

7 August 2015

Consultation – Conditions of Use (applicable from 1 January 2016)

Dear Colleague

Heathrow Airport Limited (“Heathrow”) consults annually on the Conditions of Use (“CoU”). The CoU sets out the conditions under which Heathrow Airport is made available to users and also sets out the charges applicable to the use of the airports services and facilities.

Heathrow is not proposing to make any substantive changes to the CoU applicable from 1 January 2016, although there will be a number of housekeeping changes to update email addresses and dates. The fee schedule will of course be amended to reflect the proposed changes to the level of airport charges, which Heathrow is consulting on separately.

A redline version comparing the current version of the CoU with the proposed 1 January 2016 version has been appended to this letter for ease of reference.

The consultation programme is as follows:

| Date | Milestone |
|-------------|--|
| 7 Aug 2015 | Publication of Heathrow consultation proposal |
| 15 Sep 2015 | Consultation meeting |
| 1 Oct 2015 | Airline written responses submitted by close of business |
| 30 Oct 2015 | Heathrow announces decision |
| 1 Jan 2016 | Conditions of Use applicable from |

Heathrow will hold a time slot during the 2016 charges consultation meeting on Tuesday 15 September to allow discussion on the proposed CoU applicable from 1 January 2016. The meeting will be open to all airlines and their representative bodies.

Date: Tuesday 15 September 2015
Time: 14:30 to 16:30
Location: The Compass Centre
Meeting room - Geneva/Hong Kong
Nelson Road
Hounslow
Middlesex
TW6 2GW

We also welcome any views on the proposed CoU applicable from 1 January 2016, and invite interested parties to submit written responses to the proposals set out in redline version of the CoU by close of business on 1 October 2015. Responses should be sent to: airline_relations@heathrow.com

Alternatively, comments may be posted to:

Airline Business Development
Heathrow Limited Airport
The Compass Centre
Nelson Road
Hounslow
Middlesex
TW6 2GW
UK

Or, if you have any questions on the proposed CoU or consultation process, please contact Airline Business Development on the e-mail address provided.

Please clearly mark any confidential information in responses to this consultation.

Yours faithfully



Brian Woodhead
Commercial Director