeavours to comply with the Airline Welfare Protocol.

Airlines are still required to meet their obligations under EC261/2004.

1.0 COMMUNICATION

- 1.01 In the event of a flight cancellation Airlines will notify their passengers within 1 hour of the cancellation decision (unless the cancellation is within 1 hour).
- 1.02 In the event of a delay of more than 2 hours in the departure of a flight, airlines will notify their passengers within 1 hour of becoming aware of that delay.
- 1.03 Airlines will provide a representative to participate in the Heathrow Communication and Stakeholder Call.
- 1.04 Airlines that have websites will, in the event of a potential or actual disruption:
 - (a) include a generic statement to inform passengers of the potential or actual disruption consistent with the stakeholder call update within 1 hour; and
 - (b) provide sufficient website resilience
- 1.05 Airlines will confirm the cancellation or reinstatement of a flight with Airport Co-ordination Limited (ACL) within 30 minutes of the cancellation or reinstatement decision.
- 1.06 Airlines will provide sufficient resilient 24/7 telephone rebooking phone lines with both their main domestic language and English-speaking operators to cope with increased call volumes, activated within 1 hour of a major disruption.
- 1.07 Airlines shall ensure passenger rights leaflets are provided to passengers who are at the airport at all ticket, check-in and information desks.
- 1.08 Airlines shall provide an Informed Representative to communicate with Heathrow operations and co-ordinate with the reservist staff throughout the period of disruption.

2.0 PROVISIONS

- 2.01 Airlines shall provide passengers with sustenance (sandwiches or equivalent food vouchers) appropriate to the time of day without charge:
 - (a) for short haul flights where the flight is delayed by 2 hours or more
 - (b) for long haul flights, where the flight is delayed by 4 hours or more
- 2.02 If the 2 or 4 hour delay (as specified above) is known to the airline at the time the passenger checks in or bag drops at the airport Airlines shall provide this sustenance at that point.

- 2.03 Airlines where possible should encourage passengers to return home.
- 2.04 Airlines shall provide passengers with transfers and hotel accommodation without charge for overnight delays.
- 2.05 Airlines shall provide an Informed Representative at the airport to deploy welfare response with the aim of prioritising Vulnerable Passengers.

3.0 PROCESS FACILITATION AND RESOURCE DEPLOYMENT

- 3.01 Airlines representatives shall man desks at the airport to support passenger re-booking throughout the period of disruption.
- 3.02 Airlines shall provide access to multilingual staff (whom as a minimum speak their main domestic language as well as English) throughout the period of disruption.

4.0 DEFINITIONS

- 4.01 In this Protocol the following terms shall have the following meanings:

Airlines mean the operators of aircraft using Heathrow Airport;

Heathrow Communication and Stakeholder Call means the regular airline stakeholder telephone conference calls scheduled by HADACAB during disruptions; (**Heathrow ATM Demand And Capacity Balancing**)

Informed Representative means a designated person based at Heathrow Airport authorised to take decisions on behalf of the airline;

Notify means provide appropriate information by SMS text message, email and/or telephone;

Vulnerable Passengers means passengers with disabilities, elderly passengers, unaccompanied minors and families with young children;

Website means main airline website and any associated websites such as online booking facilities; and

Sufficient resilience means demonstrating sufficient resilience to support their Heathrow operations during periods of significant disruption e.g. 40-50 times normal daily traffic, with load testing every six months or procedures in place to offer a reduced service.

SCHEDULE 9 – Airport Plan

