

Heathrow Airport

Premium Check-in Areas

Consultation Document

.Date: 21st August 2013

Prepared by: Heathrow Airport Limited

Status: Final

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Heathrow Airport Premium Check-in Areas

1.0 Introduction

- 1.1. The purpose of this consultation document is to set out Heathrow's proposal for the allocation, documentation and charging for Premium Check-in.

2.0 Premium Check-in

- 2.1. Premium Check-in is a dedicated area on the landside check-in concourse, occupied exclusively and for the benefit of that airline/alliance premium passengers on the landside concourse.
- 2.2. A number of such areas already exist and with contractual arrangements in place with the relevant airline/handler. The objective of the consultation is to ensure that such facilities are documented and charged on a consistent basis.

3.0 Consultation Programme

- 3.1. Heathrow is inviting comments from Heathrow's property customers on the proposal so that these can be considered when we make our final decision.
- 3.2. A consultation meeting will be held on 25th September 2013 the closing date for written comments is 30th October 2013. Heathrow will then consider any comments and conclude the consultation by 13th November 2013.
- 3.3. The consultation period of twelve weeks has been chosen to enable a reasonable period for consultation
- 3.4. The publication of this consultation paper on 21st August 2013 is the start of our consultation on Premium Check-in Areas.
- 3.5. The consultation programme is as follows:

Date	Milestone
21 st August 2013	Heathrow publish consultation document on Premium Check-in Areas proposals
25 th September 2013	Consultation meeting
30 th October 2013	Property customer written responses due
13 th November 2013	Heathrow publishes policy on Premium Check-in

- 3.6. Any party wishing to comment on the proposal must submit responses in writing. Written responses should be sent to: property@heathrow.com

3.7. Alternatively, written comments may be posted to the following address:

Premium Check-in Consultation
Heathrow Property Department
Heathrow Airport Ltd
The Compass Centre
Nelson Road
Hounslow
Middlesex
TW6 2GW

3.8. If you have any questions on the consultation document please contact Heathrow Property on the above e-mail address.

Schedule A

1. Background

- 1.1. Premium check-in areas are a dedicated area on the landside check-in concourse, occupied exclusively and for the benefit of those airlines/alliance premium passengers.
- 1.2. The growth in requirements for premium check-in areas, together with the scarcity of space on landside concourses has created a need for a standard policy.

2. Space Allocation

- 2.1. The allocation of space for premium check-in areas must be agreed by Heathrow in advance and will be governed by the Terminal Lead Planner and the existing Check-in Protocol.
- 2.2. Due to the need to maintain check-in flexibility there is no guarantee that space for premium check-in areas will be available.
- 2.3. Delineation of space by temporary features e.g. matting and pot plants are outside the scope of these principles but will be governed by the Terminal Operations team and Branding Guidelines.
- 2.4. Normal signage for airline identity and wayfinding will be permitted but anything beyond will be governed by Branding Guidelines and subject to a separate charge (see 5.1.3).

3. Works Approvals

- 3.1. All works to enclose the Premium Check-in area will be subject to the normal Property works approval process.
- 3.2. All investment to be undertaken by the airline.
- 3.3. Reinstatement of the concourse will be required upon vacation.

4. Documentation

- 4.1. The Premium Check-in will be documented using a licence agreement.
- 4.2. Appropriate break options and notice periods will be applied on a case by case basis depending on terminal specific check-in constraints and requirements e.g. changes in seasonal desk allocations.

5. Charging

- 5.1. Charging will be based on:

- 5.1.1. licence fee of £50 per sq foot (£538 per sq metre) per annum;
- 5.1.2. heating, maintenance and any other occupational costs e.g. utilities and business rates; and if appropriate,
- 5.1.3. media fee for external branding, in line with Heathrow's Branding Guidelines.

6. Existing Facilities

- 6.1. The principles will apply to Premium Check-in areas (from the date of the conclusion of this consultation) which are:
 - 6.1.1. new areas;
 - 6.1.2. currently undocumented; or
 - 6.1.3. where the outcome of this consultation is required to determine charging or documentation arrangements.
- 6.2. Any existing premium check-in areas which have been documented will change to the above principles at expiry of the existing agreement.