

30 October 2015

Dear Colleague

Heathrow Airport Limited – Conditions of Use from 1 January 2016

I would like to thank you for your participation in the 2016 Heathrow Airport Conditions of Use (COU) Consultation process. The 2016 COU Consultation process began August 2015 and included a formal consultation meeting on 15 September 2015. Heathrow received six formal written responses to its proposals. This letter announces HAL's decision and how airline community responses have been taken into account in making our final decision.

We have carefully considered all airline and airline representative body responses on our change proposals, which include all the comments expressed at the consultation meeting and written responses. All received feedback will be provided with a separate reply to directly respond to the individual concerns of that representative. The final COU 2016 can be found attached to this letter.

I would like to thank you again for your participation in this consultation process and I value your feedback throughout this process. Heathrow recognises the need to have a set of terms that reflects the needs of our operation and remains committed to working with the airline community and all other airport stakeholders to give passengers the best airport service in the world.

Yours sincerely



Andy Garner
Airline Business Development Director

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