

Dear Stakeholder

Consultation on proposed increase to the Terminal drop off charge (TDOC)

Background

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.

Proposed Changes

Heathrow is consulting on two changes:

- 1) Introduction of a 10-Minute Maximum Stay; and
- 2) TDOC Price increase.

1. Introduction of a 10-Minute Maximum Stay

Heathrow has seen an ongoing misuse of the forecourt for pick-ups and waiting, and we want to address this by introducing a 10-minute maximum stay. Vehicles exceeding this limit will be issued a Parking Charge Notice (PCN) of £80, reduced to £40 if paid within 14 days, in line with the British Parking Association Code of Practice.

Blue Badge holders will remain exempt from both the TDOC and the time limit. PCN will be limited to one per visit for either non-payment or exceeding the time limit. Remote free drop off locations will still be available within Park & Ride locations to allow for longer transactions.

This change is intended to reinforce the Heathrow byelaws with forecourts designated as a drop-off only area, enhancing customer experience for those using the facility for its intended use and improve traffic flow. Ongoing use of forecourts for pick-ups leads to congestion due to longer waiting times.

¹ Forecourt usage and reduction in vehicle trips are based on Heathrow Passenger profile survey results.

Other Airports typically allow 20–30 minutes max stay²; however, they use tariff-based systems for extended stays which is much more aligned with parking products in our Multi Storey Car Parks (MSCPs). Heathrow TDOC is a purely *drop-off transaction*, not a parking product so therefore Heathrow does not intend to offer tariff pricing, so as to preserve operational intent of the scheme.

Heathrow's model is intentionally differentiated to deliver against its key strategic objectives:

- a. Reduce congestion and encourage public mode share;
- b. Encourage proper use of MSCPs for pick-ups; and
- c. Maintain forecourt flow and safety.

2. TDOC Price increase

Heathrow also proposes increasing the TDOC by £1 (17%) from £6 to £7 effective January 2026. This adjustment reflects a realignment to car park pricing and supports further modal shift to public transport.

Forecourt usage has stabilised following significant declines post COVID recovery. Continued price pressure is required to encourage further transition to public transport, supporting sustainability goals. Heathrow's current charge of £6 is below many UK airports with Stansted, Gatwick, Luton and Bristol all at £7. We propose a new price of £7 to continue to encourage mode shift and sustainable travel choices.

Future TDOC pricing will be reviewed annually alongside car park pricing, and further consultation will be undertaken where required.

Next steps

This consultation forms part of our regulatory obligations to ensure transparency and provide stakeholders with sufficient information to assess the proposed changes. We are also engaging with:

- Local communities
- Taxi & PHV trade bodies
- Transport for London
- Accessibility forums

We welcome your feedback on these proposals by no later than 14th November 25. Please send any representation to commercial.parking@heathrow.com. We will then consider all responses and publish our final decision on 1st December 25.

Thank you for your continued engagement and support as we work to deliver a more sustainable and efficient surface access strategy for Heathrow.

² <https://www.gatwickairport.com/transport-options/drop-off.html>,
<https://www.stanstedairport.com/parking/pick-up-and-drop-off/>
<https://www.london-luton.co.uk/to-and-from-lla/dropping-off>

Yours sincerely

On behalf of
Heathrow Airport Limited